



**Invest Wisely:**  
*Hearts & Minds*

**CHILD CARE RESOURCE AND REFERRAL WORK PLAN**

FOR \_\_\_\_\_  
Region: \_\_\_\_\_  
FY 2007

This Plan describes the Child Care Resource and Referral Agency work plan to be conducted by \_\_\_\_\_ for the period 7/1/07 – 6/30/08. As provided for in the Scope of Work, the Department of Health and Human Resources has the flexibility to modify this work plan and Scope of Work at any time, including changing the options selected or described herein.

CCR&R agencies are required to:

- Provide services consistent with the vision of both the Child Care Bureau and State Division of Early Care and Education;
- Utilize the management information system developed for the Bureau of Children and Families, the Family and Children's Tracking System (FACTS) in accordance with Department policies on the use of the DHHR network found at <http://www.wvdhhr.org/mis/IT/index.htm>;
- Utilize policies and forms developed and supplied by the State Division of Early Care and Education, as well as forms generated by the Family & Children's Tracking System.

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**PART 1  
ADMINISTRATION**

The Child Care Resource and Referral Agency agrees to administer the program in accordance with applicable Federal laws and regulations and the provisions of this work plan, including the assurances and certifications appended hereto.

**1.1 Agency Information**

Name of Agency:  
Address of Agency:  
Name and Title of the Lead Agency's Chief Executive Officer:  
Phone Number:  
Fax Number:  
E-Mail Address:  
Web Address for Agency:

**1.2 Child Care Resource and Referral Director Information** (day-to-day contact)

Name of the CCR&R Director:  
Address:  
Phone Number:  
Fax Number:  
E-Mail Address:  
Phone Number for the CCR&R:  
Web Address for CCR&R:

**1.3 Child Care Resource and Referral Office Information**

Please list the address, phone number, counties covered, and supervisor of each Child Care Resource and Referral Office:

**PART II**

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**GENERAL MANDATORY REQUIREMENTS**

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<b>2.0 Scope of Work 3.0: Organizational Structure and Staffing Plan</b>
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**2.1** Scope of Work 3.1:

- A. Organizational Structure: The CCR&R agency shall have an organizational structure that provides appropriate staffing levels to meet all mandatory requirements. The agency's organizational chart is included as Attachment \_\_\_\_\_.
- B. Describe the CCR&R's plan for staff supervision, including the frequency of on-site observations of offices that do not house a full time supervisor:

**2.2** Scope of Work 3.2.a: If the CCR&R Director supervises other programs (i.e. Birth to Three) how is the full time equivalency requirement for the Director's position met?

**2.3** Scope of Work 3.2.b Does the CCR&R have 1 supervisor for every 4 – 8 case managers?

- Yes.
- No. If no, describe the CCR&R's plan for compliance with the Scope of work:

**2.4.** Scope of Work 3.2.c Does each case manager have a caseload size of 175 – 250 families?

- Yes.
- No. If no, list case manager caseload size and the CCR&R's plan for bringing caseload sizes into compliance with the Scope of work:

List each case manager, counties covered and case load size:

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**3.0 Scope of Work 4.0 Personnel**

- 3.1** Scope of Work 4.1: No response necessary in this document.
- 3.2** Scope of Work 4.2: The CCR&R agrees to make personnel files available for review upon request of the Department:
- Yes.  
 No.
- 3.3** Scope of Work 4.3: The CCR&R will insure that if the job title used for a position requires a credential or license, such requirements are met and are included in job descriptions.
- Yes.  
 No.
- 3.5** Scope of Work 4.4.a: Describe how potential staff are evaluated and selected:
- 3.6** Scope of Work 4.4.b.1-3: Describe plans for training and continuing professional development. Include timelines, content, and tracking procedures. Include a sample of the tracking form as Attachment \_\_\_\_
- 3.7** Scope of Work 4.5: Describe the Director's qualifications:
- 3.8** Scope of Work 4.6 – 4.8 – No response required.
- 3.9** Scope of Work 4.9: Describe the roles and functions of supervisors. Include services supervised, portion of time spent supervising, supervisory methods, evaluation methods and tasks performed.

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**3.10** Scope of Work 4.10: Do all case managers have a bachelor's degree in human services, a related field, early care and education, or child development?

- Yes.  
 No.

**3.11** Scope of Work 4.11: Was the TRAILS Associate a TANF recipient when hired?

- Yes.  
 No.

**3.12** Scope of Work 4.12: Is the position of Equipment Coordinator a:

- Single position.  
 Combined with another position. If so, please list: \_\_\_\_\_

**3.13** Scope of Work 4.13: How are staff informed of Department requirements regarding relationship disclosures? Describe how such cases are handled.

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**4.0 Scope of Work 5.0: Child Care Resource and Referral Services**

- 4.1** Scope of Work 5.1.a: Describe the CCR&Rs consumer education efforts, including consumer education designed to inform parents about child care options, how to select quality programs for their children, how to recognize indicators of child abuse or neglect, and information on other resources available, health and safety issues, etc.
  
- 4.2** Scope of Work 5.1.b: Describe the system used to provide child care referrals, including how the system is kept current and the CCR&R ensures that providers referred meet licensing and/or registration requirements:
  
- 4.3** Scope of Work 5.1.c: Describe how referral services are offered to parents. Include any disclaimers used by the CCR&R when giving out referrals, and describe how the CCR&R avoids giving preference to any program the CCR&R may own or have an interest in:
  
- 4.4** Scope of Work 5.1.d: How are parents informed of child care choices?
  
- 4.5** Scope of Work 5.1.e: Describe methods used to assess the supply of child care in the CCR&Rs region. Include as Attachment \_\_\_ any letters of understanding the CCR&R may have signed with local WV Works staff.
  
- 4.6** Scope of Work 5.1.f: Describe the CCR&R's provider recruitment efforts:

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- 4.7** Scope of Work 5.1.g. & h: Describe how the CCR&R educates employers, government, and community agencies on the importance of high quality child care to the business community and local economy and encourages businesses to partner with child care:
- 4.8** Scope of Work 5.1.i: Describe how materials provided by the Child Care Partnership project are used:
- 4.9** Scope of Work 5.1.j: Does the CCR&R assist any interested parent and/or provider to complete a Voters Registration application?
- Yes.  
 No.
- 4.10** Scope of Work 5.1.k: Do you advise parents and providers of other available financial supports, such as:
- A. Child and Adult Care Food Program:  Yes.  No.  
B. Earned Income Tax Credit:  Yes.  No.  
C. Child Health Insurance Program  Yes.  No.
- 4.11** Scope of Work 5.1.l: Describe the CCR&R's plans for media releases and public services announcements:
- 4.12** Scope of Work 5.1.m: What is the CCR&R's web site address? \_\_\_\_\_
- 4.13** Scope of Work 5.1.n: Does the CCR&R's web site include information on:
- A. Information about services offered by the CCR&R?  Yes.  No.  
B. Addresses and phone numbers for all offices?  Yes.  No.  
C. Schedules for CCR&R outreach sites?  Yes.  No.  
D. Consumer education on quality care?  Yes.  No.  
E. Consumer education on how to select care?  Yes.  No.  
F. Information on Provider Recruitment?  Yes.  No.  
G. List of available CCR&R training?  Yes.  No.  
H. Lists of resources for first aid and CPR training?  Yes.  No.  
I. Lists of resources for Medication Administration?  Yes.  No.  
J. Links to other early childhood sites?  Yes.  No.  
K. Link to the Division of Early Care and Education?  Yes.  No.
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- L. Information promoting the quality, availability and affordability of child care?  Yes.  No.
- M. An online catalog of quarterly newsletters?  Yes.  No.
- N. Information on making good educational choices for children?  Yes.  No.
- O. Information on child development and parenting skills?  Yes.  No.
- P. If any of the above were answered “no,” list plans for completion:
- Q. Describe any planned upgrades to the web site:

**4.14** Scope of Work 5.1.o.1-6: Describe how families are assisted in securing appropriate financial, health, social and family support services. Include a description of coordination with other local, state and federal programs, the CCR&R’s method for the required annual assessment of resources, a copy of the resource booklet developed as attachment \_\_\_\_, and the plan for distributing the booklet to parents and the timelines for updating the booklet:

**4.15** Scope of Work 5.1.p. 1 – 4: Is information to parents on early childhood resources and current research in early care and education offered to parent’s through:

- A. Pamphlets and handouts?  Yes.  No.
- B. Videos in waiting rooms?  Yes.  No.
- C. Telephone audio recordings?  Yes.  No.
- D. Web site?  Yes.  No.
- E. Please list topic areas covered:

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**5.0 Scope of Work 6.0: Professional Development**

**5.1** Scope of Work 6.1 - 5: The CCR&R assures that:

A. Professional development will be available to all child care providers including those who care for subsidized children and private pay, with an emphasis on assisting providers who serve subsidized families.

- Yes.  
 No.

B. All professional development will be provided by early childhood specialists who meet the educational and experience requirements of 4.6 in the Scope of Work.

- Yes.  
 No.

C. Professional development staff will be used exclusively for activities listed in this section and shall not be used for support services or case management activities unless an emergency exists.

- Yes.  
 No.

D. Professional Development staff will only be used for the health and safety pieces of the required orientation for new providers.

- Yes.  
 No.

**5.2** Scope of Work 6.6 – No response necessary

**5.3** Scope of Work 6.7: Early childhood teams will include all early childhood specialists including Infant/Toddler Specialists, TRAILS Early Childhood Associate, and the Behavior Consultants. Please list each staff's full name and job title:

**5.4** Scope of Work 6.7.a.1 - : The CCR&R assures that the early childhood team shall:

A. Provide community outreach and information.

- Yes.  
 No.

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1.) Describe efforts to support initiation and continuation of provider networks and associations to improve quality of care:

2.) List all local collaborative teams and early childhood staff responsible for participating on the collaborative:

B. Support WV State Training and Registry System (S.T.A.R.S.).

- Yes.  
 No.

C. Inform providers about the Professional Development System and encourage participation.

- Yes.  
 No.

D. Register all professional development with the registry system, providing accurate information on dates and counties for each session using sign in sheets to document attendance, and returning sign in sheets to WV S.T.A.R.S. at the WVECTCR.

- Yes.  
 No.

E. Meet at least monthly to coordinate and integrate efforts.

- Yes.  
 No.

F. Attach meeting summaries to CCR&R quarterly reports.

- Yes.  
 No.

G. Offer technical assistance to all new and existing providers.

- Yes.  
 No.

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H. Assist providers in problem-solving through individual consultation as well as by connecting providers to other community resources.

- Yes.  
 No.

I. Work with early childhood specialists statewide to develop a uniform core of professional development opportunities to insure relative consistency of sessions offered statewide.

- Yes.  
 No.

J. Provide information to providers on regulatory requirements and assist providers in complying with the health and safety requirements.

- Yes.  
 No.

K. Refer questions on interpretation to appropriate regulatory staff.

- Yes.  
 No.

L. Integrate the use of TRAILS vans/early childhood specialists and resources to support, expand, and follow-up on professional development sessions.

- Yes.  
 No.

M. Maintain a file with an outline, content, and handouts for each professional development topic delivered to providers.

- Yes.  
 No.

**5.5** Scope of Work 6.7.d. – Response covered in Section 10. .

**5.6** Scope of Work 6.7.e -6.8.c: The CCR&R assures that the early childhood team shall:

A. Utilize available technology such as the internet, satellite programming, and Power Point presentations to support professional development delivery.

- Yes.  
 No.
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B. Issue certificates to providers upon completion of professional development that indicate Core Knowledge/Core Competency areas and that the session is registered with WV S.T.A.R.S.

- Yes.  
 No.

C. Support State professional development coordination efforts.

- Yes.  
 No.

D. Attend a minimum of quarterly meetings/professional development coordinated by WV Early Childhood Training Connections project and the Division of Early Care and Education.

- Yes.  
 No.

E. Ensure that designated infant/toddler specialist staff participates in additional redesign and capacity building activities as scheduled.

- Yes.  
 No.

F. Participate with Division of Early Care and Education Quality Initiatives staff in reliability training for the Environmental Rating Scales.

- Yes.  
 No.

**5.7** Scope of Work 6.8.d – 6.8.d.5: The CCR&R assures that early childhood training teams will:

A. Participate in state level coordination with the Division of Early Care and Education and appropriate staff from all CCR&R agencies to create and implement a professional development design that includes consistent content for identified core knowledge/core competency areas, is responsive to the needs of providers, and integrates effective adult learning techniques.

- Yes.  
 No.

B. Participate in coordination meetings and related state level professional development opportunities;

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- Yes.
- No.

C. Incorporate knowledge gained from professional development opportunities;

- Yes.
- No.

D. Complete development task as assigned.

- Yes.
- No.

E. Connect with PIECES Professional Development Committee efforts.

- Yes.
- No.

F. Implement professional development

- Yes.
- No.

**5.8** Scope of Work 6.9 – 6.10.c: The CCR&R assures the agency will:

A. Report any observed provider non-compliances per established protocol.

- Yes.
- No.

B. Track information and report to Training Connections and/or WVDHHR, ECE Division as required.

- Yes.
- No.

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<b>6.0 Scope of Work 7.0: Infant/Toddler Professional Development and Technical Assistance</b>
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6.1 Scope of Work 7.1 – 7.2.k: The CCR&R assures that:

A. Time spent on infant and toddler professional development will equal the equivalent of one full time position.

- Yes.  
 No.

B. The full time equivalent infant/toddler specialist meets the requirements of section 4.8 of the Scope of Work.

- Yes.  
 No.

C. The infant/toddler specialists will participate on the CCR&R early childhood team and implement all early childhood team responsibilities.

- Yes.  
 No.

D. All early childhood specialists implementing the WV Infant/Toddler Professional Development Program (WVIT PDP) for Caregivers and Administrators meet the requirements of the Infant/Toddler Specialist Criteria as defined in Section 4.8 and are competently trained through the WVIT PDP Training of Trainers.

- Yes.  
 No.

E. Infant/Toddler specialists needing to complete the WVIT PDP Training of Trainers will be mentored according to guidelines in WVIT PDP policies and procedures until such time as the WVIT PDP Training of Trainers if available.

- Yes.  
 No.

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F. The agency will implement *West Virginia Infant/Toddler Professional Development Program (WVIT PDP)* as specified in section 7.2a. – k. of the Scope of Work.

- Yes.  
 No.

<b>7.0 Scope of Work 8.0: Infant/Toddler Resource Materials</b>
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**7.1** Scope of Work 8.1: Describe how the agency will recruit at least 2 participants for ITQuIP, conduct appropriate environmental rating scales, develop a plan of action, deliver monthly technical assistance based on plan of action, and provide \$300 worth of resources for completion of project:

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**8.0 Scope of Work 9.0: Traveling Resource and Information Library System (TRAILS)  
Vans**

**8.1** Scope of Work 9.1: The CCR&R agency agrees to provide resources, outreach, and professional development via the TRAILS van.

- Yes.  
 No.

**8.2** Scope of Work 9.2.a – 9.3.b: No Response Required

**8.3** Scope of Work 9.4: Delivery of TRAILS Van Services: The CCR&R agrees to:

A. Develop schedules for the vans that maximize exposure, provide flexibility, and insure that all areas of the CCR&R region are served.

- Yes.  
 No.

B. Develop and implement policy/procedure to schedule visits with providers.

- Yes.  
 No.

C. Notify providers of cancellations or delays.

- Yes.  
 No.

D. To schedule TRAILS vans in the field visiting providers a minimum of three days per week.

- Yes.  
 No.

E. Provide TRAILS service to child care providers including family child care providers, family child care facilities, school-age child care programs, and child care centers, reserving priority for rural providers and those who serve low income families.

- Yes.  
 No.

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F. Implement outreach efforts to insure providers throughout the service delivery region are aware of the service.

- Yes.  
 No.

**8.4** Scope of Work 9.6 – 7: The CCR&R assures that:

A. Resources and materials available for loan to providers shall support developmentally appropriate practice, Core Knowledge/Core Competencies, and the WV Early Learning Standards Framework (WV ELSF).

- Yes.  
 No.

B. Resource materials and consumer education on a variety of topics of interest to children, families, and providers shall be available for distribution.

- Yes.  
 No.

C. An inventory of all materials purchased by the agency through use of Child Care and Development Fund funds provided under the CCR&R contract shall be maintained.

- Yes.  
 No.

D. Ownership of any items shall revert to the WVDHHR should the grant agreement be terminated by either party.

- Yes.  
 No.

E. Materials shall be identified through an inventory system (i.e., numbers or bar codes)

- Yes.  
 No.

F. Records of all sign-in and sign-out of resources on loan to providers shall be maintained.

- Yes.  
 No.
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G. Providers who borrow materials shall sign a contract indicating they will provide replacement cost of any lost or destroyed items.

- Yes.  
 No.

H. Materials shall be sanitized through appropriate methods as identified in Caring For Our Children, Second Edition upon check-in by one provider prior to loan to another.

- Yes.  
 No.

I. Providers should be instructed in proper sanitation procedures during the use of the materials.

- Yes.  
 No.

J. Materials shall be examined for wear and tear and are to be in safe condition prior to lending.

- Yes.  
 No.

K. A laptop shall be available and used by TRAILS van staff to manage the resource inventory (provide inventory management file so specialists can maintain lending records while traveling).

- Yes.  
 No.

L. The TRAILS early childhood specialist will receive professional development on inclusive practices and protocol for use of assistive technology available through the TRAILS vans.

- Yes.  
 No.

M. The TRAILS early childhood specialist will follow established protocol for lending assistive technology.

- Yes.  
 No.
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**8.5** Scope of Work 9.8 – Equipment The CCR&R assures that the TRAILS program will use a van that:

A. Is a super cargo van approximately 11 feet in length.

- Yes.  
 No.

B. Is painted white and carries the Department’s logo and the name “Child Care TRAILS” along with the logo developed by the department.

- Yes.  
 No.

C. Prominently displays the TRAILS logo.

- Yes.  
 No.

D. Carries identifying information (logo) regarding the provider agency and may also include information on businesses that have donated equipment or materials to the program. Additional logos shall not interfere in any way with the Department logo and shall be less prominent than the Department logo.

- Yes.  
 No.

E. Contains a variety of equipment and resources for providers to use with children as well as equipment and material for the staff to carry out their responsibilities.

- Yes.  
 No.

F. Reverts to the Department in case of a termination of services.

- Yes.  
 No.

G. Includes safety equipment such as mobile steps, cellular phones, first aid supplies, etc.

- Yes.  
 No.

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H. Includes storage shelves/racks to hold lending library materials in a safe manner during transport.

- Yes.  
 No.

I. Includes various storage containers for resource materials to insure safe transport shall be available and in use.

- Yes.  
 No.

J. Includes infant and toddler equipment that can be loaned temporarily to new providers until they can afford to purchase the equipment themselves (cribs, high chairs, cots, changing tables, etc.).

- Yes.  
 No.

**8.6** Scope of Work 9.9: Ongoing Maintenance. The CCR&R assures the following budgetary issues are addressed:

A. Ongoing operating costs of the van are included to insure the van is in operation a minimum of three days weekly.

- Yes.  
 No.

B. Repair and maintenance costs are included in insure the van is kept in good operating condition at all times

- Yes.  
 No.

C. Costs cover painting for logos required by the Department, grantees logo, as well as that of any business/agency that contribute to the program.

- Yes.  
 No.

D. Liability coverage is provided that protects the Department in case of loss and covers the van, all equipment and materials

- Yes.  
 No.
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E. Safe parking area for the van is provided that limits possible theft.

- Yes.  
 No.

F. Replacement costs are included in the budget for lost and damaged equipment and materials.

- Yes.  
 No.

G. Ongoing funds are included in the budget to purchase new and innovative materials that come on the market so that long-term providers continue to be challenged by the available materials.

- Yes.  
 No.

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**9.0 Scope of Work 10.0: Behavioral Support Services**

**9.1** Scope of Work 10.1 – 10.2.i: The CCR&R assures that the Behavioral Consultant will:

A. Develop a professional development plan to reinforce knowledge including, but not limited to, positive behavioral support, attachment theory and parenting, early childhood mental health issues, child abuse and neglect, post-traumatic stress disorder in young children, typical and atypical social, emotional, and behavior development, community resources for young children with special needs and their families, consultative methods, and the Americans with Disabilities Act.

- Yes.  
 No.

B. Provide telephone and on-site consultation to early childhood providers regarding behavior and discipline.

- Yes.  
 No.

C. Observe and evaluate child behaviors, environment, child-provider and child-child interactions, and provide positive suggestions to support caregivers with developmentally appropriate methods for optimum development for all children.

- Yes.  
 No.

D. Facilitate the development of positive behavioral supports for children whose child care placements are in jeopardy.

- Yes.  
 No.

E. Provide technical assistance to early childhood providers in their enrollment of children with special needs and in regards to relevant federal and state regulations and policies for young children with special needs.

- Yes.  
 No.

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F. Provide on-site professional development to support positive behavior management and inclusive practices.

- Yes.  
 No.

G. Develop and provide needs-based learning opportunities for all early childhood providers related to the social, emotional, and behavioral needs of young children.

- Yes.  
 No.

H. Develop written resource/technical assistance materials for distribution to providers that support developmentally appropriate guidance and behavior management.

- Yes.  
 No.

I. Link children who have behavioral needs, their families, and caregivers with appropriate services including special education and community health and mental health services, and to facilitate those linkages to assure that children can benefit from child care services.

- Yes.  
 No.

J. Develop a relationship with community agencies/programs such as WV Birth to Three, Preschool Special Education and School-Age Special Education programs as well as the WV Home & Community Based Waiver program.

- Yes.  
 No.

K. Avoid duplication of efforts and involve child care providers in individual education plans when applicable.

- Yes.  
 No.

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**10.0 Scope of Work 11.0: Training Plan**

**10.1** Scope of Work 11.1: The CCR&R agency agrees to submit a training plan to WVDHHR, BCF, Division of Grants and Contracts and the Quality Initiatives Unit of the Division of Early Care and Education. The training plan shall provide proposed information on methods to meet the professional development requirements of the service delivery area established in the CCR&R Scope of Work to meet the professional development needs of family child care providers and staff in child care centers and facilities.

- Yes.  
 No.

**10.2** Scope of Work 11.3: Training Plan Content.

**10.2.a Professional Development Advisory Council Membership and Meetings**

- 1.) The professional development advisory council must consist of the CCR&R director or supervisor and all early childhood team members, providers, a member of the Division of Early Care & Education, the regional licensing specialist(s), and regional child care supervisory and monitoring staff. Starting Points Centers in the region shall be invited to participate. Include additional members such as Head Start, WV Birth to Three RAU, extension agents, and other providers of early childhood professional development in the region as appropriate in order to share resources for all early care and education providers. Attach individuals invited to participate as Attachment \_\_\_\_\_.





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**7.) What adjustments need to be considered:**

**10.2.c. Needs Assessment of Region:** Describe in a brief narrative methods used to determine regional needs:

**1.) Content:**

**2.) Delivery and Structure:**

**3.) Summarize/analyze identified needs:**

**4.) Describe ongoing methods of assessing regional needs:**

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**10.2.d. Proposals for SY08 Professional Development Plan:** Based on progress over the past year; Advisory Council discussions; and needs assessments describe proposed implementation plans for this year to meet provider needs and move towards effective practice for transfer of learning for the following areas:

**1.) Professional Development Content**

- a. Professional Development Areas and Tiers : Based on needs assessments, regulatory non-compliance issues, Professional Development Advisory Council recommendations, and other appropriate sources identify professional development content and level needs for use in developing regional professional development opportunities for the upcoming year. Proposed content topics should identify the proposed core knowledge/ core competencies areas and tiers; WV ELSF linkages (where applicable); and include infant and toddler professional development opportunities in addition to “West Virginia Infant/Toddler Professional Development Program.”

<b>Core Knowledge/Core Competencies</b>	<b>Tier Level</b>	<b>WV ELSF</b>
<b>Child Growth and Development</b> Topic:		
<b>Health, Safety, and Nutrition</b> Topic:		
<b>Positive Interactions and Relationships</b> Topic:		
<b>Curriculum</b> Topic:		
<b>Child Observation and Assessment</b> Topic:		
<b>Family and Community</b> Topic:		
<b>Program Management</b> Topic:		
<b>Professionalism</b> Topic:		

- b. How will priorities be established to make decisions on what content is developed into professional development opportunities?

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- c. Components of Quality Care and Education Modules: Incorporation of state developed modules (Components of Quality Care and Education)

<b>Objective:</b>		
<b>Activities</b>	<b>Person(s) Responsible</b>	<b>Timeline</b>

- d. Needs Assessment for Specific Professional Development Content: Identify at least one specific type of professional development (IE – a child care center requests a specific topic) that each early childhood specialist will develop and implement needs assessment collection methods (Early Childhood Specialists received examples in November 2004 training session). The data shall then be used to develop sessions that make the session practical and problem oriented, relating to the audiences needs and building on what they already know. Example: *A child care center requests a session on biting. Information would be gathered on specific concerns, what staff already know, what they want to know... in order to focus the training on needs and interests of the participants.*

<b>Objective:</b>		
<b>Activities</b>	<b>Person (s) Responsible</b>	<b>Timeline</b>

- e. First Aid and CPR: Identify and list on the chart below First Aid and CPR training provided.

<b>Who will Provide</b>	<b>When available</b>	<b>Where available</b>	<b>Cost</b>	<b>Other</b>

- f. Describe in a brief narrative how the information about the First Aid and CPR is disseminated to providers.

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g. Medication Administration: Describe in a brief narrative how the West Virginia Medication Administration Instructional Program for Center Staff will be implemented in your region, and how the information will be disseminated to the centers.

h. Other Professional Development Content Information:

**2) Professional Development Structure**

a. Professional Development Follow-Up: Identify methods to provide professional development follow-up. Research provides strong evidence that onetime workshops on broad, global topics have little lasting impact on behavior. How can early childhood specialists provide follow-up to participants to answer questions that arise when participants work to implement what they have learned? List a variety of proposed techniques currently in use and proposed additional methods.

<b>Objective:</b>		
<b>Activities</b>	<b>Person (s) Responsible</b>	<b>Timeline</b>

b. Regional Professional Development Coordination: Identify professional development opportunities with Head Start, WV Birth to Three, WV Pre-k, Starting Points, and other regional professional development.

<b>Professional Development</b>	<b>Partnership Coordination</b>

c. Other Professional Development Structure:

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**3) Delivery of Professional Development**

- a. Locations: List proposed locations for professional development delivery (IE if developing cluster areas for some counties etc.)

County(ies)	Location

- b. Frequency and Methods to Schedule Sessions: Briefly describe the frequency and methods for scheduling sessions in the service delivery area to meet the professional development needs of family child care providers and staff from child care facilities and centers.

County(ies)	Frequency/ Scheduling Methods

- c. Registration Methods: Describe in a brief narrative the registration techniques to be used to support adequate enrollment in sessions.

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**4) West Virginia Infant/Toddler Professional Development Program Scheduling**

- a. Describe in a brief narrative the ongoing scheduling for the West Virginia Infant/Toddler Professional Development Program to provide opportunities in the service delivery region for participation. How will the region ensure that the West Virginia Infant/ Toddler Professional Development Program are provided at times and in locations to meet providers' needs?

- b. Describe how you will implement the Administrators' Modules of the WVIT PDP for Caregivers.

<b>Objective:</b>		
Activities	Person (s) Responsible	Timeline

- c. Describe how you will implement the Caregivers' Modules of the WVIT PDP for Caregivers.

<b>Objective:</b>		
Activities	Person (s) Responsible	Timeline

- d. Describe how you will implement the Technical Assistance for Caregivers of Infants and Toddlers (TACIT).

<b>Objective:</b>		
Activities	Person (s) Responsible	Timeline

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e. Describe in a brief narrative how materials will be purchased and distributed to support professional development related to WVIT PDP for Caregivers and accompanying TACIT visits.

5) **Birth to Three Materials Distribution:** Describe in a brief narrative the materials to be purchased to support professional development related to children ages birth to three and methods to be used to distribute other than WVIT PDP for Caregivers.

6) **Notifying Providers:** Identify methods of notifying providers of regional professional development opportunities.

Methods of Notification	Person (s) Responsible	Timeline

7.) **Other Delivery of Professional Development:**

**10.2.e. Professional Development Team Organization**

1.) **Infant/ Toddler Specialist Responsibilities:** Describe who will provide West Virginia Infant/Toddler Professional Development Program coursework; additional opportunities for professional development related to infants and toddlers; and be responsible for additional Infant/Toddler Specialist responsibilities per the Infant and Toddler Specialist Criteria. If one training specialist is not assigned as a fulltime infant toddler specialist, how will the region insure that 1 FTE is dedicated for infant/toddler training and technical assistance?

<b>Objective:</b>		
Activities	Person (s) Responsible	Timeline

2.) **Coordination of Professional Development Team Roles:** Describe in a brief narrative current and proposed methods to coordinate all professional development team roles to best support and serve the needs of the region.

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**3.) Other Professional Development Team Organization:**

**10.2.f. Regional Conferences**

- 1.) Describe in a brief narrative plans/ partnerships for providing annual regional conference, and if applicable incorporation of partnerships to provide other regional professional development and technical assistance, ensuring that all opportunities are registered and approved through WV S.T.A.R.S.

- 2.) Other Regional Conferences:

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**11.0 Scope of Work 12.0: Medication Administration for Center Staff**

**11.1** Scope of Work 12.1.a - e: The CCR&R agency agrees to support the coordination of the Medication Administration Instructional Program for child care centers by:

A. Coordination with Division of Early Care and Education staff to schedule and pre-approve medication administration sessions.

- Yes.  
 No.

B. Coordinate with the RN Instructor for available times, dates, and locations to set a schedule for sessions.

- Yes.  
 No.

C. Collaborate with RN Instructor to have available at actual time of training operational laptop computer and LCD projector for Power Point presentation and VCR/TV for VCR tape.

- Yes.  
 No.

D. Secure locations for sessions and notify RN Instructor.

- Yes.  
 No.

E. Provide outreach to centers to notify of availability of sessions. Enroll a minimum of five to hold a class; allow a waiting list in case of cancellations.

- Yes.  
 No.

**11.2** Scope of Work 12.2.a - c: The CCR&R agrees to alert students that they:

A. Must be credentialed on WV S.T.A.R.S. to participate in the Medication Administration session.

- Yes.  
 No.

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B. Must pass a required competency test with a score of 80% or higher and return skills demonstrations in order to receive a certificate of completion and S.T.A.R.S. credit.

- Yes.  
 No.

C. Need to bring to training one pair of latex-free gloves and a small doll to be used for practice in the class.

- Yes.  
 No.

**11.3** Scope of Work 12.3: The CCR&R agrees to, if possible, call a day or two prior to class to remind those registered for class and, if needed, contact those on waiting list to attend.

- Yes.  
 No.

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**12.0 Scope of Work 13.0: Management of the Subsidy Certificate Program**

**12.1** Scope of Work 13.1: The CCR&R agency assures that staff will use and follow the Department's requirements for

- |   |                          |      |                          |     |
|---|--------------------------|------|--------------------------|-----|
| A. Policies   | <input type="checkbox"/> | Yes. | <input type="checkbox"/> | No. |
| B. Forms  | <input type="checkbox"/> | Yes. | <input type="checkbox"/> | No. |
| C. Time Frames  | <input type="checkbox"/> | Yes. | <input type="checkbox"/> | No. |
| D. Management Information Systems                               | <input type="checkbox"/> | Yes. | <input type="checkbox"/> | No. |
| E. Describe how cases are handled when there is staff turnover: |                          |      |                          |     |

**12.2** Scope of Work 13.2.a:

A. Are all initial determinations of eligibility made within 14 days of the date of application?

- Yes.  
 No. If no, explain why:

B. Are all re-determinations initiated 30 days prior to the review date?

- Yes.  
 No. If no, explain why:

C. Describe how the CCR&R ensures that case management duties are performed in a timely fashion:

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**12.3** Scope of Work 13.2.b: How are caseloads assigned?

**12.4** Scope of Work 13.2.c: How is information supplied by parents reviewed and verified?

**12.5** Scope of Work 13.2.d: Are certificates issued within 5 days of approval or the application or re-determination?

Yes.

No. If no, explain why:

**12.6** Scope of Work 13.2.e: Describe how timeframes for face to face contact are met with all new applicants:

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**12.7** Scope of Work 13.2.f:

A. The CCR&R assures that it will accept TANF and WV Works referrals from the Department:

- Yes.  
 No. If no, explain why:

B. The CCR&R assures that it will report changes that might impact eligibility for Family Support Programs to Family Support Staff:

- Yes.  
 No.

**12.8** Scope of Work 13.2.g: Describe how the CCR&R will cooperate with local Department staff to find appropriate child care for all WV Works participants:

**12.9** Scope of Work 13.2.h: The CCR&R assures that staff will provide case management by updating providers, linking and unlinking children and providers, changing addresses and updating all family and child assessments in FACTS.

- Yes.  
 No.

**12.10** Scope of Work 13.2.j: Describe the frequency and method for holding provider orientation. Include a description of how the frequency of orientation meets the needs of the community.

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**12.11** Scope of Work 13.2.k: The CCR&R assures that staff will complete the provider intake in FACTS on all new providers:

- Yes.
- No.

**12.12** Scope of Work 13.2.1 - n: Provider Payments

A. How are problem payments handled?

B. Describe how payments are reviewed for accuracy:

C. How are errors handled?

D. Describe the supervisory approval process for payments:

E. Describe how staff respond to providers calling about checks, including timeframes for returning calls:

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**12.13** Scope of Work 13.2.o: Describe how overpayments are handled:

**12.14** Scope of Work 13.2.p: The CCR&R assures that it will maintain linkage with the FACTS system:

- Yes.  
 No.

**12.15** Scope of Work 13.2.q: Describe the method and timeframes for providing notice to parents of negative action:

**12.16** Scope of Work 13.2.r: Describe timeframes for responding to inquiries and returning messages:

**12.17** Scope of Work 13.2.s - y: The CCR&R assures that it will:

A. Prepare for and attend grievance hearings as needed.

- Yes.  
 No.

B. Collect data and prepare any and all reports requested by the Department.

- Yes.  
 No.
-

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C. Approve payments in FACTS within 5 days of submission to the supervisor.

- Yes.  
 No.

D. Develop procedures to deal with problem payments.

- Yes.  
 No.

E. Track and process manual payments in an expeditious manner.

- Yes.  
 No.

F. Comply with procedures developed to ensure that improper payments are identified and collected.

- Yes.  
 No.

G. Review improper payment incidents and develop procedures to prevent further occurrences.

- Yes.  
 No.

H. Share case records between CCR&R offices and other CCR&R agencies as per child care policy.

- Yes.  
 No.

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**13.0 Scope of Work 14.0: Operational and Administrative Requirements:**

**13.1** Scope of work 14.1 – 3: The CCR&R assures that:

A. CCR&R services will be available in primary offices from 8:30 a.m. to 4:30 p.m., Monday through Friday, with the **only** exception being state holidays and Christmas Eve.

- Yes.  
 No.

B. All CCR&R offices are handicap accessible per the requirements of the American with Disabilities Act of 1990.

- Yes.  
 No. If not all offices are accessible at this time, describe plan for compliance.

C. When moving to a new location, the CCR&R will submit a written statement indicating that the new office space either meets that requirement or that the landlord is willing to comply with ADA requirements.

- Yes.  
 No.

D. When relocating an office, the CCR&R agency will seek prior written approval from the Department.

- Yes.  
 No.

**13.2** Scope of Work 14.4: Describe outreach site schedules and how they are determined:

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**13.3** Scope of Work 14.5 - 9: The CCR&R assures that

A. CCR&R offices are easily accessible to families using public transportation, if available.

- Yes.  
 No.

B. Parking is available for the general public.

- Yes.  
 No.

C. All offices have a waiting area and space either on site or off site to conduct training with providers.

- Yes.  
 No.

D. There are adequate telephone lines for computers and telephones.

- Yes.  
 No.

E. Each CCR&R worker who interviews families will have an interviewing area defined by walls or other barriers and equipped with a computer in order to do intakes and updates in FACTS.

- Yes.  
 No.

1.) Describe how the space protects the confidentiality of persons applying for services:

F. Computer equipment and/or case files are secured to prevent anyone without proper security clearance from having access to this information.

- Yes.  
 No.
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G. Staff are trained regarding confidentiality policies.

- Yes.  
 No.

H. A separate, toll free telephone line(s) is answered personally and used exclusively for the provision of child care services.

- Yes.  
 No.

I. Telephone services are capable of handling the volume of calls in relation to the caseload.

- Yes.  
 No.

J. Voice mail is used only if callers have the option to be transferred to another staff person if the caseworker is not available.

- Yes.  
 No.

K. Parents, providers, and the general public are able to schedule an appointment or drop in during regular operating hours.

- Yes.  
 No.

**13.4** Scope of Work 14.10 – No Response Required

**13.5** Scope of Work 14.11: Describe the grant approval process. Include a copy of the grant application as Attachment \_\_\_\_\_

**13.6** Scope of Work 14.11.a -b: List items available:

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**13.7** Scope of Work 14.12: The CCR&R agency is a member of the National Association of Child Care Resource and Referral Agencies. Include certificate as Attachment \_\_\_\_\_

- Yes.  
 No

**13.8** Scope of Work 14.13: The CCR&R will cooperate with and participate in all state Early Care and Education initiatives approved by the Department.

- Yes.  
 No

**13.9** Scope of Work 14.14: Quality Assurance Plan

A. How does the CCR&R ensure that staff comply with Departmental policies and procedures?

B. Who is responsible for ensuring the quality of case management activities?

C. Who is responsible for ensuring the quality of professional development activities?

D. Describe the methods used to review client and provider case files:

E. Describe the methods used to review client cases in FACTS:

F. Describe methods used to ensure the quality of professional development delivery:

G. Describe steps taken when errors are discovered or improvement is needed:

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**13.10** Scope of Work 14.15: Describe the procedure for handling complaints against CCR&R staff:

**13.11** Scope of Work 14.16: The CCR&R assures that staff will follow Department procedure for referring complaints against providers and parents:

- Yes.  
 No

**13.12** Scope of Work 14.17: The CCR&R assures that staff responsible for determining eligibility and staff providing training and technical assistance will participate in the RODCA cost allocation time study.

- Yes.  
 No

**13.13** Scope of Work 14.18: Describe how The CCR&R director maintains contact with the Regional Director and Community Service Managers to insure that needed services are delivered. Include the frequency of meetings.

**13.14** Scope of Work 14.19: The CCR&R assures that staff shall receive training in and adhere to the Child Care Policy and Procedures Manual, Background Investigations Check Policy, Information Technology Policies and Procedures, and the FACTS system. Said training will occur prior to working with families and providers.

- Yes.  
 No

**13.15** Scope of Work 14.20: The CCR&R assures that staff shall immediately refer all suspected cases of child abuse or neglect to the local Department staff or to the Child Abuse Hotline at 1-800-352-6513.

- Yes.  
 No.

**13.16** Scope of Work 14.21: The CCR&R assures that staff shall cooperate with an annual program review to be conducted by DHHR staff and shall offer unlimited

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access to electronic and paper files on all families and providers served by the CCR&R.

- Yes.  
 No.

**13.17** Scope of Work 14.22: The CCR&R agrees to cooperate with the Single Agency Audit by submitting requested files to the Division of Early Care and Education within 14 days of the request.

- Yes.  
 No.

**13.18** Scope of Work 14.23 – 34 and 36 -38: The CCR&R assures that:

A. All paper documents on both clients and providers shall be filed within 30 days of completion of form or date sent or received.

- Yes.  
 No.

B. The agency will abide by Department policy regarding retention of paper files and shall provide storage for closed records that allows for record retrieval for audit purposes.

- Yes.  
 No.

C. All incoming mail will be date stamped to allow for accurate measurement of compliance with specified deadlines.

- Yes.  
 No.

D. No cost notary services will be provided in each office in order to meet policy requirements that child emergency forms and lost check affidavits be notarized.

- Yes.  
 No.

E. Certificates will be printed for each provider in attendance at each training session, all parent and provider agreements, applications, reviews as well as negative action notices to providers from the FACTS system. Certificates, reviews and negative action notices must be mailed.

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- Yes.  
 No.

F. A travel budget will be established that allows for staff to attend quarterly meetings, state and national conferences, and training offered by the Department.

- Yes.  
 No.

G. The CCR&R director shall participate on state level committees as needed and attend quarterly statewide meetings.

- Yes.  
 No.

H. Consistent supervision will be provided at all times. The director and supervisors shall work on site to ensure the quality and timeliness of services unless work related functions such as meetings and conferences are scheduled.

- Yes.  
 No.

Describe the plan for back-up supervision whenever the director is not on site at one the CCR&R offices.

I. The agency will develop a solid working relationship with Birth to Three programs and assist with “Child Find” activities.

- Yes.  
 No.

J. CCR&R funds are not used to support Birth to Three services.

- Yes.  
 No.

If CCR&R staff are used to supervise RAU staff, describe how full time equivalencies are met and how staff salaries are allocated across programs:

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K. The agency will work collaboratively with health organizations and other early childhood entities to promote access to developmental and health screening and immunizations for children and continue to provide training on vision screening to caregivers and offer vision screening as appropriate.

- Yes.  
 No.

L. If the grant is not re-issued or if it is terminated before the expiration date, the CCR&R agency agrees to a timely and cooperative transfer of all case files, equipment, computers, TRAILS vans and library materials purchased or transferred in under the grant agreement.

- Yes.  
 No.

M. The agency will cooperate with any policy, procedures, record-keeping, or reporting requirements designed to prevent, identify, or recoup improper payments.

- Yes.  
 No.

N. CCR&R agencies will notify both the Division of Grants and Contracts and the Division Early Care and Education of changes in staff.

- Yes.  
 No.

O. Quarterly reports will be submitted electronically to both the Division of Grants and Contracts and the Division of Early Care and Education staff.

- Yes.  
 No.

**13.19** Scope of Work 14.35: Describe how the agency will:

A. Integrate into the local/regional community and coordinate with the existing early childhood community:

B. Coordinate with DHHR administrative and regulatory staff and other early care and education programs:

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**14.0 Scope of Work 15.0: Timeframes and Deadlines**

14.1 Scope of Work 15.1 – no response necessary

14.2 Scope of Work 15.2 – 3: The CCR&R agrees to:

A. Operate offices in cities currently being served unless a waiver is granted by the Department.

- Yes.  
 No.

B. Submit a written request 60 days in advance if the CCR&R decides to move an office to a new location.

- Yes.  
 No.

C. Submit a semi-annual inventory, on December 15 and June 15 of each year, of all library materials and resources, training, and office equipment as well as a listing of all computer equipment, printers, etc.

- Yes.  
 No.