

**CCR&R Milestone Definitions 2024-25**  
**Amended 2/5/2024**

**(All milestone definitions will be included in Appendix D of a new contract when developed)  
(Costs included in this section are based on the 2015 Functional Cost Analysis)**

**Milestone 1 – Information/Referral**

Information/Referral is a service that assists families in locating quality child care services to meet their individual family needs. This service is provided through intake and consulting/counseling that leads to the development of an appropriate child care plan. This will include referrals to child care programs/providers that meet the family's needs and/or assistance in the development of a child care plan using parental care, Legally Exempt care, in-home agencies or camps, or a combination of care options. Information provided will include, but is not limited to:

- quality indicators,
- financial assistance,
- health/safety requirements, and
- complaint policies.

In addition, families will be provided with resource materials on how to choose appropriate child care and referrals to other human services, as appropriate. The CCR&R staff is required to collect data on the family's income eligibility for child care assistance, and when appropriate, families will be referred to the local agency administering child care assistance. The information/referral service can be provided by phone, email, real-time web-based conversation (live chat, Skype, etc.) or in person. A CCR&R may serve and count a family more than once per quarter if the family requests new information and/or referral services.

~~Information/referral services provided to families ineligible to receive child care assistance are not supported by OCFS funds.~~

**When OCFS funding is exhausted or fully expended for this milestone, families who are ineligible for CCAP may be charged a fee for services that are not covered by OCFS funding.**

The unit cost includes: intake, consultation, referrals, follow-up surveys of 20% of families served, material development, data tracking, database administration and maintenance, and related administrative costs. Payment is based on the number of information/referrals made multiplied by the unit cost from Attachment 1.

**Milestone 2 – Online Referral**

Online referral is a service that allows families the ability to generate referrals online using Empire State Child Care MATCH software (MATCH), which generates child care referrals and reports and manages provider, client, community, and group data. This software is available through ECLC and must be used by all state-funded CCR&Rs when providing referrals. Referral services must include access to information including, but not limited to:

- quality indicators,
- financial assistance,

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- health/safety requirements, and
- complaint policies.

In addition, families will be provided with resource materials on choosing appropriate child care referrals and referrals to other human services, as appropriate. Families must request referrals for services to be counted as a milestone. Sufficient information must be collected from the online user to ensure proper documentation of service provision, and to the extent possible, demographic information is needed for the quarterly data report. A CCR&R may serve and count a family more than once per quarter if the family requests new information and/or referral services.

The unit cost includes: MATCH database usage costs; data update, software, hardware, and internet costs; online referral module (ORM) verification, and follow-up surveys of 20% of all online referrals. Payment is based on the number of complete and documented online referrals provided, multiplied by the unit cost from Attachment 1.

### **Milestone 3 – Basic Technical Assistance**

Basic technical assistance to licensed/registered providers and Legally Exempt providers is a service in which a CCR&R provides information specific to a provider/program on such topics as, but not limited to,

- best practices for providing child care,
- indicators of quality child care programs,
- information on business administration practices,
- health issues that are not part of health care consultancy services, and regulations governing program compliance issues specific to that program.

All individuals working in these programs are eligible for this service. Technical assistance is provided through all modes of written and oral communication including, but not limited to phone, email, fax, as well as in person.

The unit cost includes: intake and consultation, research, material development (if appropriate), and related administrative costs. Payment is based on the number of basic technical assistance service units provided, multiplied by the unit cost from Attachment 1.

### **Milestone 4 - Intensive Technical Assistance**

Intensive technical assistance to licensed/registered providers and Legally Exempt providers who are in the process of becoming licensed/registered child care providers is a service in which a CCR&R provides information specific to a child care provider/program on specific topics. These topics include, but are not limited to:

- best practices for providing child care,
- indicators of quality child care programs,
- providing services that programs need to achieve the goals of their QUALITYstarsNY Quality Improvement Plan,
- information on business administration practices and regulations governing program compliance issues specific to that program, and

**Intensive technical assistance must be provided in person for a duration of at least one hour.** However, upon OCFS prior approval, remote service provision may be allowed.

The unit cost includes: intake, preparation time, travel time and expenses, and consultation; research, material development, if appropriate, and related administrative costs. Payment is based on the number of contact hours of intensive technical assistance provided, regardless of the number of people served, multiplied by the unit cost from Attachment 1.

### **Milestone 5 - Health Care Consultancy Services**

Health care consultancy services is a mandatory service defined in NYS regulation to help child care providers/programs maintain compliance with the regulations concerning health care plan requirements, such as the administration of medication, the care of infants and toddlers, and the care of mildly or moderately ill children. All licensed and registered providers/programs, prospective programs/providers, and Legally Exempt programs/providers requiring health care consultant approval are eligible for this service. Services must be conducted by a person meeting health care consultant qualifications as defined in OCFS regulations. The awardee may employ such a person and/or enter into a subcontract agreement with a qualified person or another CCR&R, however the cost must be charged to the funds of the CCR&R county being served. Applicants must include information demonstrating their plan to provide such services. Services must include, but are not limited to:

- initial plan consultation,
- site visits,
- plan review,
- plan renewal as described below, and
- other initiatives as approved by OCFS.

Unit cost for health care plan approval includes: any and all required services that pertain to OCFS approval or renewal of a health care plan and related administrative costs. Services may include: site visits to the program during the certification period and unlimited technical assistance post plan approval. Site visits may include, but are not limited to:

- review of health care policies and procedures,
- review of all documentation of medication practices within the program,
- review of staff records of those authorized to administer medication,
- review of policies and procedures related to Elijah's Law,
- prevention, identification, and response to anaphylaxis to ensure that all requirements are met, and
- other initiatives as approved by OCFS.

The individual unit cost for providing each of the three health care consultancy services listed below (initial plan consultation, site visit, and health care plan development/renewal) to a county must pertain to the development or renewal of a health care plan and include related administrative costs as defined in the service plan.

Applicants must be able to provide the three service components outlined below to the counties they are applying to serve. Payment of the full unit cost from Attachment 1 will only be made when all three health plan consultancy services (initial plan consultation, site visit, and health care plan development/renewal) have been completed for a child care provider. If a health care

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plan approval or renewal is unable to be completed, but an initial plan consultation and/or site visit has been provided and documented as completed, the selected contractor will be paid at the applicable unit cost rate for each of the service(s) provided as set forth below.

- Initial Plan Consultation – This includes all technical assistance to a provider/program in the development or renewal of a health care plan. Unit cost is set at \$300.00.
- Site Visit – Includes a site visit to the program’s/provider’s site and consultation during the visit. Unit cost is set at \$450.00.
  - The site visit must include:
    - a review of health care policies and procedures,
    - a review of all documentation of medication practices within the program, and
    - a review of staff records of those authorized to administer medication to ensure that all requirements are met.
- Health Care Plan Development/Renewal – Includes the review of a program’s/provider’s health care plan and feedback of the plan sent to the program/provider. Unit cost for this service is determined by taking the regional cost for health care consultancy plan review and subtracting the initial plan consultation unit cost and the site visit unit cost.

For example, the following is a calculation for the Capital Region:

\$1,687 (total unit cost for all three services)  
- \$300 (Initial Plan Consultation)  
- \$450 (Site Visit)  
\$937 (Payment for Health Care Plan Development/Renewal Unit Cost)

In addition, the CCR&R must submit any fee structure the organization has established to charge day care providers for health care consultancy services not associated with a signed health care plan funded by OCFS. Services may be available for free, reduced, or full cost. This document must be uploaded in the Grants Gateway System in the “Pre-Submission Uploads” section of your application.

**Quality Child Care Community-Specific Strategies:** the CCR&R will design community-specific strategies for improving the quality of care in Legally Exempt, licensed, and registered child care programs. The strategies may include, but are not limited to:

- incentive payments to providers to participate in technical assistance services and meet quality improvement goals,
- small grants to providers to meet health and safety standards to become enrolled/registered/licensed or maintain such approval,
- support of Staffed Family Child Care Networks, and
- other community specific strategies approved by OCFS.

**\*Grants for Legally Exempt, licensed, and registered child care programs will be allowed up to \$1,500. Grants are only available to child care programs that have 25%**

**of their child care slots guaranteed to families receiving child care assistance. Community-specific strategies proposed by the applicant will be evaluated by OCFS for potential inclusion in any contracts resulting from this RFP and discussed with successful awardees during the contract development process.**

**Please Note: Applicants must propose unit costs and annual milestones for each of the strategies proposed under this category. The unit costs may be distinct unit costs for different strategies. If strategies include small grants for the purchase of equipment or other materials for the provider without any CCR&R services provided, then the grant portion of the reimbursement will be limited to the actual funds granted to the provider. Payment is based on the number of milestones provided, multiplied by the unit cost proposed on Attachment 7.**