



Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.9, 02/01/2022)

1.1 General Information

1. Agency or State entity Name: 5180 - Social Services, Department of

If Agency/State entity is not in the list, enter here with the [organization code](#).

[Click or tap here to enter text.](#)

2. Proposal Name and Acronym: Childcare Connect (CC)

3. Proposal Description: (Provide a brief description of your proposal in 500 characters or less.)

The California Department of Social Services proposes to post on the department's Internet Web site, for use by the general public, providers, and parents of eligible children an online portal for the state's comprehensive child care and development services in order to meet federal and state child care consumer education requirements.

4. Proposed Project Execution Start Date: 9/1/2023

5. S1BA Version Number: Version 1

1.2 Submittal Information

1. Contact Information

Contact Name: [Brandon McMillen, Anthony Kim](#)

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2. Submission Type: New Submission

If Withdraw, select Reason: [Choose an item.](#)

If Other, specify reason here: [Click or tap here to enter text.](#)

Sections Changed, if this is a Submission Update: (List all sections changed.)

[Click or tap here to enter text.](#)

Summary of Changes: (Summarize updates made.)

[Click or tap here to enter text.](#)

3. Attach [Project Approval Executive Transmittal](#) to your email submission.
4. Attach [Stage 1 Project Reportability Assessment](#) to your email submission.

1.3 Business Sponsorship

1. Executive Champion (Sponsor)

Title: [Deputy Director, Chief Information Officer](#)

Name: [Chad Crowe](#)

Business Program Area: [Information Systems Division](#)

Title: [Deputy Director, Chief Data Officer](#)

Name: [Ryan Gillette](#)

Business Program Area: [Research, Automation and Data Division](#)

2. Business Owner

Title: [Deputy Director](#)

Name: [Lupe Jaime-Mileham](#)

Business Program Area: [Child Care and Development Division](#)

Title: [Assistant Deputy Director](#)

Name: [Karen Chang](#)

Business Program Area: [Community Care Licensing Division \(CCLD\)](#)

3. Product Owner

Title: [Staff Services Manager II \(Specialist\)](#)

Name: [Colin Barr](#)

Business Program Area: [Child Care and Development Division](#)

Title: [Staff Services Manager I](#)

Name: [Michael Smith](#)

Business Program Area: [Community Care Licensing Division \(CCLD\)](#)

TIP: Copy and paste or click the + button in the lower right corner on any section to add additional Executive Champions, Business Owners, or Product Owners with their related Business Program Areas as needed.

1.4 Stakeholder Assessment

The Stakeholder Assessment is designed to give the project team an overview of communication channels that the state entity needs to manage throughout the project. More stakeholders may result in increased complexity to a project.

1. Indicate which of the following are interested in this proposal and/or the outcome of the project. (Select 'Yes' or 'No' for each.)

State Entity Only: **Yes**

Other Departments/State Entities: **Yes**

Public: **Yes**

Federal Entities: **Yes**

Governor's Office: **Yes**

Legislature: **Yes**

Media: **No**

Local Entities: **Yes**

Special Interest Groups: **Yes**

Other: **No**

2. Describe how each group marked 'Yes' will be involved in the planning process.

All relevant State and Federal entities, and other impacted units will be surveyed and invited to participate during the PAL process, solution development, and long-term maintenance. They will also be heavily involved during the development of data standards, data pipelines, new methods to communicate data, and service delivery. Additionally, the planning, analysis, design, and delivery of the solution will leverage the human-centered design (HCD) process. HCD places a premium upon documenting and understanding the experiences of individuals and groups who are impacted both by the current business processes, as well as those who will be impacted by the future state solution. A comprehensive suite of HCD approaches, inclusive of interviews, process observation and workshops are planned to be deployed to document stakeholder experiences. More specifically, the groups marked "yes" above will be involved in the following ways:

State Entities, Federal Entities, Governor's Office, Legislature:

CDSS – CDSS will leverage subject matter expertise from staff in various divisions throughout the entire project lifecycle, including planning, business/functional requirements elicitation, design, testing and delivery of the project.

California Department of Education (CDE) – CDSS will plan to conduct outreach with CDE to leverage knowledge regarding prior work done to explore how the state can meet the State and Federal requirements in scope of this project.

United States Department of Health and Human Services, Administration of Children and Families (ACF) – CDSS will collaborate with its ACF regional office to receive technical assistance regarding guidance on meeting Federal mandates in scope of the project.

Governor's Office (GO) – The GO expressed its intent to prioritize child care services in the State's Master Plan for Early Learning and Care. The Master Plan has laid the ground work for enhancing opportunities for technological advancements and consumer education to support child care programs. CDSS will intend to work with the GOs office to ensure the project furthers accomplishing the priorities of the Master Plan and inputs regarding planning and requirements gathering.

Legislature – CDSS will intend to work with the Legislature to seek technical assistance regarding guidance and legislative intent on meeting the State mandate in scope of the project.

Public:

Licensed & Non-licensed Providers – Licensed and non-licensed child care providers constitute a diverse group of individuals and facilities that offer child care services to children and their families. Licensed providers can be center-based businesses that cater to multiple children in a commercial setting or a residential setting that accommodates up to 14 children. They are required to follow laws and regulations administered by CDSS. Non-licensed providers are often relatives or closely associated with the child they care for. Both licensed and non-licensed providers have the option to accept subsidies from families to cover the cost of the child care. However, the absence of business opportunities affects licensed and license-exempt providers, as they are unable to effectively market their services or attract an increased number of families through local support. Consequently, they experience a decrease in income from child care services, which hinders their ability to sustain their business and staff.

It will be important for the team to consult, inform, and elicit information from the providers as part of the planning, requirements gathering, user feedback, implementation, and roll-out of a solution. CDSS will also access stakeholders in both focus groups and large stakeholder feedback sessions reflective of the mixed-delivery system comprising both license and license-exempt providers.

Families – Eligible parents of underserved and vulnerable children utilize federal, state, and local child care and development programs and services. Services range from subsidized child care, assistance with finding licensed or license-exempt child care, home visiting programs, developmental screenings and more. California's underserved and vulnerable children and their families are impacted by the current process in that the variability of consumer education and statewide avenues to access local supports often creates obstacles to families accessing care.

It will be important for the team to consult, inform, and elicit information from families as part of the planning, requirements gathering and user feedback of the solution. CDSS will also

access families through diverse workshopping sessions throughout California. Families will provide lived experience regarding the child care referral and access to subsidy processes, and pain points, opportunities, and needs connected to the high-level requirements. CDSS will work with community partners to ensure input is received equitably from a diverse set of families.

Local Entities:

County Welfare Departments (CWDs) – County Welfare Departments process applications for and administer, all public assistance programs, including California Work Opportunity and Responsibility to Kids (CalWORKs), Refugee Cash Assistance, CalFresh, Medi-Cal, In-Home Supportive Services, Adoptions, Foster Care, Employment Programs, and General Assistance/General Relief.

County representatives will be involved throughout the project including workgroups, requirements development, and implementation planning. CDSS will work with the County Welfare Director's Association of California (CWDA) to select an equitable group of counties to participate that represents the diversity of California's counties. Where applicable, CDSS will also work to understand county data systems and dependencies for required data exchanges between the solution and counties.

Alternate Payment Programs (APPs) – The APPs provide services to CalWORKs Stage 2 & 3 and other low-income families through contracts with CDSS to locally administer subsidies programs. APPs may also enter into a contract with CWDs to administer Stage 1 child care. These programs cover child care costs for eligible families, and support families and providers by offering assistance and consumer information about various services and resources available to them. The APPs face challenges due to lack of statewide resources to connect families with their services, facilitate waitlists placements, and educate families about their services and programs. As a result, their ability to reach a broader range of families in their service areas and effectively utilize available subsidies is hindered.

It will be important for the team to consult, inform, and elicit information from the APPs as part of the planning, requirements gathering, implementation planning and user feedback for the rollout of the solution. For example, APPs would participate in the Stakeholder feedback sessions that would include but not limited to focus groups, surveys, and large virtual feedback sessions. CDSS will work with the California Alternative Payment Program Association (CAPPA) to select an equitable group of APPs to participate that represents the diversity of California's APPs. CDSS will also work to understand APP data systems and dependencies for required data exchanges between the solution and APPs.

Resource and Referral Programs (R&Rs) – are locally-based programs that receives federal and state funding and are mandated by legislation. These programs play a crucial role in helping families access child care services tailored to their specific needs. Additionally, they support potential child care providers in preparing for the licensing process, offer direct services such as training to child care providers, and gather and report data related to child care services in California.

It will be important for the team to consult, inform, and elicit information from the R&Rs as part of the planning, requirements gathering, implementation planning, and user feedback

for the roll-out of the solution. For example, R&Rs would participate in the Stakeholder feedback sessions that would include but not limited to focus groups, surveys, and large virtual feedback sessions. CDSS will work with the California Resource and Referral Network (the Network) to select an equitable group of R&Rs to participate that represents the diversity of California's R&Rs. CDSS will also work to understand R&R data systems and dependencies for required data exchanges between the solution and R&Rs.

Special Interest Groups:

Child Care Providers United (CCPU) union – Child Care Providers United (CCPU) brings together thousands of family child care providers throughout California with a mission to improve the profession and ensure every child has access to quality early learning and care. The current goals of the CCPU are to (1) improve our reimbursement rates and benefits, (2) increase access to child care for low-income families, (3) offer high-quality trainings to providers to improve health, safety, and educational standards. CCPU are impacted through the representation of the voice of their members and can amplify the areas of highest need pertaining to the business opportunities and problems in scope for the project.

It will be important for the team to consult for the planning, design, and implementation. As previously mentioned for license and license-exempt providers, CCPU will participate in focus groups and large stakeholder feedback sessions throughout the project.

Child Care Advocates – Child care advocates are typically singular or groupings of members of the public, parents, or legal advocacy groups who dedicates their time publicly supporting or recommending a particular cause or policy. They work to ensure local, state, and federal lawmakers keep child care a top priority. Similar to CCPU, Advocates are impacted through the representation of the voice of their members and can amplify the areas of highest need pertaining to the business opportunities and problems in scope for the project.

It will be important for the team to consult, inform, and elicit information from the advocates as part of the planning, requirements gathering, user feedback, implementation, and roll-out of the solution. CDSS will work with its established network of child care advocates to ensure equitable representation of advocates that can represent the diverse needs of California's families.

1.5 Business Program

- 1. Business Program Name:** Child Care and Development Division
- 2. Program Background and Context:** (Provide a brief overview of the entity's business program(s) current operations.)

CDSS's role in the administration of child care programs was transformed by the Early Childhood Development Act of 2020 (Senate Bill (SB) 98, Chapter 24, Statutes of 2020). This act authorized the transfer of CCD programs previously administered by the California Department of Education (CDE) to CDSS effective July 1, 2021. As a result of the transition, CDSS became the lead agency in California responsible for the administration of the federal Child Care and Development Fund (CCDF). The federal Child Care and Development Fund

(CCDF) is an aggregate of several funding sources that is distributed in block grants by the federal government to the states and territories. In total, CDSS administers 16 child care programs with CCDF funding, along with the CalWORKs Stage One child care program that is funded by the federal Temporary Assistance for Needy Families (TANF) program.

The CDSS Child Care and Development Division (CCDD) was created to ensure successful administration, planning, policy direction, oversight, and implementation of the CDSS' CCDF funded programs. These include programs that provide a variety of state-subsidized child care services, quality improvement plan activities, and local child care and developmental informed programs and policies. Most programs CCDD administers are implemented through contracts with local agencies in California's 58 counties. CCDD's responsibility for the oversight of child care program contractors includes ensuring reporting requirements are met, contracts are managed, remittance apportionments are fulfilled timely, and health and safety requirements are met, among other operations. CCDD also provides technical assistance and support to counties, contractors, and stakeholders.

3. How will this proposed project impact the product or services supported by the state entity?

There will be numerous positive impacts to the services the CCDD oversees as the entity that provides administration and oversight to contractors implementing CCDF funded services. Multiple requirements of [AB 2960](#) (Statutes of 2018) direct CDSS to facilitate better connections of families to contractors for services. Currently, there is no singular Statewide direct connection for families to APPs, which can slow down access to subsidies. AB 2960 mandates this singular Statewide direct connection, which will fill this current gap in the business process. Additionally, while each APP has a waitlist process, there is no singular Statewide process to gain access to a waitlist, which can slow down access to subsidies. AB 2960 mandates Statewide access to placement on waiting lists for subsidized child care programs, which will fill this current gap in the business process.

The CDSS will follow the CDT California Organizational Change Management (CA-OCM) Framework as a part of the planning and implementation of the system that results from this project.

1. Business Program Name: Community Care Licensing Division

2. Program Background and Context: (Provide a brief overview of the entity's business program(s) current operations.)

The Community Care Licensing Division is dedicated to promoting the health, safety, and quality of life of Californians in community care facilities, such as Child Care, Children's Residential, Adult, Senior Care, Continuing Care, and Home Care Services through the administration of an effective and collaborative regulatory enforcement system. This is accomplished by promoting strategies to increase voluntary compliance; providing technical assistance and consultation with care providers; working collaboratively with stakeholders; training staff in all aspects of the licensing process; educating the public; and promoting continuous quality improvement.

The Child Care Licensing Program provides oversight and enforcement for over 40,000 licensed Child Care Centers and Family Child Care Homes, which provide over a million child care spaces located throughout California. The Child Care Licensing Program provides this oversight through the 20 Regional Offices across our State.

3. How will this proposed project impact the product or services supported by the state entity?

A number of consumer education regulatory requirements within the Child Care and Development Block Grant (CCDBG) Act of 2014 and the Child Care and Development Fund (CCDF) final rule at 45 Code of Federal Regulations (CFR). 98.33 are targeted towards transparency of CCLD operations. These include, but are not limited to publishing facility monitoring reports, listings of licensed child care providers, transparency of the State's child care background check process, and aggregate data reporting. Currently, access to this information is available through multiple websites. CDSS will explore the centralization of this information as a part of PAL Stage 2. Centralizing this information in one solution will improve user experience and ensure a unified source of truth for the public.

Additionally, the requirements of AB 2960 (Statutes of 2018) direct CDSS to give families the opportunity to connect with local child care providers. CCLD, as the licensing authority, is responsible for maintaining child care provider data and would provide data to fulfil this requirement. Currently, data from CCLD is not directly referenced as the source of truth for CDSS's current consumer education solution. Instead, locally collected data by the R&Rs is the source of truth, which is critical for information on the vast array of Child Care and Development Services, including licensed exempt programs, such as the California State Preschool Program (CSPP). Due to differences in data systems, data definitions, and local data collection variances, the current process is not as inclusive of all licensed child care facilities. Changes to the flow of data from CCLD, R&Rs, APPs, and potentially other agencies will be required to ensure centralized data referenced in the paragraph above is the source of truth for the vast array of Child Care and Development Services, including all CDSS licensed child care facilities. In addition, the efforts of this project will result in a consolidation of data from these sources and will benefit the State by providing access to information currently not available. This expanded and centralized set of data will be instrumental for data driven decision making, public transparency, and consumer education.

The CDSS will follow the CDT California Organizational Change Management (CA-OCM) Framework as a part of the planning and implementation of the system that results from this project.

TIP: Copy and paste or click the + button in the lower right corner to add Business Programs, with background and context and impact descriptions as needed.

1.6 Project Justification

1. Strategic Business Alignment

Enterprise Architect

Title: Chief Technology Officer/Assistant Deputy Director

Name: Michael Wanser

Strategic Plan Last Updated? 3/31/2021

Strategic Business Goal: Integrating and using data to streamline and improve the experience of families and the workforce.

Alignment: To achieve this goal, it is crucial for the solution to consolidate data assets from multiple systems and make them accessible through a single access point. This will enable families to access the necessary information to make informed decisions regarding child care. Additionally, the solution will facilitate a comprehensive approach by collecting consistent information from all CDSS CCD program providers. This data collection will support informed statewide decision-making, aimed at improving the experiences of families and the workforce.

Strategic Business Goal: Maximizing accessibility, particularly for families with the greatest needs.

Alignment: To achieve this goal, the solution will address multiple mandates that will improve the accessibility of services for families by filling current gaps in the statewide system. Currently, there is no statewide and state-supported screening tool to assess eligibility for services. As a result, many families are unaware of the services they may qualify for. By developing and making this screening tool widely available, the information about eligibility requirements can reach a significantly larger number of families, thus maximizing accessibility.

Furthermore, fulfilling the mandate to directly link families to Alternate Payment Programs (APPs) will further enhance accessibility. This approach will directly connect families with an agency that can assist them in signing up for subsidies once their eligibility has been determined through the screening process. This will ensure that families have direct access to the resources they need, maximizing accessibility and addressing their specific needs.

Strategic Business Goal: Providing families with information necessary to make informed choices.

Alignment: To achieve this goal, the solution will implement a centralized system that consolidates critical information for families to make informed child care choices. Currently, this information is scattered across multiple sources or, in some cases, is not available at all, which hinders a family's ability to make well-informed decisions. By centralizing and offering new information and tools, families will have access to comprehensive resources that enable them to make appropriate decisions based on their specific needs. They will be able to understand the available programs and services and easily connect with local supports.

The implementation of this centralized system will empower families, enhance their decision-making process, and ensure they have the necessary information to navigate the child care landscape effectively. By improving access to reliable and up-to-date information, the solution will aim to support families in making informed choices that best meet their child care requirements.

Strategic Business Goal: Supporting the expansion of facilities in underserved communities to promote equitable access.

Alignment: To achieve this goal, the solution will provide support to enhance the visibility and expansion of facilities, with a particular focus on underserved communities. This will be accomplished by establishing a baseline of resources available for all facilities to effectively market their services. Additionally, the solution will ensure that a wide range of information about licensed facilities, regardless of their location, is publicly accessible.

Furthermore, the solution will streamline the process for families to access subsidies, especially in underserved communities where existing resources may be limited. By directly linking families to local supports, the solution will facilitate their journey towards accessing subsidies. This increased access to subsidies is expected to drive the demand for services, ultimately leading to the need for an expanded supply of facilities.

Through these initiatives, the solution will aim to foster equitable access to child care services by promoting the expansion of facilities in underserved communities, providing comprehensive information to the public, and facilitating families' access to subsidies.

TIP: Copy and paste or click the + button in the lower right corner to add Strategic Business Goals and Alignments as needed.

Mandate(s): Both

Bill Number/Code, if applicable: California Assembly Bill (AB) 2960, Statutes of 2018

Add the Bill language that includes system-relevant requirements:

(a) It is the intent of the Legislature in adopting this article that every family in California have access to current and robust information regarding the state's vast array of child care and development services through a publicly available online portal hosted and maintained by the department that includes, among other things, program and eligibility information, the opportunity to connect with resource and referral agencies and providers, the ability to use an online eligibility screening tool in order to assess eligibility for services, a way to link to local child care resource and referral agencies and alternative payment programs for additional assistance in selecting and assessing child care, and access to placement on waiting lists for local subsidized child care programs.

(b) On or before June 30, 2022, the Superintendent shall develop and post on the department's Internet Web site, for use by the general public, an online portal for California's comprehensive child care and development services.

Bill Number/Code, if applicable: Child Care and Development Fund: Title 45 CFR § 98.33 (a)-(b)

Add the Bill language that includes system-relevant requirements:

§ 98.33 Consumer and provider education.

The Lead Agency shall:

(a) Certify that it will collect and disseminate consumer education information to parents of eligible children, the general public, and providers through a consumer-friendly and easily accessible Web site that ensures the widest possible access to services for families who speak languages other than English and persons with disabilities, including:

(1) Lead Agency processes, including:

- (i) The process for licensing child care providers pursuant to § 98.40;
 - (ii) The process for conducting monitoring and inspections of child care providers pursuant to § 98.42;
 - (iii) Policies and procedures related to criminal background checks for child care providers pursuant to § 98.43; and
 - (iv) The offenses that prevent individuals from serving as child care providers.
- (2) A localized list of all licensed child care providers, and, at the discretion of the Lead Agency, all eligible child care providers (other than an individual who is related to all children for whom child care services are provided), differentiating between licensed and license-exempt providers, searchable by zip code;
- (3) The quality of a provider as determined by the Lead Agency through a quality rating and improvement system or other transparent system of quality indicators, if such information is available for the provider;
- (4) 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 whom child care services are provided), including those required at § 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 of results where available.
- (5) Aggregate number of deaths and serious injuries (for each provider category and licensing status) and instances of substantiated child abuse that occurred in child care settings each year, for eligible providers.
- (6) Referrals to local child care resource and referral organizations.
- (7) Directions on how parents can contact the Lead Agency or its designee and other programs to help them understand information included on the Web site.
- (b) Certify that it will collect and disseminate, through resource and referral organizations or other means as determined by the State, including, but not limited to, through the Web site described in paragraph (a) of this section, to parents of eligible children and the general public, and where applicable providers, information about:
- (1) The availability of the full diversity of child care services to promote informed parental choice, including information about:
- (i) The availability of child care services under this part and other programs for which families may be eligible, as well as the availability of financial assistance to obtain child care services;
 - (ii) Other programs for which families that receive assistance under this part may be eligible, including:
 - (A) Temporary Assistance for Needy Families (TANF) (42 U.S.C. 601 et seq.);
 - (B) Head Start and Early Head Start (42 U.S.C. 9831 et seq.);
 - (C) Low-Income Home Energy Assistance Program (LIHEAP) (42 U.S.C. 8621 et seq.);
 - (D) Supplemental Nutrition Assistance Program (SNAP) (7 U.S.C. 2011 et seq.);

- (E) Special supplemental nutrition program for women, infants, and children (42 U.S.C. 1786);
- (F) Child and Adult Care Food Program (CACFP) (42 U.S.C. 1766);
- (G) Medicaid and the State children's health insurance programs (42 U.S.C. 1396 et seq., 1397aa et seq.);
- (iii) Programs carried out under section 619 and part C of the Individuals with Disabilities Education Act (IDEA) (20 U.S.C. 1419, 1431 et seq.);
- (iv) Research and best practices concerning children's development, meaningful parent and family engagement, and physical health and development, particularly healthy eating and physical activity; and
- (v) State policies regarding social emotional behavioral health of children which may include positive behavioral health intervention and support models for birth to school-age or age-appropriate, and policies to prevent suspension and expulsion of children birth to age five in child care and other early childhood programs, as described in the Plan pursuant to § 98.16(ee), receiving assistance under this part.

TIP: Copy and paste or click the + button in the lower right corner to add Bill Numbers/Codes and relevant language as needed.

2. Business Driver(s)

Financial Benefit: Yes

Increased Revenue: No

Cost Savings: No

Cost Avoidance: Yes

Cost Recovery: No

Will the state incur a financial penalty or sanction if this proposal is not implemented? Yes

If the answer to the above question is "Yes," please explain:

As the CCDF lead agency, CDSS is responsible to fulfill the consumer education regulatory requirements within the CCDBG Act of 2014 and the CCDF final rule at 45 C.F.R. 98.33. If these consumer education regulatory requirements are not fulfilled, CDSS is at risk for yearly CCDF funding penalties. The maximum amount CDSS can be penalized under this segment of funding (Federal Fiscal Year 2023) is \$25.8 million, 4% of the total amount (approx. \$645 million). The exact determination of funding penalties for not meeting these or other requirements is subject to the discretion of the Administration of Children and Families (ACF), which administers the Child Care and Development Fund (CCDF).

Improvement

Better Services to the People of California: Yes

Efficiencies to Program Operations: Yes

Improved Equity, Diversity, and/or Inclusivity: **Yes**

Improved Health and/or Human Safety: **Yes**

Improved Information Security: **Yes**

Improved Business Continuity: **No**

Improved Technology Recovery: **No**

Technology Refresh: **No**

Technology End of Life: **No**

1.7 Business Outcomes Desired

Executive Summary of the Business Problem or Opportunity:

CDSS's role in the administration of child care programs was transformed by the Early Childhood Development Act of 2020 (Senate Bill (SB) 98, Chapter 24, Statutes of 2020). This act authorized the transfer of CCD programs previously administered by the California Department of Education (CDE) to CDSS effective July 1, 2021. As a result of the transition, CDSS became the lead agency in California responsible for the administration of the federal Child Care and Development Fund (CCDF). The federal Child Care and Development Fund (CCDF) is an aggregate of several funding sources that is distributed in block grants by the federal government to the states and territories. In total, CDSS administers 16 child care programs with CCDF funding, along with the CalWORKs Stage One child care program that is funded by the federal Temporary Assistance for Needy Families (TANF) program, and the Emergency Child Care Bridge Program (Bridge Program).

The Early Childhood Development Act of 2020 presents numerous business problems to CDSS associated with Federal and State child care consumer education mandates. If CDSS does not fulfill Federal requirements, there is a risk of funding penalties every fiscal year they are not met. Additionally, CDSS is currently at risk of corrective action by the Legislature because requirements under AB 2960 (statutes of 2018) have not been met and the deadline to meet them was June 30, 2022. The business problems, in the form of Federal and State mandates CDSS must meet, are detailed below.

As a part CDSS's new role as lead agency for the CCDF, CDSS is responsible for fulfilling 8 consumer education regulatory requirements within the CCDBG Act of 2014 and the CCDF final rule at 45 C.F.R. 98.33. The 8 requirements cover a wide range of topics to aid the public in becoming informed about the child care services provided in California through CCDF funding. These requirements are broken into State-Level information and Provider-Level information. The required state level information includes:

1. Contact Information for Lead Agency
2. Information about local child care resource and referral services
3. Plain language description of child care licensing requirements and processes
4. Annual reporting of numerous key performance indicators.

The required provider level information includes:

5. Zip-code based child care provider search

6. Provider quality rating
7. Timely posting of provider-specific monitoring and inspection reports for licensed child care providers
8. Information about the availability of the full diversity of child care services to promote informed parental choice.

Additionally, the information must be provided in multiple languages, in a format that supports individuals with disabilities, and written in plain English.

Under the Early Childhood Development Act of 2020, CDSS also inherited responsibility for meeting child care consumer education requirements set out in AB 2960 (Statutes of 2018). California Assembly Bill (AB) 2960 passed in September 2018, creating a legislative mandate to ensure that **parents and families have access to timely, accurate information about child care programs and how to enroll their children**. To accomplish this, AB 2960 requires the launch of an online and public Consumer Education portal for California's comprehensive child care services on or before June 30, 2022. CDSS currently does not meet the requirements of [AB 2960](#). Specifically with AB 2960, **CDSS must make available to the public, at a minimum, the following information:**

- **Information on CCD programs and eligibility requirements;**
- **The opportunity to connect with local Resource and Referral (R&R) agencies;**
- **The opportunity to connect with local CCD providers;**
- **The ability to use an online eligibility screening tool to assess eligibility for CCD services;**
- **A way to connect with Alternative Payment Providers (APPs) to help with assessing and selecting child care options; and**
- **Access to placement on waiting lists for subsidized child care programs.**

The business drivers selected above relate to the business problems as follows:

- Cost avoidance
 - There is a risk of funding penalties every fiscal year CDSS does not meet the Federal child care consumer education requirements within the CCDBG Act of 2014 and the CCDF final rule at 45 C.F.R. 98.33.
- Better Services to California Families
 - Better services will be provided to California families through significant improvements to education materials regarding child care services. Families will also have readily accessible lists of providers, linkages to local supports, and the ability to screen for services and access waiting lists. These services will better serve families because they typically have to access multiple sites or contact multiple agencies to access these resources. Families will also be provided transparency regarding child care providers and child care services in California.
- Efficiencies to programs
 - There will be multiple efficiencies to programs that result from fulfilling the requirements of AB 2960. Currently, there is no singular Statewide direct connection for families to APPs, which can slow down access to subsidies. AB 2960 mandates this singular Statewide direct connection, which will fill this current gap in the business process. Additionally, while each APP has a waitlist process, there is no singular Statewide process to gain access to a waitlist, which can slow down access to subsidies. AB 2960 mandates Statewide access to placement on waiting lists for subsidized child care programs, which will fill this current gap in the business process.

- Improved Equity, Diversity, and/or Inclusivity (DEI)
 - On 6/30/2025 when the contract expires for MyChildCarePlan.org, the current child care consumer education website, , there will not be a centralized resource for parents and families to access local childcare programs and connect to child care providers in order to receive access to timely and accurate information. Providing access may contribute to the improvement of Equity, Diversity, and Inclusivity of services by baselining and centralizing the resources all families have in California regardless of location. The goal is to freely provide a wide set of information publicly available regarding all licensed and identified license-exempt facilities, regardless of where the service is provided, so providers can inform and connect with families about the services they provide. This will also streamline a family's journey to accessing subsidies, particularly in underserved communities where resources that will be available on the solution may not exist, by directly linking them to local supports. Families who may not know they qualify for services will also have access to an eligibility screening tool to aid their access to services. To further DEI, this will also be fully ADA compliant, available in multiple languages, and written in plain English.
- Improved health and/or human safety
 - There will be a positive impact to the human safety of Californian's. The Federal child care consumer education requirements within the CCDBG Act of 2014 and the CCDF final rule at 45 C.F.R. 98.33 include multiple transparency requirements. These requirements will ensure Californians have access to health and safety information regarding child care providers. This will enable families to make informed decisions regarding placement of their children in facilities.
- Improved information security
 - Currently, child care data for consumer education is sourced from multiple state and local channels, undergoing multiple transfers before reaching its intended destination. The absence of a unified governance structure at the statewide level poses potential risks to data security. The solution will utilize data from these diverse sources, as well as potentially incorporating additional sources. Substantial time and planning will be dedicated to designing a robust data pipeline and implementing a governance structure that enhances the security of this information.
 - The contract for the current MCCP.org site ends on 6/30/25. CDT advised to conduct the PAL process to competitively bid a long-term solution. Childcare Connect will include numerous enhancements and functionality not found in MCCP.org.

Objective ID: 1.1

Objective: Improve accessibility to childcare by making families more aware of available localized licensed child care providers by zip code; to ensure parents and families are connected to child care providers in order to receive access to timely and accurate information about child care programs and how to enroll their children.

Metric: Increase the percentage of licensed child care providers who are publicly searchable by zip code online.

Baseline: 75.2% of licensed child care providers are publicly searchable by zip code online.

Target Result: 100% of licensed providers will be publicly searchable by zip code online immediately following implementation. The target result for licensed providers will be measured by comparing point in time Community Care Licensing Division (CCLD) reports of active providers with the same point in time listing of licensed providers on the website.

Objective ID: 1.2

Objective: Improve accessibility to childcare by making families more aware of eligible license-exempt child care providers by zip code; to ensure parents and families are connected to child care providers in order to receive access to timely and accurate information about child care programs and how to enroll their children.

Metric: Increase the percentage of identified license-exempt child care providers who are publicly searchable by zip code online.

Baseline: 0% of license-exempt child care providers is currently searchable by zip code online.

Target Result: 100% of identified license-exempt providers will be publicly searchable by zip code online within 12 months after implementation. The target result for license-exempt providers will be measured by comparing a point in time curated list of identified license-exempt providers with the same point in time listing of license-exempt providers on the website.

Objective ID: 2

Objective: Provide better services to families by streamlining how families connect with R&Rs, resulting in an increase of child care referrals to providers.

Metric: Increase the number of provider referrals, based on a quarterly assessment of referral count data collected from a sample of California R&Rs.

Baseline: Currently not measurable with available data and will be established during the S2AA by requesting a sample of California R&Rs to provide quarterly referral count data for 8 quarters to establish a baseline average of referrals provided quarterly.

Target Result: Target result is TBD following completion of PAL S2AA and will be measured 12 months following implementation of relevant site features. The target result will be measured by comparing the baseline with the average referrals provided over the 4 quarters (12 months) following implementation of the site features.

Objective ID: 3

Objective: Provide better services to families by increasing the number of families on APPs waiting lists to maximize the utilization of available subsidies for child care programs.

Metric: Increase the number of families who access waiting lists, based on a quarterly assessment of waitlist count data collected from a sample of California APPs.

Baseline: Currently not measurable with available data and will be established during the S2AA by requesting a sample of California APPs to provide quarterly waitlist count data for 8 quarters to establish a baseline average of families on waitlists.

Target Result: Target result is TBD following completion of PAL S2AA and will be measured 12 months following implementation of relevant site features. The target result will be measured by comparing the baseline with the average families on waitlists over the 4 quarters (12 months) following implementation of the site features.

TIP: Copy and paste or click the + button in the lower right corner to add Objectives as needed. Please number for reference.

TIP: Objectives should identify WHAT needs to be achieved or solved. Each objective should identify HOW the problem statement can be solved and must have a target result that is specific, measurable, attainable, realistic, and time-bound. Objective must cover the specific. Metric and Baseline must detail how the objective is measurable. Target Result needs to support the attainable, realistic, and time-bound requirements.

1.8 Project Management

1. Project Management Risk Score: 1.4

(Attach a completed [Statewide Information Management Manual \(SIMM\) Section 45 Appendix A Project Management Risk Assessment Template](#) to the email submission.)

2. Project Approval Lifecycle Completion and Project Execution Capacity Assessment

Does the proposal development or project execution anticipate sharing resources (state staff, vendors, consultants, or financial) with other priorities within the Agency/state entity (projects, PALs, or programmatic/technology workload)?

Answer: Yes

Does the Agency/state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes?

Answer (No, New, Existing, or Both): Both New and Existing Processes

1.9 Initial Complexity Assessment

1. Business Complexity Score: 1.9

(Attach a completed [SIMM Section 45 Appendix C](#) to the email submission.)

2. Noncompliance Issues: (Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is noncompliant.)

Programmatic regulations: Yes

HIPAA/CIIS/FTI/PII/PCI: No

Security: No

ADA: No

Other: No

Not Applicable: No

Noncompliance Description:

CDSS is currently at risk of Federal penalties due to not meeting all 8 child care consumer education mandates within the CCDBG Act of 2014 and the CCDF final rule at 45 C.F.R. 98.33.

3. Additional Assessment Criteria

If there is an existing Privacy Threshold Assessment/Privacy Information Assessment, include it as an attachment to your email submission.

Yes, PTA/PIA for MyChildCarePlan.org attached.

How many locations and total users is the project anticipated to affect?

Number of locations: Statewide

Estimated Number of Transactions/Business Events (per cycle): TBD

Approximate number of internal end-users: 50.

Approximate number of external end-users: 400,000 site visitors a year

1.10 Funding

Planning

1. Does the Agency/state entity anticipate requesting additional resources through a budget action to **complete planning** through the project approval lifecycle framework? Yes

If Yes, when will a budget action be submitted to your Agency/DOF for planning dollars?

8/31/2023

2. Please provide the Funding Source(s) and dates funds for planning will be made available:

State FY 2023-24 Federal CCDF Quality Funds

Project Implementation Funding

1. Has the funding source(s) been identified for **project implementation**? Yes

If known, please provide the Funding Source(s) and dates funds for implementation will be made available:

Federal CCDF Quality Funds and if necessary, State General Fund.

Will a budget action be submitted to your Agency/DOF? **Yes**

If “Yes” is selected, specify when this BCP will be submitted: The project anticipates submitting a BCP for implementation after completing PAL, for FY 2025-26.

2. Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project:
Between \$10 Million and \$50 Million

End of agency/state entity document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 1 and all attachments in an email to ProjectOversight@state.ca.gov.

Department of Technology Use Only

Original "New Submission" Date: [9/8/2023](#)

Form Received Date: [9/8/2023](#)

Form Accepted Date: [9/8/2023](#)

Form Status: [Completed](#)

Form Status Date: [9/8/2023](#)

Form Disposition: [Approved](#)

If Other, specify: [Click or tap here to enter text.](#)

Form Disposition Date: [9/8/2023](#)

Department of Technology Project Number (0000-000): [5180-228](#)