

Report for the Missouri Coordinating Board for Early Childhood
July 7, 2015

Department: Department of Health and Senior Services
Liaison to the Board: Gail Vasterling.
Report as of June 25, 2015

- **Action Items In-progress/Pending:**

- **Announcements:**

Update of SCCR's Online Complaint Project

In September, 2014, SCCR, through a contract with Rose International, began a project that will place substantiated complaint reports on the Show Me Child Care Provider Search. Once the project is completed, parents and the public will be able to view substantiated complaint reports, which will be placed online with inspections reports that are currently available for each licensed and license-exempt child care program.

Nine SCCR staff are currently piloting the software. These staff are completing all complaints they receive during the pilot timeframe, which is scheduled to end on July 20, using the software developed for this project. The software allows SCCR staff to complete a complaint intake, assign the complaint to a Child Care Facility Specialist for investigation, document the investigation and disposition, and then, after supervisory review, to push the substantiated complaint reports to the public portal (Show Me Child Care Provider Search). As with child care inspections, child care providers will have a 10 day period to comment on the substantiated complaint report prior to the report being made available for public review. The provider's comments will be available for public review, along with the substantiated complaint report.

SCCR anticipates that substantiated complaints will be available for public review in August, 2015.

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