



# Rhode Island Department of Human Services

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## Office of Child Care – All Provider Meeting FAQs

January 2026

### **What happens if a Comprehensive Background Check was requested but I did not receive the email with the results?**

If you do not receive the results email, first check your spam or junk folder. If the email is still not found. If needed, contact Child Care Licensing for assistance.

### **How long is a Comprehensive Background Check valid?**

A Comprehensive Background Check is valid for five (5) years from the date it is completed, unless the staff member has been out of the field for more than 180 days or an updated check is required by licensing or program regulations.

### **How should a Comprehensive Background Check be completed for Massachusetts (MA) residents?**

MA residents should still have a comprehensive criminal background check completed through either the Attorney General or a local/state police location that can complete all of the required criminal checks. They should also complete a RI DCYF check. Additionally, they should contact DHS to receive support in also completing their MA DCF check. DHS has the forms required to complete this check. We can send them to you, or the individual directly. This form is then returned to DHS, who completes the check on the individual's behalf.

### **Why does a staff member need to request a background check in another state if they recently moved?**

Federal and state regulations require background checks for each state of residence within the last 5 years.

### **If someone lived outside of RI and MA within the past five years, what type of check is required and why?**

Both a criminal records check, and a child abuse and neglect registry check may be required for each state of residence to meet federal compliance standards.

### **Does a medical leave longer than 180 days require a new background check?**

In most cases, yes. Staff returning from a medical leave of more than 180 days may be required to complete an updated background check before returning to work.

**Once a background check document is uploaded in RISES, do we need to notify someone to review it?**

No additional notification is required. Uploaded documents will appear in the appropriate review queue for verification.

**What is the turnaround time for a monitoring visit to be published in the RISES portal?**

As our team is also onboarding to the new system, please allow 72 hours from completion of visit to have the report published to your portal. Visits in which licensing action resulted or there were significant high-risk noncompliance observed will be prioritized for approval and posting. If you have not received your visit in a timely fashion, please email your licenser. Over time, we expect to be able to have these sent to providers within twenty-four hours of completion.

**When updating an inspection document, should the previous document be deleted?**

If the feedback received from DHS is that the incorrect document was uploaded initially, yes, please delete the incorrect one and upload the correct one. If the document is just an updated inspection because the time has come, please add it and keep the other one for historical reference.

**After responding to non-compliance items in RISES, will we receive documentation showing the issue was corrected?**

Yes, when we republish to your portal you should see the corrections that were approved. These are also visible on the version of the monitoring reports that are posted to the consumer website <http://earlylearningprograms.dhs.ri.gov>

**If a program only serves infants and toddlers, is an Education Coordinator required?**

An Education Coordinator is required for all center-based programs providing care to infants, toddlers and/or preschool-pre-k aged children. The only program types that do not require an Education Coordinator are School Age only programs and FCCs.

**Is a bottle warmer required if you serve infants?**

Yes, per both child care center and family child care regulations a heating unit for warming bottles and food is readily). Microwaves are not used for heating bottles.

**Should we contact RISES or CELP if CELP-approved PD is not showing in RISES?**

Please reach out to CELP for support. You can contact them at [info@center-elp.org](mailto:info@center-elp.org) or 401-736-9020

**How stringent are you on the percentage of training that needs to be CELP approved each year?**

Trainings must be approved by either CELP or DHS. CELP approved trainings are not specific only to trainings offered by CELP. They include the wide array of webinar-based trainings accessible on the CELP website as well as trainings from a list of approved resources throughout the country. Because of this large number of options, we do monitor for the required number of hours found in each set of regulations.

**If participating in the TEACH program, will there be a different way to submit coursework documentation?**

Additional guidance will be provided on this once it's live.

**Does a 3-credit college course count as 45 PD hours?**

Yes. A 3 credit higher education course is generally equivalent to 45 professional development hours.

**Can ECE credit PD hours apply to previously completed courses?**

Yes. Previously completed ECE credit courses may be applied, as long as documentation is provided, and the course meets eligibility criteria. However, PD only counts if it's within the year.

**Will Pro- Solutions trainings appear automatically in RISES?**

Pro- Solutions trainings should sync to RISES if the correct Workforce Registry ID is used in your CELP account. If PD hours are not appearing, providers should verify IDs and contact CELP for support if needed.

**During holiday weeks, will DHS consider enrollment based on attendance?**

Providers can be paid for an absent child for up to two (2) consecutive weeks if an Absent Notice Form is submitted with attendance in the provider portal. This form is signed by the parent stating the child will be absent and will not be in care with another CCAP provider. This option can be used at any time during the year. Please visit [Child Care Resources, Handbooks, and Forms | RI Department of Human Services](#) to download the form.

**If a parent loses their job during a two-year approval period, do they lose child care immediately?**

No. Families are required to report any changes in income to DHS during their certification period but can be assured that they will not lose their benefit. No changes that negatively impact the family are allowed during a family's certification period per CCAP federal rule. Only a decrease in copay or an increase in authorized hours are permitted during a family's certification period. The only circumstances in which CCAP can be closed mid-certification is if the family moves out of state, if the family's income exceeds 85% of the State Median Income, if they voluntarily withdraw, or if the child passes away.

**Will the communication regarding the pilot program get better for providers? Providers are not receiving information about cases**

As a reminder, family information – including benefit decisions – is confidential. It is the family's responsibility to share their Benefit Decision Notices with their provider, and this is stated on both DHS and PCG (CCAP for Child Care pilot) notices. We recognize the frustration with bookkeeping and back billing when families forget to share their approvals or are confused about what steps to take to ensure their benefits are being implemented. Please know that we are working hard internally and with PCG to make sure parents are fully aware of their responsibilities, and we will continue to keep this in mind as we design new technical assistance materials.