



Early Childhood All-Provider Meeting

Office of Child Care
May 2025



All-Provider Meeting Ground Rules

1. There are many providers on this call. To ensure we remain on schedule, please feel free to utilize the chat for questions and we will respond with the appropriate contact information.
2. Please refrain from presenting individualized questions/concerns that are not pertinent to the larger group. These can be handled offline by DHS Office of Child Care
3. Concerns and issues are critical for discussion but should be phrased as solution-focused/solution-seeking.

Today's Agenda

Today, the Office of Child Care will be focusing on specific agenda items.

01

Guest Speaker: Resultant, CCMS Survey

02

RISES & Professional Development

03

Other updates to the field (CCAP)



Resultant



Child Care Management System Analysis & Interoperability Plan

MAY 2025



Agenda

1. Introductions
2. Project Overview
3. Goals
4. Survey and Focus Group Overview

Disclaimer: This [publication or project] was made possible by grant number 90TP0135-01-00.
Its contents are solely the responsibility of the authors and do not necessarily represent the official view of the
United States Department of Health and Human Services, Administration for Children and Families.

Project Overview



The Rhode Island Department of Human Services (RI DHS) is working with Resultant to help **improve how Child Care Management Systems (CCMS) are used across the state.**

This project is all about **understanding how you, (providers) are currently managing your work**—and finding ways to make those systems work better together. By improving how data is shared and used, we hope to make everyday tasks easier, save time, and get a clearer picture of **child care supply and demand in Rhode Island.**



What is a CCMS? What technology tools are we talking about?



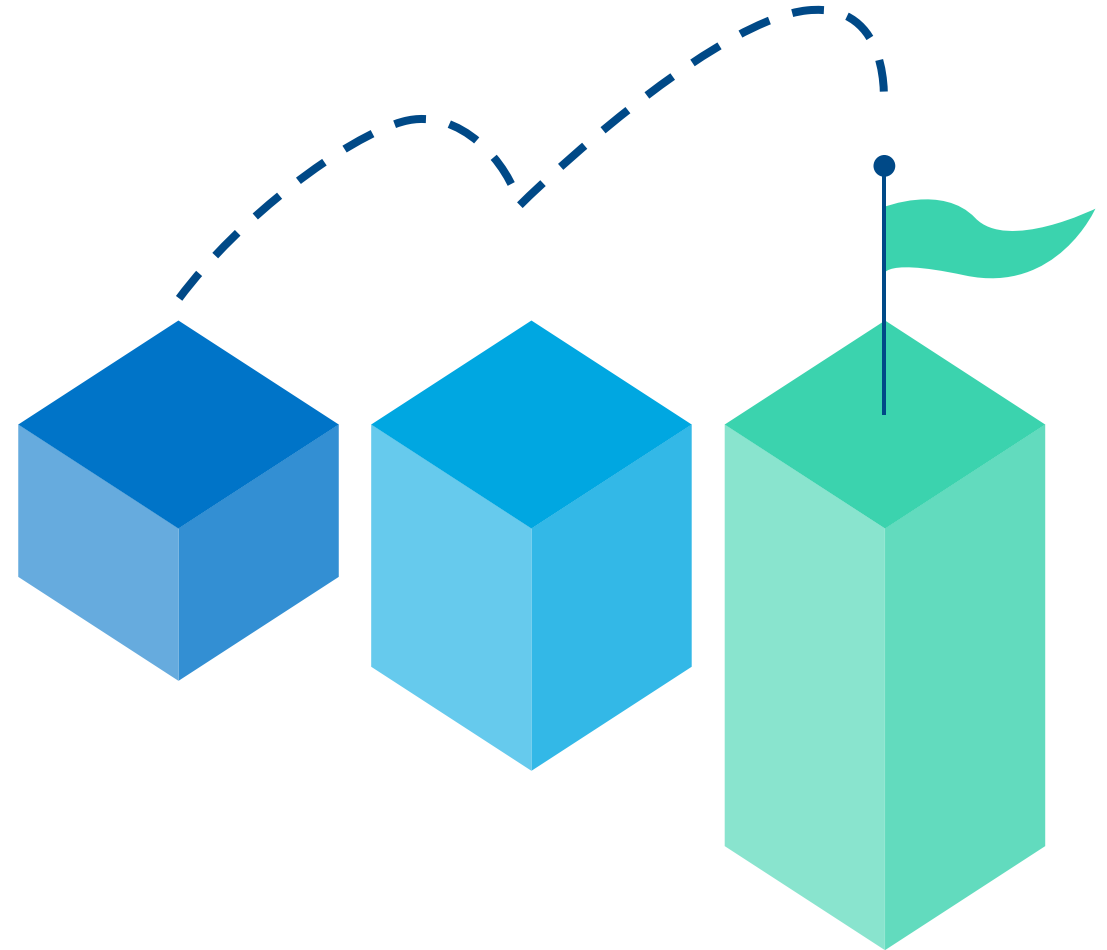
Child care management systems are a tool that can help:

- Streamlining operations by helping with tasks like **enrollment, attendance, and billing.**
- Improving **communication with families** about their child's activities and progress.
- Supporting financial management by helping with **invoicing, payments, and reporting.**
- Showing **data and key performance metrics** that can help providers make decisions.
- Managing **staff records and human resources tasks.**
- Helping with **compliance paperwork and licensing requirements.**

Goals

Through a survey and focus groups, we hope to understand:

1. Your current experiences and thoughts on using technology options like child care management systems or other tools.
2. Reasons for using or not using these systems.
3. Thoughts and suggestions for future CCMS use and improvements.



Our Ask



Ask questions and become familiar with this project.



Complete the survey between June 9th and 21st.



Participate in a focus group to help us learn more.

Thank you!



RISES

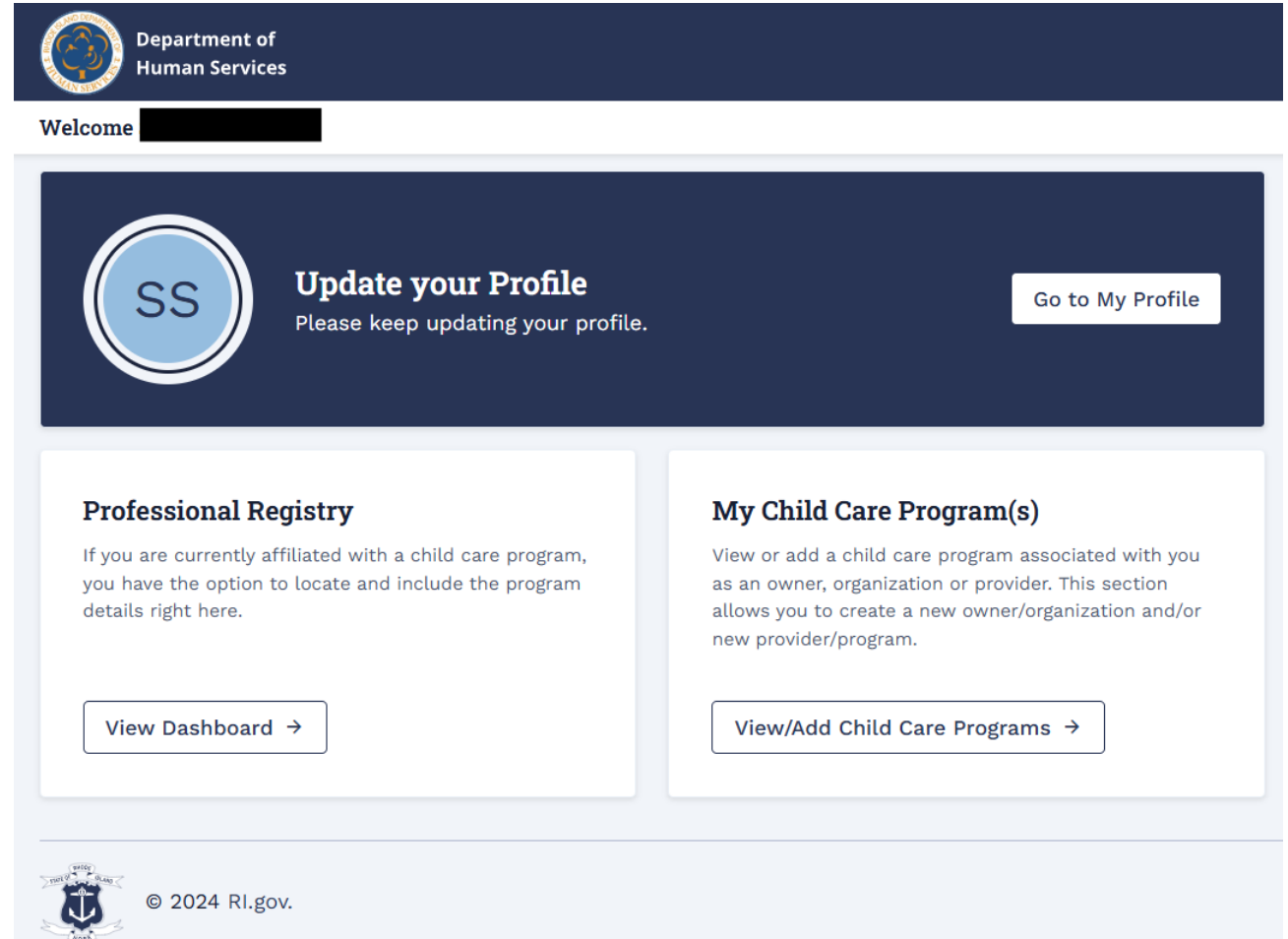


RISES System

Thank you for those of you who have taken the time to get into the system.

The Office of Child Care team is so appreciative of those of you who have embraced it, asked questions, and played around. We want everyone to ask questions.

Here are some common FAQ's we have come across so far with this system and beginning to utilize it.



The screenshot shows the user interface of the RISES System. At the top is a dark blue header with the Department of Human Services logo and name. Below the header, a 'Welcome' message is followed by a redacted name. The main content area has a dark blue background with a circular profile icon containing the letters 'SS'. To the right of the icon is the text 'Update your Profile' and 'Please keep updating your profile.', with a 'Go to My Profile' button. Below this are two white boxes. The left box is titled 'Professional Registry' and contains the text: 'If you are currently affiliated with a child care program, you have the option to locate and include the program details right here.' with a 'View Dashboard →' button. The right box is titled 'My Child Care Program(s)' and contains the text: 'View or add a child care program associated with you as an owner, organization or provider. This section allows you to create a new owner/organization and/or new provider/program.' with a 'View/Add Child Care Programs →' button. The footer features the state of Rhode Island seal and the copyright notice '© 2024 RI.gov.'



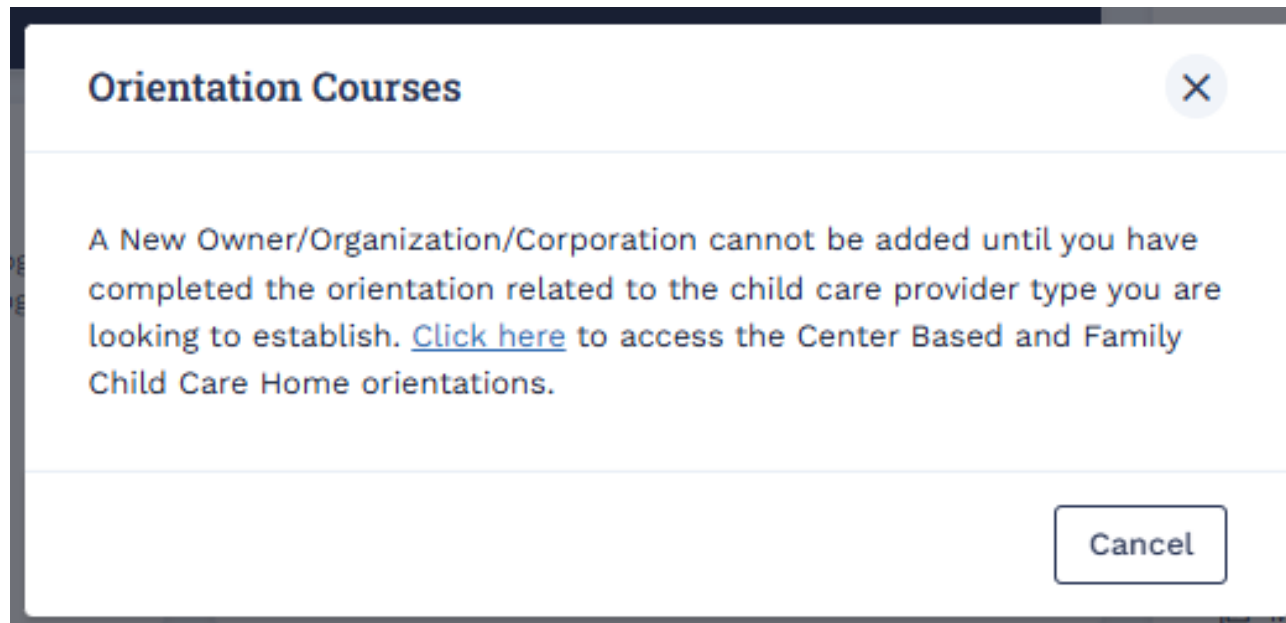
Workforce Registry Profile

- Over 7600 workforce members in the system!
- Be sure to associate you and your staff:
 - Roles that can make changes to program level information (Owner, Administrator/Director, Education Coordinator, Combinations, Multi-site Supervisor)
 - If you have not been associated to your programs in one of these roles you will not be able to access your program(s) to make changes, submit applications etc.
 - If you can't see a member of your staff, it is most likely one of two things:
 - Your staff entered the wrong provider; or
 - They have not completed the employment section of their profile (or it does not say they are currently still working there)



Workforce Registry Profile (continued)

- If you see this message when you attempt to access your program, it means you are not listed as being in a role that allows this access. Please either update your role in RISES and/or submit a ticket for assistance.



Initial Data Application

The initial data application is a one-time “data dump” of the information we need for your program to set you up accurately and completely in the RISES system.

- Must be completed prior to accessing all other application types (including Renewal)
- Certain Fields will not be editable (address, capacities etc.) because this was in the information that was migrated over from our old system
- Necessary to ensure that all of your program's information is accurate prior to the launch of the new consumer website

The screenshot displays the Department of Human Services RISES system interface. The top navigation bar includes the Department of Human Services logo, a 'Back' button, and user information (Workforce ID: A00293, Download Profile). The left sidebar contains a menu with options: Dashboard, New Applications (highlighted), Document Library, Quick Links, Support, DHS Monitoring, Inspections, and License. The main content area shows the 'New Applications' section for 'OrgName43850 (ProgramName43850)' with the address '43850 Main Street, Smithfield, Rhode Island, United States, 43850' and a 'Change Program' link. A red box highlights the 'Initial Data Documentation' link, which is accompanied by an icon of a document with a dollar sign. The text below the link explains the purpose of the documentation and states that completion will streamline the renewal process. A red arrow points to the 'Initial Data Documentation' link.



Initial Data Application (Continued)

- Capacity: Infant/toddler and Pre-K
 - Because our old system didn't separate infants and toddlers and didn't allow for combined classrooms, we know that these numbers may not be accurate currently in your system. Please check this information ASAP as this is the current source of truth for your license.
 - Please put in a ticket outlining specific age group breakdowns so that we can update as part of this initial data application approval process. We will then also generate a license in the system for you once approved

Infant Capacity		
Toddler Capacity		
Combined Infant/Toddler Classroom Cap.	9	
Preschool Capacity		
Pre K Capacity	24	
Combined Preschool/Pre-K Classroom Cap.		
School Age Capacity	10	



Initial Data Application (Continued)

When submitting your Initial Data Application or when uploading documents to your Document Library prior to your first renewal, please use this guide to help you understand what documents will be required at your first renewal. As a reminder, DHS is requiring all providers to upload all documentation at your first initial renewal in RISES to ensure that both the provider and DHS have access to the digital version of your forms. Many documents will not be required after this first renewal unless you request changes to your program. For more information on uploading documents, please visit <https://dhs.ri.gov/programs-and-services/child-care/ris> to find the user guides related to this new licensing system of record.

Licensing Document	CCC Initial Renewal in RISES	CCC Future Renewals	Requirement Notes
Indoor Floor Plan	YES	NO	
Outdoor Playspace Sketch	YES	NO	
Playground Inspection	YES	NO	Only required if there have been changes to your outdoor space that require an inspection
Outdoor Play Plan	YES	NO	Only Required if a center does not have on-site access to usable outdoor space. This form can be found here
Fire	YES	YES	Upload required during renewal process only if certificate is expired
Lead	YES	YES	Upload required during renewal process only if certificate is expired Not required for School Age Only Programs
Radon/Evidence of Scheduled Radon	YES	YES	Upload required during renewal process only if certificate is expired
Building Inspection	NO	NO	
Water Potability	YES	YES	Only required for programs that are not served by a public water supply
Pool Inspection	YES	YES	Only required for centers who have a pool onsite. Re-upload required for future renewals only if the certificate is expired.
Food Safety ADD (Business License and Certified Food Safety Manager)	YES	YES	Only required for programs preparing and serving food onsite. Re-upload required during the renewal process only if certificate is expired.

Document Uploads

- In the initial data application, you are able to submit documents. We encourage you to get a head start on this, as the information will need to be in the system. While it is not required for initial data, it WILL be required for your renewal.
- For a list of documents that will be required at your renewal, you may click on the help text on the Document Upload section of the Initial Data Application. This guidance has also been posted to our website:

<https://dhs.ri.gov/programs-and-services/child-care/ris>



Visits in RISES

Monitoring Visits are starting to be completed in the system

- These visits may take longer than previous visits.
- We are monitoring for additional regulations including interactions and curriculum. This may mean that we are observing in classrooms for a few minutes. Please keep in mind that these are not new regulations, we are just monitoring for them.
- Visits will be made available to you through the RISES system
 - You will see any pending corrective action items on your dashboard
 - You will be able to document your plan for corrective action and upload supporting documents
 - Corrected On Site is no longer an option: the Licensors will still document on the visit that it was corrected but providers will still need to submit a plan to document how this noncompliance will be rectified in future visits



Dashboard and Inspection (Visit) Section

Department of Human Services

Home Manage Staff Notifications More English Me

Back Workforce ID: A00150 Download Profile

Welcome to Summer Program!

This page serves as your home page for this program. From here, you can complete initial or renewal applications, make changes related to your program, review and update submitted documents, and make payments associated with the licensing process.

You may also use the Quick Links section to get answers to frequently asked questions and the support button to submit a ticket for assistance or contact the Office of Child Care. Thank you for providing care to the children and families of Rhode Island.

My Applications

Please note that any items in the Draft, Submitted, Information Requested, or Under Review status will temporarily suspend the ability to start new applications or change requests until approved or denied.

APPLICATION NUMBER	APPLICATION TYPE	APPLICATION STATUS	CCAP STATUS	DATE SUBMITTED	ACTIONS
APP-00002271	Child Care Center - License	Under Review	Submitted	02/06/2025	View Download Acknowledgment

Pending Corrective Actions for Inspections

[There are at least 1 non-compliant items that are associated with your visit that require your attention.](#)

Information on how to access and complete these steps can be found in the User Guides found under the Licensing System of Record section of the DHS RISES website

CE Organization (Summer Program)
Versailles, Versailles, Rhode Island, United States, 40383

Visit Corrective Actions
Submit Corrective Actions for Non-Compliant Items

Non-Compliant Items: Provide your corrective action plan by responding to each area of non-compliance noted below. Be as detailed as possible in your response. Describe what you have done to bring that area into compliance and/or to prevent a similar non-compliance in the future. You must provide a date for each correction made.

To submit the response to your licensor, press "Submit". Your licensor will not receive an alert that your plan is available for review until all areas have been completed and submitted. Your licensor will be in touch with you if further information is needed in order for DHS to determine compliance or completion. Once submitted, your response will become part of your licensing record.

You may forfeit your right to submit a corrective action plan should you fail to submit corrective action plans in a timely fashion.

Statement of Non-Compliance

In order to provide your corrective action plan for non-compliance noted below, please select the visit number identified in blue for each item.

Visits

VISIT NUMBER	VISIT TYPE	VISIT DATE/TIME	ACTION
Visit# 00000644	Initial	2/9/2025, 12:30 AM	View



Next Release - September 2025

New Consumer Website & Provider portal!

Features of consumer website:

- Improved search experience for families looking for care - search by location, mileage, rating; ability to email programs directly if interested.
- Improved marketing for providers: additional information including the ability to upload photos, post availability by age group, a list of services offered; ability to have interested consumers email you about openings, etc.

Features of provider portal:

- Ability to easily manage the information that is fed into the Consumer Website ensuring that families/consumers looking for care are able to see all that you have to offer
- Ability to log in and update availability, changes to hours of operation etc. in real time



DHS RISES Website - Start Here!

<https://dhs.ri.gov/programs-and-services/child-care/rises>

This page includes:

- User guides and videos in English and Spanish that show you and your staff how to create profiles, associate with a program and how to associate staff with your program
- User guides for the Admins/Directors/Owners on how to use the new licensing system of record (English and Spanish)
- A quick reference guide with step-by-step instructions on how to complete the Initial Data Application (English and Spanish)

We encourage you to reference this page prior to submitting a ticket. Many times, we are directing people back to this site once a ticket is submitted.



RISES Incentivization

We want to pay you to get set up in RISES!

To efficiently get every provider and member of your staff into the system as quickly as possible, we have prioritized **an incentive program** for providers who get their information into RISES as soon as possible.

Providers who complete **ALL** of the requirements listed below will receive a \$1000 stipend to be reinvested back into your program. (One stipend per PROGRAM/location, please).

Formal information will be out within the next week, but at a high level, you will be responsible for the following:

- Ensuring all staff members who have been hired within the last 30 days and work directly with children have a completed workforce registry profile **and** are associated with your center or family child care.
- Going into the system and complete your “**Initial Data Documentation**” application if you have not already done so– this process ensures information that we weren’t able to transfer over from our old system but is important for data integrated into RISES.
- Adding all your documentation that you are expected to have to your **Document Library**.



RISES Incentivization

This is truly just helping providers make a little extra money while doing what they are going to have to do anyway – the more information we get into the system, the faster and easier monitoring, licensing and data analysis will be moving forward.

Stay tuned for the formal one-pager in the coming weeks. Stipends will be disbursed in August 2025.





CENTER FOR
EARLY LEARNING
PROFESSIONALS
Professional Development • Technical Assistance • Resources

CELP Overview: RI ECE PDTA Hub

May 2025



Center for Early Learning Professionals (CELP)

Project Overview

Agenda



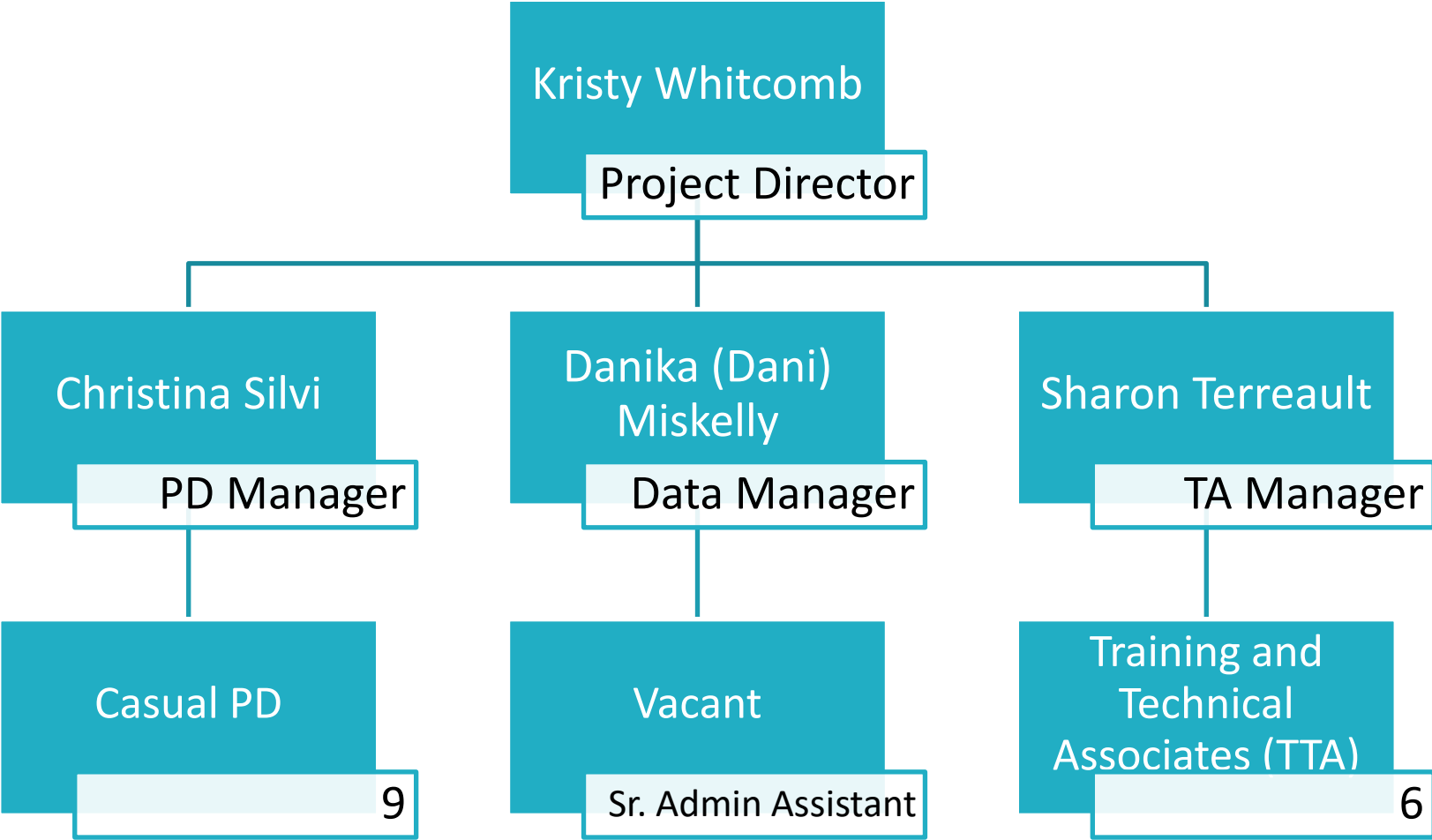
- CELP Overview and Background
- Professional Development
 - Professional Development Approval
 - External Training Verification
- Technical Assistance
 - Technical Assistance
 - QIP and other Resources

CELP Background

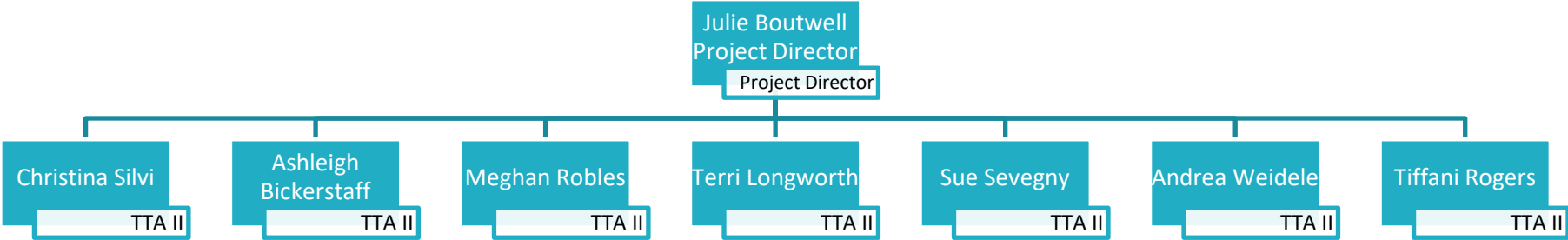


- Opened in 2014 with original funding from Race to the Top federal funding
- Rhode Island Hub for ECE professional development (PD) and program improvement (TA); CELP and RI State Pre-K PDTA
- 18 regular staff, 9 casual staff

CELP Org Chart



RI State Pre-K PDTA Org Chart



CELP in the RI Early Childhood Ecosystem

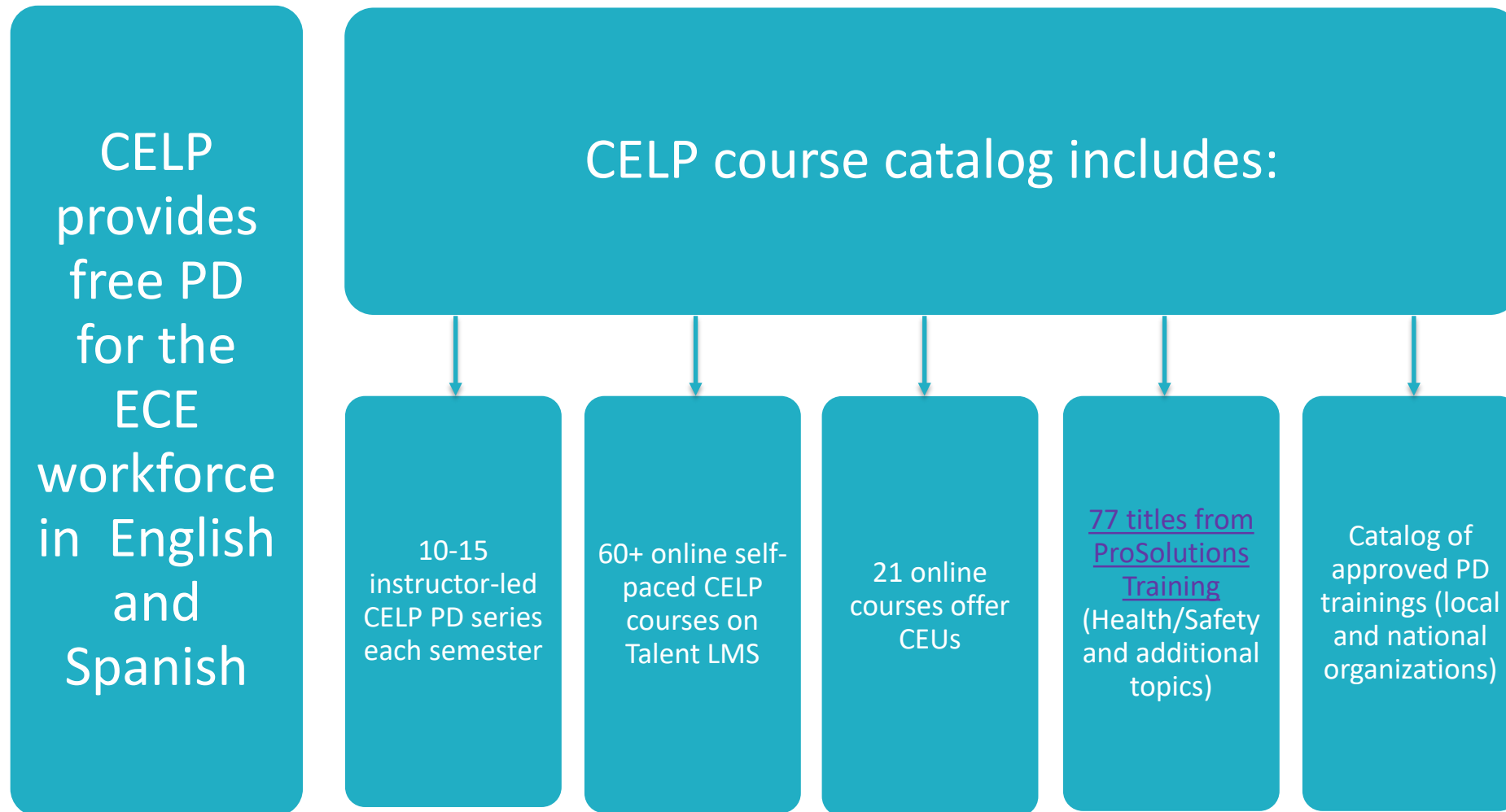


- Rhode Island Early Childhood Field
 - 414 Child Care centers.
 - 398 Family Child Care providers
 - 299 identify as being Spanish speakers (many are bilingual)
 - 95 identify as English-only
 - 1 Creole (bilingual) 2 Portuguese (bilingual) 1 Russian (bilingual)



Professional Development (PD)

Professional Development



PD Approval Processes

For Trainers and Organizations

- [Submit PD approval application](#)


For Participants

- [New Training Verification process required by DHS](#)
- To apply hours to licensing regs, ALL external PD must go through verification process

RISES and CELP: System Communication and Clarification



- CELP pushes professional development data (overnight)
- RISES Clarification – these do NOT go into CELP accounts. These should be uploaded to RISES account.
 - Higher Ed / diplomas
 - Other credit-bearing courses
 - RIELDS



Technical Assistance (TA)

What is TA?



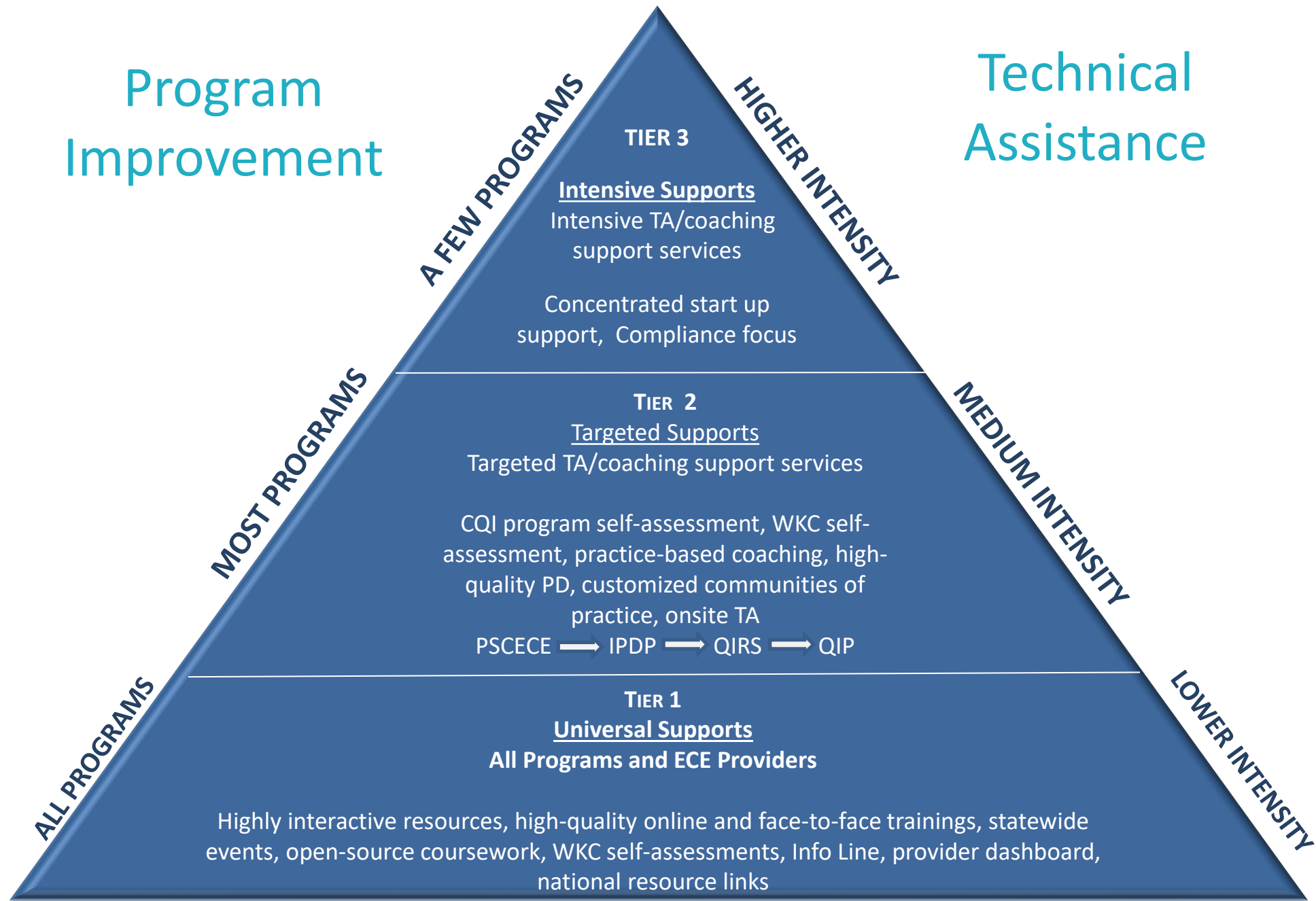
TA is specialized support provided to childcare programs to improve quality, ensure compliance with regulations, and enhance professional development.

Continuous Quality Improvement



Program
Improvement

Technical
Assistance



High Quality PDTA

Program Quality Improvement (Technical Assistance)

- Continuous Quality Improvement (CQI)
- Quality Improvement Plans (QIP)
- Individual Professional Development Plans (IPDP)
- Quality Rating Improvement System (QRIS)
- Coaching Supports



Resources



[Rhode Island ECE Workforce
Pathway Resources](#)

[Referral Form - TA](#)



CELP Newsletter

- **CELP ‘Tune in Tuesday’ Newsletter**
 - Sent weekly – easy to sign up and receive it
 - This is a great way to stay in the loop for any updates re: systems, professional development, community resources and more!
 - Sign up is easy: <https://center-elp.org/about/contact-us/>
 - [Website: What’s New!](#)



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Professional Development • Technical Assistance • Resources

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Other Updates to the Field



Child Care Assistance Program (CCAP)



“The road to success is always under construction.”

– Lily Tomlin

CCAP Policy & Procedure Updates

Right Now!



- Update your summer enrollments!

Completed

- New CCAP Provider Handbook available on the [DHS website](#) under CCAP Handbook and Provider Resources
- New CCAP Provider Orientation is available through the CELP for 2 PD Credits.

In Progress for 2025

Post Breach Updates:

- Breach week back billing prioritized
- Provider monitoring has resumed
- MFA required for CCAP Portal

Policy Updates

- Extending families' 12-month certification period to 24 months
- Newly added children to receive a full certification period when added to a family already participating in CCAP
- 90 days of CCAP for active job seekers
- Parent/Family Reminder Tip Sheet

In Progress for 2026

- Paying providers prospectively (ahead of time)
- Paying based on enrollment not attendance
- Providing child care services through grants or contracts



Multi-Factor Authentication (MFA)

MFA for the CCAP Provider Portal launched May 3, 2025

- The MFA instruction guide is available on the [DHS website](#) under CCAP Handbook and Provider Resources
- Technical issue sending the MFA to certain email types including: Hotmail, Live, Outlook
- Portal access reminders:
 - **Access using a computer or laptop** (not a phone)
 - **Use Google Chrome or Microsoft Edge** browsers
 - Clear your cache/cookies regularly



CCAP for Child Care Pilot

Applications can be submitted through July 31, 2025

- The CCAP for Child Care Pilot is approved through July 31, 2025. For applications received by that date and approved for benefits, families receive a 12-month certification period.

As of 2025 Interim Report	Next Steps
<ul style="list-style-type: none">• 1,031 children approved: 40% I/T, 35% PS, 25% SA• 213 Providers employ pilot approved educators and/or care for pilot approved children 80% centers 20% FCCs	<ul style="list-style-type: none">• Over 90% of approved applicants have a household income that is 261% or less than the FPL.• Encourage your educators to apply for CCAP benefits. Application instructions are on the DHS website: DHS.RI.GOV



Next Steps

DHS is going to continue to have these all-provider meetings approximately 3x per year. A copy of the presentation will be disseminated to the group at the end of every meeting.

Meeting Schedule:
Thursday, September 11th, 2025

1-2:30 (English)

5:30-7 (Spanish)

Any feedback or recommendations? Email **Nicole Chiello** at Nicole.Chiello@dhs.ri.gov any time.

Couldn't attend? Copies of the meetings are always available at the following link:
<https://dhs.ri.gov/programs-and-services/child-care/child-care-providers-staff-resources/handbooks-forms>

