

**OPEGA Review of  
DHHS Division of Licensing and Regulatory Services  
Child Care Licensing**

**Potential Scope Questions for Continuation of Review**

1. To what extent has DLRS Children's Licensing & Investigation Services Unit implemented the specific objectives in its January 2014 - June 2015 Strategic Plan?
2. To what extent have the implemented objectives improved the performance of the DLRS Children's Licensing & Investigation Services Unit?

Past areas of concern re: performance in addition to complaint response that is the focus of Question 3 below are:

- Reasonableness of child care worker caseload sizes
- Timeliness and consistency in addressing licensing violations identified during inspections
- Availability to parents of information on licensed child cares, including violations and complaints

OPEGA might also assess DLRS's implementation of a Differential Monitoring and Risk Assessment Tool to Determine Frequency of Child Care Surveys and Technical Assistance

3. To what extent do the Division's current policies, procedures and practices ensure that complaints alleging noncompliance of child cares with licensure requirements or child abuse or neglect are investigated and addressed timely and consistently, such that children in child cares are safe and not at-risk?