

Navigating WINS and ISBE Home Provider Reviews-Webinar

January 7, 2020

Questions and Answers

1. Operating in WINS...will there be a webinar for that?

We do not currently have a date for a webinar, but will one in the future. Keep the questions coming, submitting via email to Shekila Smith.

2. At 8 months old and not meeting requirements is a doctor's note required plus the form?

If a baby has not started solid foods at 8 months, this does not necessarily require a doctor's note unless the baby has a medical condition that substantially delays solid food. If an 8 month is not eating solid foods, ISBE will ask the provider if she is communicating with the parents about the baby's developmental readiness for solid foods. The provider may supply written documentation such as the Infant Solid Food Readiness form to demonstrate communication is occurring with the parent.

3. Will there be a Webinar to explain exactly how to enter a new provider into WINS and how to make sure the Batch file is submitted correctly?

We do not currently have a date for a webinar, but will schedule one in the future. Keep the questions coming, submitting via email to Shekila Smith.

4. Will Instructions come out on how to Navigate through WINS?

We do not currently have a date for a webinar, but will one in the future. Keep the questions coming, submitting via email to Shekila Smith.

5. Part of the record keeping requirements include the provider having a copy of their last 3 home visits on hand for review. Providers who use KidKare have a copy of all home visits stored in their "Messages" in KidKare. We do not require our online claiming providers to print the home visits as they are available for review in KidKare. ISBE has cited several of our providers for this. Why is this not acceptable to ISBE? Many providers do not like to waste paper if the file is readily available.

We are no longer checking provider's files for the last 3 home visits. Monitoring is evaluated during ISBE administrative reviews.

6. Can you please explain the infant explanation or documentation? If an infant 6-11 months old and the parent does not want the infant on any solids, is that a good explanation?

Please refer to the Feeding Infants webinar from May 2019. In addition, we have a sample Infant Solid Food Readiness form you can use as a guide for documentation. If the infant is 10 months old and the provider says, "well, when we spoke last month, the parent does not want the infant on solids", that is not acceptable because it does not represent an engaging line of communication between the parent and the provider. We expect to get feedback from the provider that indicates she is actively engaged with the parent regarding the infant's feeding habits.

7. I appreciate ISBE waiving fiscal action...However, how do we document training for the October, November, December reviews if no follow-up review is required?

You are welcome to conduct follow-up reviews and you can certainly call/email the provider and give technical assistance.

8. How do we reply to the review findings?

All responses will be done via WINS. Watch your WINS inbox for notification of review responses. Your sponsor dashboard will also have an alert. On your dashboard in the Sponsor Tasks box, there will also be a link to the response area.

9. How can a sponsor be requested to deduct a meal service when the monitor does not record the meal and attendance observed with the providers signature as verification?

Citations will detail the error and, if applicable, the name(s) of the child(ren). Sponsors are always welcome to contact ISBE for more information on reviews.

10. Does ISBE have written procedures to determine if a provider is meeting the sanitation requirements both in their home and in the food prep area?

Our guidance to ISBE monitors is to visually, based on observation, determine if the food preparation and serving areas appear adequate: food prep areas clean, serving area clean, chemicals not obviously touching food or near food, foods seem generally at the proper temperatures. We instruct staff to contact DCFS if there are serious sanitation concerns.

11.Can ISBE provide additional direction on how to address sanitation requirements when the provider has pets (dogs and cats) in the home with the children at the time of the visit?

DCFS allows pets in the home. But if your staff feels pet odor and/or dander is interfering with a safe environment, then DCFS should be contacted.

12.Re: the 5-day reconciliation, in the past we have not paid attention to WHICH children are present but rather the total count. Do we now need to be concerned with WHICH children are present?

Paying attention to the names can be significant because if Jack is always claimed for p.m. snack but is never present when a pm snack review is conducted by the sponsor or ISBE, then this should be a red flag. More investigation should be done.

13.What is the protocol when an LE provider is found to be overcapacity. also, what if LE provider is watching family of 4?

ISBE calls DCFS when an LE provider has more children than allowed. If the children are from multiple households, the provider can have no more than 3 children. If the children are all from one household, then a LE provider can care for all children from that family regardless of the number.

14.Will these slides be made available?

Yes