

10.1.1

Licensing Policy Development Procedure

1. If a new and updated internal policy and procedure need has been identified, the assigned Regional Administrator (RA) will initiate research and development to the new policy and procedure, along with any supporting materials to be produced and meet task timeline expectations.
2. If research is necessary for the development of the policy or procedure, the assigned RA will make the request that a Policy Analyst be assigned to complete the research, after consulting with the Child Care Administrator (CCA), Child Care State Licensing Administrator (CCSLA).

Policy Research and Development

3. It is the responsibility of the assigned RA to coordinate all research required for development of the policy.
4. The assigned Policy Analyst must research the policy topic, at a minimum, by completing the following:
 - a. Assessing current practice in the field. This includes examining current practice from different geographical areas around the state, utilizing the Regional Administrators;
 - b. Researching best practice standards as outlined in the various professional journals and publications, i.e., Caring for Our Children; and
 - c. Contacting other states to review their related policies and procedures.
5. If directed by the assigned RA, assigned staff will engage additional stakeholders in the creation of new policy and procedure. Pertinent stakeholders may include the following entities, depending on the scope of the proposed policy:
 - a. Parents
 - b. Providers (as deemed appropriate by the CCA)
 - c. Community and/or advocacy groups (as deemed appropriate by the CCA).
6. The assigned Policy Analyst will synthesize all relevant research and stakeholder input into draft policy format, ensuring:
 - a. Proposed policy is correctly formatted with a “draft” watermark on the page;
 - b. Proposed policy is correctly formatted with the version number and date in the left hand footer;
 - c. All appropriate references are cited on the proposed policy; and
 - d. All supporting materials are included and properly cross- referenced.
7. The proposed draft policy will be submitted to the assigned RA for review and approval. The assigned RA will ensure that the task timelines are met and all elements of the policy assignment have been completed, including any supplemental materials. If edits are required, the assigned RA will revise and resubmit a new version to the Regional Administrators within designated timeframes.
8. Once the assignment is completed by the assigned RA and approved by the Regional Administrators, the assigned RA will post the documents on the Insider to the appropriate phase (1-3).

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Phase 1, Staff Review- 30 days

9. The assigned RA will post draft documents to the Insider, LPART Phase 1 section and will communicate via email to the supervisors and licensors that documents are posted for review and specify timeframes.
10. Supervisors are expected to share draft documents at unit meetings and encourage feedback. Recommendations and feedback will be submitted via tracked changes for edits and new comment boxes on the Insider by a designated unit representative or individual staff members.
11. Once the feedback session is closed for Phase 1, the assigned RA will transfer documents to the Phase 2 section on the Insider.

Phase 2, Regional Administrator Review – 15 days

12. The assigned RA will post draft documents to the Insider, LPART Phase 2 section and will communicate via email to the RAs that documents are posted for review and specify timeframes
13. The RAs will review the documents and the recommendations from the supervisors. Recommendations and feedback will be submitted via tracked changes for edits and new comment boxes on the Insider.
14. The assigned RA will schedule a webinar meeting for the RAs to review and discuss recommendations.
15. The result of the meeting will be a draft policy and procedure for CCSLA to review.
16. Once the feedback session is closed for Phase 2, the assigned RA will transfer documents to the LPART Phase 3 section on the Insider.

Phase 3, Child Care State Licensing Administrator (CCSLA) Review – 15 days

17. The assigned RA will review the documents and the recommendations from the RAs and submit recommendations via tracked changes.
18. The assigned RA will schedule a meeting with the CCSLA and discuss recommendations.
19. The result of the meeting will be a “clean” draft policy and procedure.

Phase 4, Finalization of Document and Director Review

20. The assigned RA will finalize the documents for review by, Child Care State Licensing Administrator (CCSLA), Deputy Director and Director.
21. If after review, the draft policy, procedure and related materials require editing; the materials will be resubmitted for review.
22. If the draft policy and related materials are approved, the Director will sign the policy and return all materials to the Licensing Oversight Administrative Assistant (LOAA), or designee.

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23. Once approved and signed by the Director, the LOAA, or designee, will scan documents and send to the Human Resources Manager for the required 21 day union review.
24. In some instances, an additional review by the following entities will be required, and directed by the CCA:
 - a. Assistant Attorney General's (AAG) Office;
 - b. Other identified stakeholders.

Policy Distribution

25. The assigned RA will ensure that the approved policy and related materials are:
 - a. Assigned an appropriate policy number according to the approved policy numbering system;
 - b. Added to the Insider Pages of the DEL intranet;
 - c. Added to the Documentation Verification Queue;
 - d. Added to the DEL Website, if appropriate;
 - e. Forwarded to the DEL liaison with SEIU, if appropriate and directed by the CCSLA; and
 - f. Forwarded to other invested stakeholders, if appropriate and directed by the CCSLA.

Training

26. After the policy and procedure has been approved by the Director, the assigned RA will post all related policy materials on the Documentation Verification Queue.
27. All DEL licensors, supervisors, RAs, and Licensing Oversight Division staff will receive an automatic email stating that there are materials ready for review. DEL staff are required to read all materials on the Documentation Verification Queue and then acknowledge that they have "read and understood" all of the materials within a timeline.
28. Supervisors, RAs, and the CCSLA will have access to the Documentation Verification Queue and request reports from this system to ensure that there is full compliance with reading and acknowledging new policy and procedure.
29. Supervisors are responsible to review all approved policy and procedure at unit meetings.

Continuous Quality Improvement

30. All new licensing policy and procedure will be put on a 2 year schedule for review. The assigned RA will be responsible for scheduling, finalizing schedules, and task timelines.
31. Policy and procedure that has been through an initial review will be placed on a 3 year review schedule thereafter.
32. Revised policy/procedure must reflect:
 - a. The creation date;
 - b. The reviewed date;