

From: Boyle, Patricia J ECC:EX(Patricia.Boyle@gov.bc.ca)
To: Anderson, Patrick ECC:EX (Patrick.Anderson@gov.bc.ca); Meldrum, Erica ECC:EX (Erica.Meldrum@gov.bc.ca)
Subject: FW: Renewal Critical Path slides for June 30 ADM SC
Sent: 06/27/2023 14:29:53
Attachments: Renewal 2024 IMIT ADM SC June 20, 2023.pptx

So is this meeting still taking place, given the EFO and DM requested changing these meetings to Tuesdays, or are we wanting to have this as an IMIT meeting only, or?

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Monday, June 26, 2023 9:24 PM
To: ECC CCD Strategic Coordination ECC:EX <ECC.CCD.StrategicCoordination@gov.bc.ca>
Cc: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>; Anderson, Patrick ECC:EX <Patrick.Anderson@gov.bc.ca>; Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Hutchinson, Laura ECC:EX <Laura.Hutchinson@gov.bc.ca>
Subject: Renewal Critical Path slides for June 30 ADM SC

Hi Patrick,

Attached are the slides for the June 30, 2023 ADM Steering Committee.

Erica advised that the slides could be sent today after the Ed review meeting. Thanks.
A

Anne Wetherill (she/her) | **Executive Director**

Child Care Benefit and Operating Funding Branch

Child Care Division, Ministry of Education and Child Care

P: 778-698-2093 **s.17** www.gov.bc.ca/childcare

Acknowledging the traditional lands of the Lekwungen peoples

Renewal 2024 IM/IT Critical Path

Child Care Operating Funding, Child Care
Fee Reduction Initiative, Early Childhood
Educator Wage Enhancement

Presentation to ADM IM/IT Steering Committee - June 30, 2023

1

Overview of the CCOF Annual Funding Agreement Renewal

- Renewal of fiscal funding agreements (FA) with over 4,000 organizations with 5,000 child care facilities across BC
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- Steps to renewal, the Organization:
 - Applies for 2024 **CCOF Base Funding** and (optional) **CCFRI** and **ECE-WE**
 - Signs 2024 Funding Agreement and is approved for CCOF Base Funding
 - Is adjudicated for CCFRI and ECE-WE and receives separate approvals for each facility
- Renewal usually begins in January and must be complete by March 15 for providers who wish to invoice between March 15-20 for payment before April 1, though providers have until April 30 to renew.

Renewal Pain Points

Renewal 2023

- In December 2022, CCFRI rates were substantively increased resulting in greater reliance on funding to replace previous revenue from parents.
- Renewal 2023 was delayed due to:
 - **Pain Point #1** Compressed planning and implementation timelines resulting from the December CCFRI rates increase and CCFRI Estimator
 - **Pain Point #2** A new system build (MyCCBC/CMS) that became more complex than initially scoped resulting in many providers not being renewed in a timely manner and concern about continuity in funding

Ongoing

- **Pain Point #3** Blackout period
 - Providers cannot apply or make changes from February 15 - April 1 (blackout period) due to the CCOF database being unable to hold two FAs at the same time
- **Pain Point #4:**CCOF Database modification issue
 - Each month providers cannot make modifications to their FA (i.e., add spaces etc.) if they have already been paid for that month, have already modified their FA for that month, and/or if the FA starts that month

Renewal Critical Path for Success

- Continuity of funding is the central driver for success through three levels to address pain points (depending on approach may change)
- **Level 1: Minimal Viable System and Longer Implementation Timelines**
 - ✓ Providers with a complete application will have a decision back within 10 business days of their application
 - Establish a 5+ month timeline with designated staff capacity and resources to design, plan and implement Renewal
 - Requires the new system to be debugged and fully functioning including accurate system recommendations, automated temporary approvals for stage 1&2 adjudication, full Task Manager data migration, ability for the PCF to handle parent fees for multiple fiscal years
- **Level 2: Critical Must Do's (ongoing provider pain points)**
 - ✓ Providers experience no delays or gaps in funding
 - ✓ Additions or licence changes and applications can be processed during the month and every month of the year
 - Requires solutions to deal with modifications and the blackout period
- **Level 3: Additional Changes - only after level 1 and 2 are addressed**

s.13

Level 1: Minimal Viable System and Long Implementation Timelines

- Required high-level fixes:
 - Automation for stages 1 and 2 adjudication
 - Fulsome data transfer from TM application to enable immediate adjudication
 - Accurate reporting to determine outstanding files and progress to completion
- Required functionality:
 - Mid-term fee increases
 - Change request
 - Temporary approval
 - All missing information/blank fields in the system resolved
- Pain Points addressed:
 - PP#1 compressed planning timelines
 - PP#2 system build in process

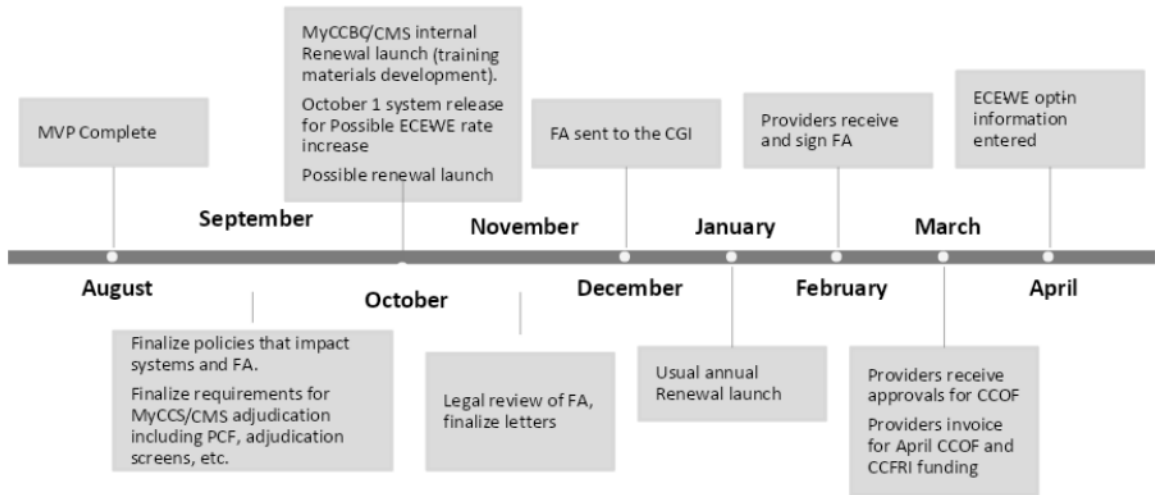
Level 2: Critical Must Do's (ongoing provider pain points)

- Blackout period and CCOF Database modification issue (i.e., additional spaces etc.)
 - Move the FA from the CCOF Database to CMS or other system where FAs for multiple fiscal years are supported and there are less restrictions on when a FA can be modified
 - Determine how the organization and facility information stored in the CCOF Database would be integrated with the system holding the FA
- Automate data entry of ECE-WE application data into the ECE-WE Reporting Tool from MyCCBC/CMS
- Pain Points Addressed:
 - PP#3 blackout period
 - PP#4 modification issue

Level 3: Additional Changes - only after level 1 addressed

s.13; s.17

Renewal 2024 Timelines Level 1 (No Dec rate change, ECE-WE Sept changes, minor policy changes)



Renewal Next Steps

- Required Decisions:
 - **Level 1 priority functionality** – approval of timeline pending confirmation from DSSB/ISD/Vendor/Program and approval of any CRs or ROMs
 - **Level 2 pain points** – approval for Discovery Sessions with Vendors through ISD and DSSB
 - **Level 3 policy decisions**
- s.13

From: [Boyle, Patricia J ECC:EX](#)
To: [Liddy, Eleanor ECC:EX](#)
Subject: FW: Renewal Critical Path slides for June 30 ADM SC
Date: June 28, 2023 9:00:08 PM
Attachments: Renewal 2024 IMIT ADM SC June 20 2023 v2 LH.pptx

'Looping

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Wednesday, June 28, 2023 5:03 PM
To: Hutchinson, Laura ECC:EX <Laura.Hutchinson@gov.bc.ca>; Anderson, Patrick ECC:EX <Patrick.Anderson@gov.bc.ca>
Cc: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Subject: RE: Renewal Critical Path slides for June 30 ADM SC

Hi Laura – thanks,...the priorities that we discussed the other day while a good start was not inclusive of all that is needed for level 1 including that the missing fields line is critical so we have a working system.....but perhaps we need to be more explicit that we are meeting every Monday to continue to ensure the list is comprehensive and will look to finalize it so we are sure of scope. For now can leave out....

RE the addition of 'new' this speaks to the disconnect regarding the mvp and what is needed for the program to function but we can address this at the meeting. Perhaps lets connect beforehand?

Patrick, if time please use the slides Eleanor has updated if time. Patti fyi. Thanks.

A

From: Hutchinson, Laura ECC:EX <Laura.Hutchinson@gov.bc.ca>
Sent: Tuesday, June 27, 2023 3:59 PM
To: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Subject: RE: Renewal Critical Path slides for June 30 ADM SC

Hi Anne,

I'm not quite certain of the process for slide deck revision, so apologies if this isn't correct. I reviewed the deck with Eleanor today, and there were a few requested edits highlighted in the attached copy.

On Slide 5 I'm proposing to remove bullet "All missing information/blank fields in the system resolved" as part of Level 1. Although this is important, it didn't come up in

yesterday's CCOF system priorities meeting and could potentially be worked on outside of the timeline being put forward for Level 1, if you agree.

Please let me know if you would like to discuss any of the changes.

Laura Hutchinson

A/ED, CTO

Digital Strategies and Services Branch | Ministry of Education and Child Care

Mobile: 250-514-8724

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>

Sent: Monday, June 26, 2023 9:24 PM

To: ECC CCD Strategic Coordination ECC:EX <ECC.CCD.StrategicCoordination@gov.bc.ca>

Cc: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>; Anderson, Patrick ECC:EX <Patrick.Anderson@gov.bc.ca>; Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Hutchinson, Laura ECC:EX <Laura.Hutchinson@gov.bc.ca>

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Ongoing

- **Pain Point #3** Blackout period
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 - Requires the new system to be debugged and fully functioning including accurate system recommendations, automated temporary approvals for stage 1&2 adjudication, full Task Manager data migration, ability for the Program Confirmation Form to handle parent fees for multiple fiscal years
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 - ✓ Providers experience no delays or gaps in funding
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Level 1: Minimal Viable System and Long Implementation Timelines

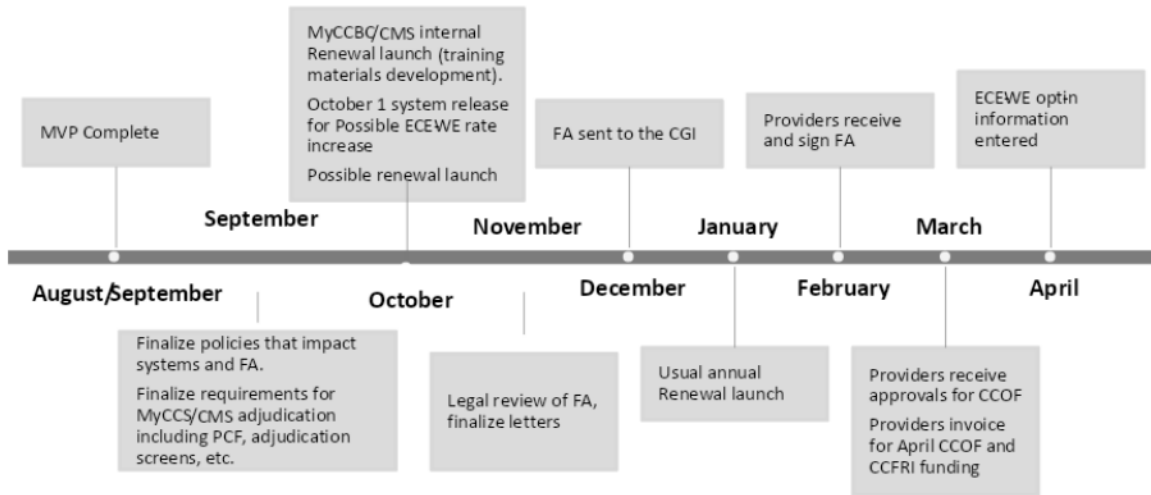
- Required high-level fixes:
 - Automation for stages 1 and 2 adjudication (currently 80% successful recommendations)
 - Fulsome data transfer from TM application to enable immediate adjudication
 - Accurate reporting to determine outstanding files and progress to completion
- Required new functionality (in progress):
 - Change request
 - Mid-term fee increase
 - Temporary approval automation
- Pain Points addressed:
 - PP#1 compressed planning timelines
 - PP#2 system build in process

Level 2: Critical Must Do's (ongoing provider pain points)

- Blackout period and CCOF Database modification issue (i.e., additional spaces etc.)
 - Move the FA from the CCOF Database to CMS or other system where FAs for multiple fiscal years are supported and there are less restrictions on when a FA can be modified
 - Determine how the organization and facility information stored in the CCOF Database would be integrated with the system holding the FA
- Automate data entry of ECE-WE application data into the ECE-WE Reporting Tool from MyCCBC/CMS
- Pain Points Addressed:
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Level 3: Additional Changes - only after level 1 addressed
s.13; s.17

Renewal 2024 Timelines Level 1 (No Dec rate change, ECE-WE Sept changes, minor policy changes)



Renewal Next Steps

- Required Decisions:
- **Level 1 priority functionality** – approval of timeline pending confirmation from DSSB/ISD/Vendor/Program and approval of any CRs or ROMs
- **Level 2 pain points** – approval for Discovery Sessions with Vendors through ISD and DSSB
- **Level 3 policy decisions s.13 s.13**

From: Boyle, Patricia J ECC:EX(Patricia.Boyle@gov.bc.ca)
To: Meldrum, Erica ECC:EX (Erica.Meldrum@gov.bc.ca)
To: Wetherill, Anne SDPR:EX (Anne.Wetherill@gov.bc.ca); Mellor, Kelsey ECC:EX (Kelsey.Mellor@gov.bc.ca)
Subject: RE: timelines for MyCCBC
Sent: 05/10/2023 18:17:25

Well done Anne. No concerns for sharing, but copy Eleanor please

From: Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>
Sent: Tuesday, May 9, 2023 12:22 PM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Cc: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>; Mellor, Kelsey ECC:EX <Kelsey.Mellor@gov.bc.ca>
Subject: FW: timelines for MyCCBC

Hi Patti – sharing with you. If you have no concerns we can share this with Berlin Eaton.

Thanks
Erica

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Tuesday, May 9, 2023 12:15 PM
To: Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>
Cc: Born, Aaron ECC:EX <Aaron.Born@gov.bc.ca>
Subject: FW: timelines for MyCCBC

H Erica

Could you please forward the timelines as attached and below to BerlinEaton? Thanks

CGI is committed to delivering the CCOF MVP, on January 24th, 2023.

For the estimator, it was broken into two phases which was not the original plan as I recall:

- October 17, 2022 – launch of Standard Estimator (Phase 1)
- November 24, 2022 – public commitment of enhanced estimator (Phase 2)
 - Originally the internal date to implement was Nov.15 but CGI stated they were not aware of this commitment, so we changed it to November 24.
- November 28, 2022 - Enhanced estimator launched (Phase 2)
 - The delay between Nov 24 and Nov 28 was a result of GCPE changing the date
 - Rational was that there was concern about the system load, however this was a red herring and validated to be not a concern by CGI and DSSB, and we could have launched but GCPE had already communicated the change to the PO

Also here are the public deliverables from our renewal webpage:

Key renewal dates for 2023-24

- **January 31:** Applications for funding starting April 1 made available through My ChildCareBC Services
- **February 23:** Funding agreements are sent to renewing providers
- **March 9:** Last day to sign funding agreement for providers wishing to pre-claim for April 1
- **March 15:** Providers can start to pre-claim for April 1
- **April 1:** New 2023-24 funding term begins
- **April 30:** Final day to renew funding agreements for April 1
- **May 1:** First day to submit April ECE-WE reports
- **September 1:** School-age and preschool providers approved for CCFRI begin reducing parent fees

Anne Wetherill (she/her) | Executive Director

Child Care Benefit and Operating Funding Branch

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From: Boyle, Patricia J ECC:EX(Patricia.Boyle@gov.bc.ca)
To: Liddy, Eleanor ECC:EX (Eleanor.Liddy@gov.bc.ca)
Subject: FW: CCFRI Debrief Slides
Sent: 06/14/2023 02:37:13
Attachments: Renewal 2024 IMIT Critical Path June 15 2023 .pptx

fyi and for our discussion tomorrow...

From: Boyle, Patricia J ECC:EX
Sent: Tuesday, June 13, 2023 7:36 PM
To: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Cc: Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Belanger, Hugo ECC:EX <Hugo.Belanger@gov.bc.ca>; Barry, Jonathan ECC:EX <Jonathan.Barry@gov.bc.ca>
Subject: RE: CCFRI Debrief Slides

Hi Anne,

Who was in the pain points session from Spencer's team? Was this discussed at the meeting you had with Spencer where resources and project board items were also brought forward?

Also, In that meeting where resources were discussed; was everyone there that is now supposed to be part of the IM/IT ED working group? (ie. Kate, Teresa, etc.)

If not, let's discuss please - as materials are moving forward for an ADM SC meeting this week.

Patti

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Tuesday, June 13, 2023 2:46 PM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Cc: Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>
Subject: FW: CCFRI Debrief Slides

HI Patti - as mentioned this morning, attached are the slides for the ADM IMIT SC. These were sent to Patrick as per below. Happy to edit as you see fit thanks.

A

From: Wetherill, Anne ECC:EX
Sent: Tuesday, June 13, 2023 2:43 PM
To: Anderson, Patrick ECC:EX <Patrick.Anderson@gov.bc.ca>
Cc: Douglas, Kelly A ECC:EX <Kelly.A.Douglas@gov.bc.ca>
Subject: RE: CCFRI Debrief Slides

Hi attached thanks!

A

From: Anderson, Patrick ECC:EX <Patrick.Anderson@gov.bc.ca>
Sent: Monday, June 12, 2023 12:42 PM
To: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Subject: CCFRI Debrief Slides

As discussed here is the template for the slides.

Patrick

Patrick Anderson (he/him) | Director, Strategic Initiatives | Child Care Division, Ministry of Education and Child Care

T: 250-952-2368

s.17

I acknowledge with respect the ləkʷəŋən peoples on whose traditional and unceded territory I live and work, and the Songhees, Esquimalt and W̱SÁNEĆ peoples whose historical relationships with the land continue to this day.

This email and any attachments are intended only for the named recipient and may contain confidential and/or privileged material. Any unauthorized copying, dissemination or other use by a person other than the named recipient of this communication is prohibited. If you received this in error or are not named as a recipient, please notify the sender and destroy all copies of this email immediately.

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 - Compressed planning and implementation timelines resulting from the December CCFRI rates increase
 - A new system build (MyCCBC/CMS) that was more complex than initially understood resulting in many providers not being renewed in a timely manner and concern about continuity in funding

Ongoing Funding Pain Points

- Two other pain points result in potential funding losses:
 - Blackout period
 - Providers cannot apply or make changes from February 15 - April 1 (blackout period) due to the CCOF database being unable to hold two FAs at the same time
 - CCOF Database modification issue
 - Each month providers cannot make modifications to their FA (i.e., add spaces etc.) if they have already been paid for that month, have already modified their FA for that month, and/or if the FA starts that month

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- **Level 1: Minimal Viable System and Longer Implementation Timelines**
 - ✓ Providers with a complete application will have a decision back within 10 business days of their application
 - ✓ Establish a 5+ month timeline with designated staff capacity and resources to design, plan, and implement Renewal
 - Requires the new system to be debugged and fully functioning with planned automation (also would include any changes as a result of level 2 and 3 added)
- **Level 2: Critical Must Do's (ongoing provider pain points)**
 - ✓ Providers experience no delays or gaps in funding
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s.13

5

Level 1: Minimal Viable System and status quo renewal

- Required high-level fixes:
 - Automation for stages 1 and 2 adjudication
 - Fulsome data transfer from application to enable immediate adjudication
 - Accurate reporting to determine outstanding files and progress to completion
- Required enhancements:
 - Require daily instead of monthly fees on the PCF
 - Additional options on the PCF for providers to select type of fee and number of days per week they offer care
 - Enrolment Report updates for facilities to report closures, request fee increases and confirm fees
 - CCOF Database, MyCCBC and CMS integration

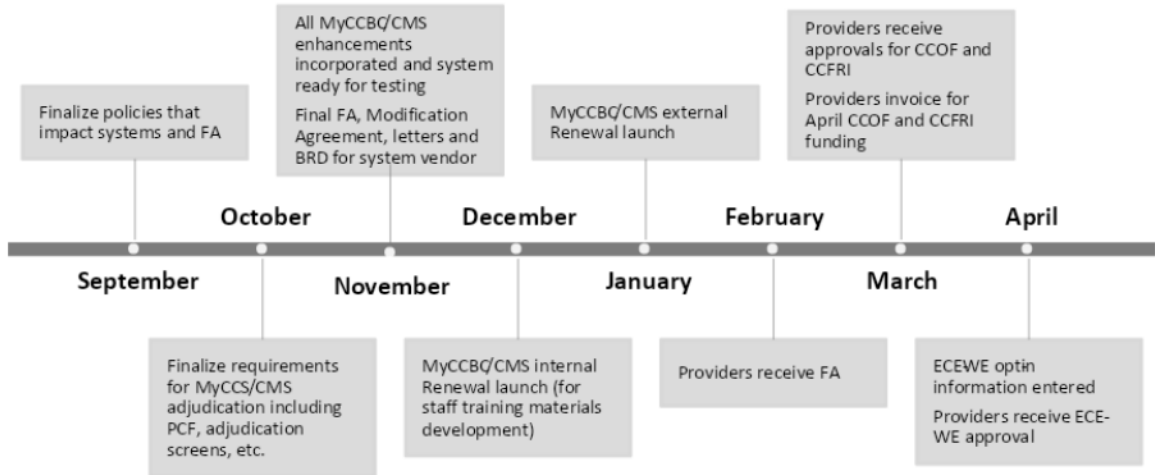
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- Automate data entry of ECE-WE application data into the ECE-WE Reporting Tool from MyCCBC/CMS
 - Required by April 30 so providers can submit claims on May 1

Level 3: Additional Changes - only after level 1 and 2 are addressed

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Renewal 2024 Timelines Level 1



Renewal 2024 Next Steps

- Scoping based on several meetings with key multiple branches

Next Steps are:

- Final decisions on scope regarding levels and timelines
- Approvals to proceed
- Discovery Sessions with Vendors through ISD and DSSB

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T: 250-952-2368

s.17

- Work began in November 2022 on the MyChildCareBC portal
 - CGI staff focused on the Estimator work and resources were allocated to the portal after completion
- Renewal 23/24 was scheduled for January 17th then pushed to the 24 and further to January 31 as a result of systems not being ready
 - There was a soft launch on the Jan. 24th for a targeted group of providers
 - Since then, there have been 4 major bugs/enhancements on the Portal and 10 in the CMS system that delayed the start of adjudication. Inability to trust the system, resulting in substantial workarounds, there is not built in validation.
 - This count is not inclusive, it flags the main issues that impacted adjudication
 - CGI committed to February 8, 2023, to correct issues identified during January launch.
 - Not all issues were resolved, and new issues were created as a result of implemented fixes which further compounded the issue.
 - CGI worked through weekly releases, through March 17 on newly emerging issues and those issued identified in January.
- Timeframes within the Sprints were compounded to meet the deadlines which resulted in compressed User Acceptance testing
- Public commitments were compromised; many workarounds were accomplished by the program area leveraging overtime and relying on manual process to identify providers requiring approvals due to missing and erroneous information.
 - The previous system implemented in 2018, while delayed, could be trusted.
- Multiple emergency fixes were generated and DSSB, BIIS and program staff had to work around the clock to support the vendor
 - This resulted in significant overtime requests for the program



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- Examples:

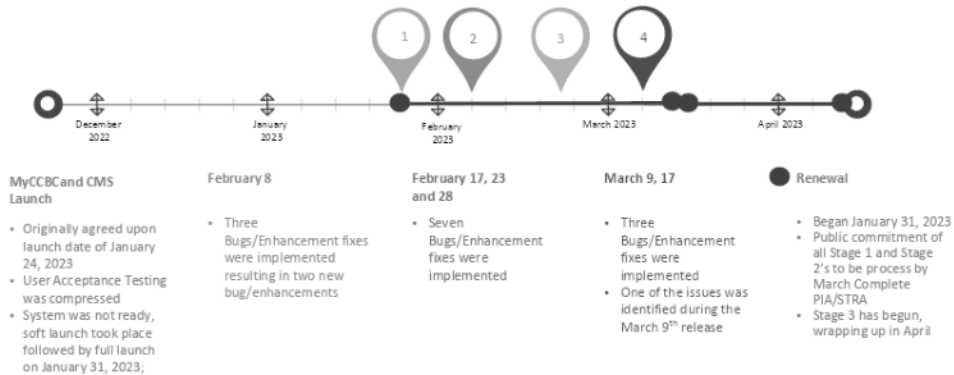
- Providers were unable to agree to the terms and conditions of their Funding for the 23/24 term
- “Phone Call awaiting provider” status didn’t function correctly. This caused confusion and resulted in phone calls to the program area from Providers. Two staff were using The team lead was looking at the screen and it didn’t match. It also resulted in application forms becoming unlocked
- Data was not refreshing at the same time for all users such that one person was looking at a provider’s file with one set of information and someone else on their own computer pulled up the same file and saw different information (updated by the provider the day before)
- Providers are able to change parent fee data using the scroll wheel on their mouse; results in random months showing increases or decreases which fall outside of the pattern of usual increases.
- Providers receiving multiple, identical emails
- A fix that was implemented on March 31, 2023, resulted in approval emails not being able to be sent



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and Child Care

Renewal and Launch: Timelines (Back pocket)



BRITISH
COLUMBIA

Ministry of Education
and Child Care

CCOF FAQs – Renewal Topics

Contents

Annual Fee Increase Limits 2

CCOF Application Blackout Period 2

Phone Wait Times 3

System Issues 4

CCOF FAQs – Renewal Topics

Annual Fee Increase Limits

Why were annual fee increase limits introduced and how were those amounts decided?

- Our fee reductions are an important step in ensuring child care is affordable for families, and we know providers need support too.
- As a part of our agreement with providers that are working with government to reduce fees for families, they are able to increase annual fees up to 3% of the typical regional fees to ensure predictability and affordability of child care costs for families.
- This streamlines the review and approval process for future fee increase requests by replacing the nominal, regional and historical fee increase thresholds with a single policy of standard annual allowable increases, with limited exceptions.
- We are also supporting providers through enhanced funding to help cover their operational costs in order to ensure providers can continue providing quality care for children.
 - In December, when we increased the savings for families, we also increased the provider payments by 100% - and as much as 400% for some child care categories.
 - For example, a group centre providing care to 20 3-5 year olds would now be receiving \$1,050 in a typical 20-day month, up from \$440 a month prior to December 2022.

CCOF Application Blackout Period

Why is the deadline to submit a CCOF Application in mid-February when the funding agreement term is until the end of March?

- The CCOF Funding Agreement template is updated in February each year to ensure that existing providers can renew their funding for the next year and be able to claim for April payments starting March 15.
- As the database can only support a funding agreement for a single fiscal year, each year from the middle of February to the end of February, the system requires a transition period to the next funding agreement year.
- This results in a deadline period as referenced on the Ministry webpage:
 - *The deadline for providers to apply for February or March 2023 funding is February 15, 2023. Applications received after this date will be assessed for funding starting April 1, 2023.*
- Providers are encouraged to follow application instructions and timelines outlined on the forms and program website.
- Where providers are looking to add or modify facilities there are additional timelines on the CCFRI webpage location of the Change Notification form which outlines the timelines for changes including that additional funding cannot be paid in the month that:
 - the Funding Agreement starts (or);
 - the Funding Agreement has already been modified (or);
 - an enrolment report is received and payment is received.

CCOF FAQs – Renewal Topics

Part Time Fees Under The CCFRI

Why are my fees for part-time care higher than the fees for full-time care?

- Fee reductions amounts are pro-rated for part-time child care, which is defined as four hours or less per day or fewer than five days per week.
- Fee reductions for children enrolled four hours or less per day are 50% of the full-day (over four hours) rate, and fee reduction amounts for children enrolled fewer than five days per week are proportional to number of days they are enrolled.
 - For example, children enrolled 4 days per week are eligible for 80% of the full-time amount; children enrolled 2 days per week are eligible for 40% of the full-time fee reduction amount.
- As independent business owners, child care operators can pro-rate their starting fees (before the CCFRI is applied) for part-time care at their discretion.
- We understand that many providers charge more for part-time care than what is proportional based on the number of days per week the child is enrolled.
- Families are encouraged to seek the type and frequency of child care that best suits their needs.
- For parents who need help covering the costs of child care, additional financial support may be available through the Affordable Child Care Benefit.

Phone Wait Times

Update: The CCOF Program Service Centre is currently at higher than regular service levels with 86%-89% of calls being handled. The average wait times are 7 minutes for the live phone queue and 24 minutes for the call back queue.

I needed to call the program about my application status but wait times were too long. How do I find out whether I'm eligible?

- Over 90% of eligible child care providers are participating in the Child Care Fee Reduction Initiative, and renewing agreements for about 3,500 applications makes for a busy time of the year.
- To relieve phone volumes and minimize call wait times providers may also:
 - Log in to My ChildCareBC Services at any time to see the current status of their application including updates, approvals and other information about their renewal.
 - Email the program if they received an email about their organization's fee increase and required a Program Confirmation Form unlock.
 - Follow the instructions to resubmit their form if they received a message or email about missing information on their Program Confirmation Form.
- We realize this situation created anxiety for parents and providers, and we are working on improving the renewal process for next year.

CCOF FAQs – Renewal Topics

System Issues

You implemented a new system but I still had issues submitting my application. Why?

- My ChildCareBC Services (MyCCBC) is a new online platform created to improve your experience accessing government services.
- This version of MyCCBC was released to streamline the CCOF renewal process and support a more user-friendly experience for child care providers. Enhancements will be released in future versions.
- Some of the features providers have asked us about, including session timeouts due to 15 minutes of inactivity, were purposefully designed to protect privacy and improve system performance by preventing too many users accessing at one time and overloading the system.
- We have taken your feedback and we will continue to enhance the system throughout the year to improve the user experience.

From: Wetherill, Anne SDPR:EX(Ane.Wetherill@gov.bc.ca)
To: Tickner, Spencer PSFS:EX (Spencer.Tickner@gov.bc.ca)
Subject: FW: CCFRI Debrief Slides
Sent: 06/15/2023 16:31:47
Attachments: Renewal 2024 IMIT Critical Path June 15 2023 .pptx

fyi

From: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Sent: Wednesday, June 14, 2023 8:33 PM
To: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Cc: Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Belanger, Hugo ECC:EX <Hugo.Belanger@gov.bc.ca>; Barry, Jonathan ECC:EX <Jonathan.Barry@gov.bc.ca>
Subject: RE: CCFRI Debrief Slides

Okay, well this came late so we won't have it on the agenda tomorrow. Erica/Anne, it still needs to be raised as something critical to address

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Wednesday, June 14, 2023 9:13 AM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Cc: Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Belanger, Hugo ECC:EX <Hugo.Belanger@gov.bc.ca>; Barry, Jonathan ECC:EX <Jonathan.Barry@gov.bc.ca>
Subject: Re: CCFRI Debrief Slides

For the pain points meeting attendees were from Spencer's team - Laura and Abhinav
ISD - Ray (invited but conflict) and Mark B and from policy Julie, Neahla and Krystal

The work Kelly's team did as per the ccof deck needed discussion w Ed's as down the roadmap.
Suggest both take place ideally before going to an adm sc- perhaps we could set up by saying all in process and no decisions ie this is a progress report. Then we commit to coming with recommendations to the next meeting...thx

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ADVICE TO MINISTER

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ISSUES NOTE**

Ministry of Education and Child Care

Date: Apr. 4, 2023

Minister Responsible: Grace Lore

CCFRI Renewals

ADVICE AND RECOMMENDED RESPONSE:

- Our government's fee reduction initiative is about making child care more affordable for families.
- I want to thank child care providers that are working with government to reduce child care costs.
- We understand the importance of receiving operating and fee reduction payments in a timely way.
- Over 90% of eligible child care providers are participating in the Child Care Fee Reduction Initiative, a voluntary program that is helping around 70,000 families save up to \$900 every month.
- The vast majority (over 95%) of provider applications have already received approval or temporary approval for April 1st.
- Providers who submitted complete renewal applications on time and within the annual fee cap received approval before April 1st.
 - Families at these centres did not have their savings interrupted.

IF ASKED ABOUT PROVIDERS WITH INCREASES ABOVE THE 3% LIMIT:

- To be clear, increases above the 3% parent fee increase limit mean more out of pocket for the families at their facilities; the amount provided by government to reduce fees for families does not change.
- As with previous years, providers who are seeking to increase fees above the annual parent fee increase limit have been offered temporary approval to provide certainty to parents if they are willing to schedule the planned increase beyond April.
- All parent fee increase requests require a thorough fee assessment to ensure that the maximum possible benefit is seen by parents in the form of reduced monthly costs.
 - For instance, we are seeing some providers requesting an increase of over \$200 per child per month – that's a significant additional out-of-pocket cost for families.

ADVICE TO MINISTER

IF ASKED ABOUT ISSUES WITH THE RENEWAL PROCESS

- I know that the renewal process can be challenging for some providers, and I appreciate their patience.
- My staff are on track to meet all of our expressed timelines to provide approvals for providers.
- In situations where providers have been asked by the ministry for more information to complete their application – staff are working with them as a priority.
- We will continue to improve our renewal process and streamline funding supports based on feedback from providers.
- While we did communicate prior to launch of the renewal process about the potential issues of scheduling an April parent fee increase, we have heard that we need to fix this and are working on improving the renewal process for next year.

IF ASKED ABOUT THE 3% FEE INCREASE LIMIT:

- These fee reductions are an important step in ensuring child care is affordable for families, and we know providers need support too.
- We are supporting providers through enhanced funding to help cover their operational costs, in order to ensure providers can continue providing quality care for children.
 - In December, when we increased the savings for families, we also increased the provider payment under the fee reduction initiative by 100% – and as much as 400% for some child care categories.
 - For example, a group centre providing care to 20 3-5 year olds would now be receiving \$1,050 in a typical 20-day month, up from \$440 a month prior to December 2022.
- Additionally, we're making sure providers have the support they need through Child Care Operating Funding, the Early Childhood Educator Wage Enhancement and the ChildCareBC Maintenance Fund.

BACKGROUND:

Participation in CCFRI is optional, and licensed child care providers may apply to join at any time throughout the year or can renew their enrolment as part of the annual renewal process under the Child Care Operating Funding (CCOF) program. Funding agreements expire on March 31 each year and must be renewed in order to continue receiving funding.

In addition to supporting families, the CCFRI also supports providers, through monthly CCFRI provider payments. Payment rates were doubled for group providers and increased three-to-four-fold for family providers when the new savings took effect Dec. 1, 2022.

ADVICE TO MINISTER

Key renewal dates, as posted online:

- Jan. 31: Applications for funding starting April 1 made available online
- Feb. 23: Funding agreements are sent to renewing providers
- March 9: Last day to sign funding agreement for providers wishing to pre-claim for April 1
- March 15: Providers can start to pre-claim for April 1
- April 1: New 2023-24 funding term begins
- April 30: Final day to renew funding agreements for April 1
- May 1: First day to submit April ECE-WE reports
- Sept. 1: School-age and preschool providers approved for CCFRI begin reducing parent fees

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Communication touch points with providers throughout the renewal process:

Date	Touch Point	Content
Jan. 23, 2023	Zoom meeting	Information session with subject matter experts
Jan. 25, 2023	Web page	Apply/Renew web page updated and CCFRI and ECE-WE Funding Guidelines posted
Jan. 25, 2023	Email	Invitation to soft-launch – targeted to small number of providers
Jan. 31, 2023	Web page	My ChildCareBC Services with 2023-24 application launched on web page
Jan. 31,	Email	“Renew now” email sent to all providers; included timelines, links with

ADVICE TO MINISTER

2023		information on how to, processes
Feb. 15, 2023	Email	"CCOF, CCFRI, ECE WE Renewal timeline" – reminder of all information in Jan. 31 email
March 9, 2023	Email	"Update on Renewal" email – Reminder about April parent fee increases; asking providers to please reclaim
March 14, 2023	Email	"Attention: April Fee Increase' – Reminder about April parent fee increases: reminder about parent fee increases, inviting providers to defer or lower parent fee increase request; targeted to providers with a parent fee increase above 3%.

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Communications:	esme mills	250 896-4891
Program:	Anne Wetherill, ED, Child Care Benefit and Operating Funding Julie Adams, A/Director, Child Care Policy	778 698-2093 778 698-7137

KEY MESSAGES

For interview with Katie DeRosa

May 10, 2023

DATE: May 10, 2023

TIME: TBC

INTERVIEWER: Katie DeRosa

FORMAT: TBC

Request: I'd like to talk about staffing issues, payment issues to participating daycares and the feasibility of a centralized daycare waitlist.

Key Messages – Child Care Month

- May is Child Care month in B.C., a time to celebrate the child care providers who provide care, connection and rich learning opportunities to our kids at one of the most important times in their lives.
- For too many years, access to affordable child care was either neglected or treated as a luxury —we're changing that.
- Through ChildCareBC, our government is building a future where access to affordable, quality and inclusive child care is a core service that families can depend on.
- Affordable child care is life changing for children and their families – and also good for our communities and vital for the economy.
- In 2022, almost 58,000 more women joined the workforce compared to 2021 – and affordable child care is one of the reasons B.C. has one of the lowest unemployment rates in Canada.
- Budget 2023 continues our record investments in building affordable, high-quality, and inclusive child care.
- Thousands of B.C. families are benefiting from lower child care fees through the Child Care Fee Reduction Initiative, the \$10 a Day ChildCareBC program, and the Affordable Child Care Benefit.
- We're continuing to fund new child care spaces, adding to the historic 31,800 spaces we have funded so far.
- As we expand access to affordable, quality and inclusive child care, we know providers need more qualified professionals to care for those kids. We can't do any of this without the skilled professionals who provide early childhood education.

- That's why we continue to work to recognize, support and lift up ECEs, including with wage enhancements of \$4 per hour and increased educational and training opportunities for ECEs.
- We are making life more affordable for hardworking families in B.C., and supporting the child care sector that gives kids access to invaluable early learning, enables people to pursue opportunities and makes life better for British Columbians.

Staffing Issues

- Early childhood educators (ECEs) are skilled professionals who provide care, connection and learning environments for our children at some of the most important times in their lives.
- We know some parents are struggling to find child care due to staff shortages. A tight labour market is a reality for many sectors across B.C. and record numbers of people moving to B.C. are adding to demand.
- That's why we have taken action to recruit and retain ECEs – by helping with the cost of education, enhancing wages and providing better access to training and professional development, and streamlining pathways for international ECEs.
- Early data indicates these investments are having a positive impact.
- The number of new ECEs has been trending upward, and we're seeing positive indicators for retention, with a retention rate of 91% for ECEs receiving the wage enhancement between 2020-21 and 2021-22.
- We know there is still more work to do.

What are you doing to recruit & retain more ECEs?

- The Province is investing \$16 million over three years to accelerate the expansion of ECE spaces at public post-secondary institutions by an additional 1,390 ECE students on top of the 900 students educated annually.
- Additionally, as part of the Future Ready plan, new future skills grants will reduce financial barriers by providing British Columbians with access to up to \$3,500 to cover the costs of tuition for eligible short-term skills training, including early childhood education.
- As part of our 10-year ChildCareBC Plan we launched an ECE recruitment and retention strategy in 2018 and we've made progress:

- To the end of the fall 2022 semester, more than \$24 million in bursary funding has been awarded to almost 6,500 students (since summer 2018)
- Creating 1,713 new student spaces in public post-secondary ECE programs throughout the province, with even more student spaces coming through the Future Ready plan.
- Providing a \$4 per hour wage enhancement to almost 14,000 ECEs, bringing the median wage to \$26 per hour.
- Prioritizing international ECEs under the Provincial Nominee Program – which creates immigration pathways for ECEs and helps employers secure staff.
- Investing in new ECE dual-credit programs in 30 school districts throughout B.C. so students in grades 11 and 12 can get a head start on their ECE post-secondary training while earning credits to graduate from secondary school.
- Piloting and expanding Work Integrated Learning program delivery at six public post-secondary institutions, enabling 227 students to obtain or upgrade their ECE credentials while remaining employed.
- We know we still have more work to do to ensure ECEs receive the recognition they deserve, and we're committed to developing and implementing a wage grid and continuing our recruitment and retention efforts.

Payment issues to participating CCFRI child care providers

- Our government's fee reduction initiative is about making child care more affordable for families.
- I want to thank child care providers that are working with government to reduce child care costs.
- We understand the importance of receiving operating and fee reduction payments in a timely way.
- **95%** of eligible child care providers are participating in the Child Care Fee Reduction Initiative, a voluntary program that is helping more than 76,000 families save up to \$900 every month.
- The vast majority (over 95%) of provider applications have received approval or temporary approval.

- Families at these centres should be seeing continued savings.
- Of the providers that have been fully approved, nearly all (97%) have been approved with no fee increases or have increases within the annual fee increase limit of 3%.
- Ministry staff are currently working on the remaining applications where providers are seeking fee increase requests for families over 3%.

I've heard from providers who are requesting an increase above the 3% limit that they aren't approved or had to postpone their request:

- To be clear, increases above the 3% parent fee increase limit mean more out of pocket for the families at their facilities; the amount provided by government to reduce fees for families does not change and the majority of these facilities were already receiving the full CCFRI funding.
- When the ministry requests further documentation to support the fee increase request, providers are encouraged to respond as possible in order to prevent delays in the review process.
- This process is iterative and remaining providers as they are offered multiple opportunities to provide documentation to support their requests to ensure that they are able to participate. For example, of the remaining 8% of providers in adjudication,
 - Over a third of these are with the provider and the province is waiting for corrections, additional documentation etc. the program is working closely with these providers
 - The remaining providers are in another review having received additional documentation from providers
- As with previous years, providers who are seeking to immediately increase fees above the annual parent fee increase limit were, and continue to be, offered temporary approval to provide certainty to parents if they are willing to postpone the planned increase.
- All parent fee increase requests require a thorough fee assessment to ensure that the maximum possible benefit is seen by parents in the form of reduced monthly costs.

- For instance, we are seeing some providers requesting an increase of over \$200 per child per month – that’s a significant additional out-of-pocket cost for families.

I’ve heard providers say they had issues with the renewal process – what can you say about that?

- I know that the renewal process can be challenging for some providers, and I appreciate their patience.
- My staff are on track to meet all of our expressed timelines to provide approvals for providers with complete applications.
- In situations where providers have been asked by the ministry for more information to complete their fee request – staff are working with them to understand the reasons behind the fee increase while ensuring that fees are kept affordable for families.
- We will continue to improve our renewal process and streamline funding supports based on feedback from providers.
- While we did communicate prior to launch of the renewal process about the potential issues of scheduling an early parent fee increase, we have heard that we need to fix this and are working on improving the renewal process for next year.

Providers are telling me the 3% fee increase limit can’t keep up with rising costs.

- These fee reductions are an important step in ensuring child care is affordable for families, and we know providers need support too.
- We are supporting providers through enhanced funding to help cover their operational costs, in order to ensure providers can continue providing quality care for children.
 - In December, when we increased the savings for families, we also increased the provider payment under the fee reduction initiative by 100% – and as much as 400% for some child care categories.

- For example, a group centre providing care to 20 3-5 year olds would now be receiving \$1,050 in a typical 20-day month, up from \$440 a month prior to December 2022.
- Additionally, we're making sure providers have the support they need through Child Care Operating Funding, the Early Childhood Educator Wage Enhancement and the ChildCareBC Maintenance Fund.

Centralized Waitlist:

- For too long, there wasn't a co-ordinated system to provide access to affordable child care that families so desperately need – and waitlists became a reality.
- Individual child care facilities operate as independent businesses, non-profit societies, etc., and are able to establish policies and practices related to waitlist fees or deposits at their discretion.
- Government recognizes many B.C. families have difficulty finding child care, and is committed to improving access to child care by creating new spaces in communities throughout the Province.
- Since the launch of the 10-year ChildCareBC Plan in 2018, government has funded the creation of more than 31,800 new licensed child care spaces – the single-largest investment in space creation in B.C.'s history.
 - 11,800 of these spaces are operational and providing care for children.

If pressed further

- We are working to transform child care into a core service that families can depend on, and waitlist fees are one of the many aspects of the system that will be considered as we develop a co-ordinated system that works for all families.

From: Boyle, Patricia J ECC:EX(Patricia.Boyle@gov.bc.ca)
To: Wetherill, Anne SDPR:EX (Anne.Wetherill@gov.bc.ca)
Subject: Re: tomorrow's workshop comments from team
Sent: 05/12/2023 04:14:02

Agreed! Thanks for speaking up.

Patricia Boyle, ADM - Child Care Division

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Thursday, May 11, 2023 5:34:14 PM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Subject: RE: tomorrow's workshop comments from team

Really appreciated that chat. Feel a lot better for the team, will be nice for them to get out and go to this workshop...and be able to participate. Thanks!

a

From: Wetherill, Anne ECC:EX
Sent: Thursday, May 11, 2023 3:50 PM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Subject: tomorrow's workshop comments from team
Importance: High

Hi Patti

I met with my team who are attendees for tomorrow's workshop and wanted to share the following points raised.

They, and I have significant concerns about tomorrow's workshop as after considering that the topic is focused tightly on a CCFRI debrief and opportunities for improved collaboration, we don't have the right players in the room.

When one looks at the composition of the attendees, first off it is heavily weighted on DM/ADM/ED leadership (9/22=41%) and secondarily 10/22=45% have nothing to do with unpacking the actual topic and really are just observers or can only comment from afar. This leaves – if one removes Spencer and me – 10 – 8 from my team and 2 from Spencer's team to have this discussion. This will be a fishbowl and when I break down the numbers in this way, this is not an effective way for my team to engage in this discussion.

The team also raised that the objectives are to identify opportunities for improved collaboration for next year – yet we are looking to map out the process for future CCFRI process. I have one included and two program staff at this workshop. Is this a general discussion? Why are the other 12 people at this workshop if we are mapping out a future process for one funding stream within one program. Is this a brainstorming exercise or is prework needed to understand the impacts of certain proposed improvements?

Finally, staff asked for a copy of the deck to prepare.

For consideration thanks.

A

From: Wetherill, Anne SDPR:EX(Ane.Wetherill@gov.bc.ca)
To: Mills, Esme GCPE:EX (Esme.Mills@gov.bc.ca)
To: Uppenborn, Jeremy GCPE:EX (Jeremy.Uppenborn@gov.bc.ca)
Subject: RE: FOR REVIEW: Media Request: INTERVIEW REQUEST: CCFRI arrears
Sent: 08/18/2023 21:22:40
Attachments: MR DeRosa - Sun - CCFRI Arrears - DRAFT - Aug18_1404.docx

Attached with update thanks.

A

From: Mills, Esme GCPE:EX <Esme.Mills@gov.bc.ca>
Sent: Friday, August 18, 2023 2:11 PM
To: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Cc: Uppenborn, Jeremy GCPE:EX <Jeremy.Uppenborn@gov.bc.ca>
Subject: FOR REVIEW: Media Request: INTERVIEW REQUEST: CCFRI arrears
Importance: High

Anne,

Updated messaging as attached or below. A couple of stats highlighted to re-reconfirm at your end as well.

From: Esme Mills <Esme.Mills@gov.bc.ca>
Sent: Thursday, August 17, 2023 11:14 AM
To: Mills, Esme GCPE:EX <Esme.Mills@gov.bc.ca>
Subject: ECC Media Request: INTERVIEW REQUEST: CCFRI arrears

Reporter

Katie DeRosa, Reporter
Postmedia Network Inc.
kderosa@postmedia.com
250-507-2660

Deadline Thursday, August 17, 2023 3:00 PM

Request

Hope you're having a great summer. I'm talking to child care providers who say they've had to wait months to get the CCFRI subsidy, leaving them thousands of dollars in arrears. Can Minister Lore talk to me about this?

Can you also provide data on how many child care providers are not up to date with their CCFRI subsidy? Are most child care providers paid every month and what would be the reasons that some are not paid monthly?

How many child care providers are getting the CCFRI subsidy and how many spaces does this represent? Are there any child care providers that have dropped out of the CCFRI program since initially joining and if so how many?

My deadline is 3 p.m. today and for an interview, I can be reached at 250-507-2660.

Recommendation

Child care is one of the biggest bills many families face each month, which is why government took action to help families through the Child Care Fee Reduction Initiative (CCFRI), our fee reduction program. Families are saving up to \$900 per month per child at participating programs.

Over 95% of eligible child care providers are participating in the Child Care Fee Reduction Initiative, a program helping the families of children in more than 76,000 child care spaces save thousands of dollars.

We understand the importance of receiving operating and fee reduction payments in a timely way, and the vast majority (90%) of providers are receiving their payments each month and passing the savings on to families.

Of the remaining 10%, 2% are new applications (applied within the month) and the remaining 8% are in adjudication.

Of the remaining providers in adjudication:

- Over a third of these are with the provider and ministry staff are waiting for corrections, additional documentation. Staff continue working closely with these providers.
- The remaining are with ministry staff in another review, having received additional documentation from providers.

The application process is iterative; and the remaining providers have been offered multiple opportunities to provide documentation to support their requests to ensure that they are able to participate.

When the ministry requests further documentation to support the fee increase request, providers are encouraged to respond as quickly as possible in order to prevent delays in the review process, and to ensure payments are disrupted.

All parent fee increase requests above 3% require a thorough fee assessment to ensure that the maximum possible benefit is seen by parents in the form of reduced monthly costs.

To be clear, increases above the 3% parent fee increase limit mean more out of pocket for the families at their facilities; the amount provided by government to reduce fees for families does not change.

This year, 36 facilities who participated in CCFRI last year opted-out this year.

More information about the fee reduction program can be found here: www.gov.bc.ca/childcare/optin

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Reporter

Katie DeRosa, Reporter
Postmedia Network Inc.
kderosa@postmedia.com
250-507-2660

Deadline Thursday, August 17, 2023 3:00 PM

Request

Hope you're having a great summer. I'm talking to child care providers who say they've had to wait months to get the CCFRI subsidy, leaving them thousands of dollars in arrears. Can Minister Lore talk to me about this?

Can you also provide data on how many child care providers are not up to date with their CCFRI subsidy? Are most child care providers paid every month and what would be the reasons that some are not paid monthly?

How many child care providers are getting the CCFRI subsidy and how many spaces does this represent? Are there any child care providers that have dropped out of the CCFRI program since initially joining and if so how many?

My deadline is 3 p.m. today and for an interview, I can be reached at 250-507-2660.

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Page 59 of 66

Withheld pursuant to/removed as

s.13

From: Boyle, Patricia J ECC:EX(Patricia.Boyle@gov.bc.ca)
To: Wetherill, Anne SDPR:EX (Anne.Wetherill@gov.bc.ca)
Renault, Shannon ECC:EX (Shannon.Renault@gov.bc.ca); Meldrum, Erica ECC:EX (Erica.Meldrum@gov.bc.ca); Uppenborn, Jeremy GCPE:EX (Jeremy.Uppenborn@gov.bc.ca); McRae, Meghan GCPE:EX (Meghan.McRae@gov.bc.ca); Butler, Teresa ECC:EX (Teresa.Butler@gov.bc.ca)
Subject: RE: 2023/24 Renewal Statistics - June 14, 2023
Sent: 06/18/2023 21:24:34

Thanks for this Anne

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Friday, June 16, 2023 4:18 PM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Cc: Renault, Shannon ECC:EX <Shannon.Renault@gov.bc.ca>; Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Uppenborn, Jeremy GCPE:EX <Jeremy.Uppenborn@gov.bc.ca>; McRae, Meghan GCPE:EX <Meghan.McRae@gov.bc.ca>; Butler, Teresa ECC:EX <Teresa.Butler@gov.bc.ca>
Subject: 2023/24 Renewal Statistics - June 14, 2023

Hi Patti,

Here is the status of 2023/24 Renewal for CCOF, CCFRI and ECE-WE as of June 14, 2023.

Summary:

- The majority (93%) of providers that have been fully approved for CCFRI are working with the Province to support affordability for parents and have been approved with no fee increases or fee increases within the annual fee increase limit of 3%. The remaining 7% of facilities have been approved under the exceptions fee policy because they provided evidence of relevant expenses.
- Renewal is winding down and the program is adjudicating CCFRI August increase requests now and processing applications at 5 business days.
- The program continues to prioritize the remaining April to July fee increase requests over 3%. Of these remaining requests:
 - The biggest barrier is that the majority are applications where providers are unhappy with the parent fee schedule amounts as allowable under policy that have been proposed by the program in the alternate fee call process.
 - In the majority of cases, providers continue to look to extend the process by asking to resubmit more documentation, despite previous multiple requests for relevant documentation, or asking to escalate.
 - As per the 2023/24 Funding Guidelines, to be approved for an exceptional parent fee increase the provider must present evidence of the relevant expenses. Where evidence is not provided forthright by providers, this adds time to the review process as the program continues to work with providers to understand the rationale for the fee increase prior to determining the final approvable parent fee.

CCOF Base Funding:

- 100% of completed applications received within 1-2 business days are activated; team is working with providers with incomplete applications (e.g. facility licence issues etc.)

CCFRI:

4,943 renewing facilities applications received as of May 9

- 220 (5%) providers have opted-out
 - 21 (10%) participated in CCFRI last year
 - 199 (90%) also opted-out in the previous year (2022/23)
- 4,724 (95%) CCFRI renewal applications

Of the 4,724 renewing CCFRI applications:

- **4,556 (95%) are approved/temp approved, newly submitted or awaiting provider**
 - 4,162 (88%) facilities approved or temporary approved
 - 3,456 (83%) fully approved of which:
 - 1,404 (41%) facilities approved for Stage 1 (no fee increase request)
 - 1,810 (52%) facilities approved for Stage 2 (3% or **less** fee increase request)
 - 242 (7%) facilities approved for Stage 3 (3% or **above** fee increase request)
 - 706 (17%) temporary approved (>3% June and beyond fee increases)
 - 394 (12%) submitted amendments, supporting documentation within 5 business days or have errors/omissions (awaiting provider action)
- **168 (5%) applications with increases above 3% between April and July**
 - 85 (51%) April fee increase requests of which:
 - 46 (54%) have recently submitted new documentation to the program in the last 5 business days or have received alternate fees from the program and are seeking to provide further documentation as a result
 - 39 (46%) are awaiting provider action
 - 18 (11%) May fee increase requests of which:
 - 16 (89%) have recently submitted new documentation to the program in the last 5 business days or have received alternate fees from the program and are seeking to provide further documentation as a result
 - 2 (11%) are awaiting provider action
 - 43 (26%) June fee increase requests of which:
 - 27 (63%) have recently submitted new documentation to the program in the last 5 business days or have received alternate fees from the program and are seeking to provide further documentation as a result
 - 16 (37%) are awaiting provider action
 - 22 (20%) July fee increase requests of which:
 - 8 (36%) have recently submitted new documentation to the program in the last 5 business days or have received alternate fees from the program and are seeking to provide further documentation as a result
 - 14 (64%) are awaiting provider action

ECE-WE

Of the 3,797 renewing facilities that have opted in for ECE-WE:

- 3,591 (95%) facilities have been approved or have opted-out
- 206 (5%) facilities recently opted in or have not yet been approved for CCFRI due to high fees/ missing info; once approved for CCFRI, ECE-WE approvals are processing is at 1 day

From: Boyle, Patricia J ECC:EX(Patricia.Boyle@gov.bc.ca)
To: Wetherill, Anne SDPR:EX (Anne.Wetherill@gov.bc.ca); Barry, Jonathan ECC:EX (Jonathan.Barry@gov.bc.ca)
To: Butler, Teresa ECC:EX (Teresa.Butler@gov.bc.ca); Cotie, Kate L MCF:EX (Kate.Cotie@gov.bc.ca); Belanger, Hugo ECC:EX (Hugo.Belanger@gov.bc.ca); Meldrum, Erica ECC:EX (Erica.Meldrum@gov.bc.ca)
Subject: Important: Pre-Workshop Meeting Agenda (May 5)
Sent: 05/03/2023 17:52:03
Attachments: Min of ECC - Pre-Workshop Meeting Agenda (5 May 23) Final.pdf

Hi Jon and Anne,

As you know, we hired Berlin Eaton to take us through a CCFRI/renewal debrief (what worked, what didn't) and also to set up the roadmap for success.

On Friday, they are taking Eleanor and I through the agenda for the actual session. Do you have anything you'd like me to make sure gets set up or added into the session where you and other EDs will be participating in, along with Eleanor and Spencer and team.

Please give me your thoughts before Friday.

Thanks
Patti

From: Cathryn Chase <cchase@berlineaton.com>
Sent: Wednesday, May 3, 2023 10:41 AM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>; Liddy, Eleanor ECC:EX <Eleanor.Liddy@gov.bc.ca>
Cc: Richard Eaton <reaton@berlineaton.com>
Subject: Pre-Workshop Meeting Agenda (May 5)

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello Patti and Eleanor,

We're looking forward to connecting with you on Friday. In preparation, please find attached a proposed agenda.

If you have any questions or if there is anything else you'd like to add to the agenda, please let us know.

Thank you,

Cathryn



berlineaton.com

Cathryn Chase BA MM

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Ministry of Education and Child Care: Child Care Fee Reduction Initiative (CCFRI) Debrief/Lessons Learned Workshop

Pre-Workshop Meeting – Agenda

Date and Time	May 5, 2023; 11:00 am – 12:00 pm
Location	<u>MS Teams (see calendar invite)</u>
Participants	Min of ECC: Patti Boyle and Eleanor Liddy Berlineaton: Richard Eaton and Cathryn Chase

Session Objectives

- To discuss goals and deliverables for the workshop
- To confirm roles, responsibilities, and preparation requirements

Agenda Timing and Elements

Time	Agenda Item	Lead
11:00 am	Welcome, introductions, and confirm agenda	Berlineaton
To follow	Review the CCFRI experience: <ul style="list-style-type: none"> • What went well? • What might have been better? • What is the current status of, and what's next for, CCFRI? 	Patti and Eleanor
11:30 am	Confirm your goals and proposed agenda items for the workshop including: <ul style="list-style-type: none"> • Questions you would like answered • Feedback about the Technical Roadmap • Any other key deliverables 	Facilitated
To follow	Attendance and logistics: <ul style="list-style-type: none"> • Confirm workshop participants and expectations • Confirm roles during the workshop • Review location (525 Superior St) access and session preparation/ communications items 	Facilitated
11:55 am	Confirm actions and next steps	Facilitated
By 12:00 pm	Adjourn	All



From: Boyle, Patricia J ECC:EX
To: Zacharuk, Christina ECC:EX; Kennedy, Karla 1 ECC:EX
Subject: FW: Renewal Statistics - May 9, 2023
Date: May 10, 2023 11:02:56 AM

Karla,

Can you add this to CZ's one note to have on hand for critic briefing today?

From: Wetherill, Anne ECC:EX <Anne.Wetherill@gov.bc.ca>
Sent: Tuesday, May 9, 2023 11:27 PM
To: Boyle, Patricia J ECC:EX <Patricia.Boyle@gov.bc.ca>
Cc: Renault, Shannon ECC:EX <Shannon.Renault@gov.bc.ca>; Meldrum, Erica ECC:EX <Erica.Meldrum@gov.bc.ca>; Mellor, Kelsey ECC:EX <Kelsey.Mellor@gov.bc.ca>; Butler, Teresa ECC:EX <Teresa.Butler@gov.bc.ca>
Subject: Renewal Statistics - May 9, 2023

Hi Patti,

-
Renewal stats for May 9, 2023

-
Summary:

- The majority (97%) of providers that have been fully approved so far are working with the Province to support affordability for parents and have been approved for CCFRI with no fee increases or fee increases within the annual fee increase limit of 3%.
- In the last week, the program received 77 additional applications and fully approved 227 facilities.
- The program continues processing applications at 5 business days and prioritizing the remaining April and May fee increase requests over 3%. At any point, providers waiting for approval due to large fee increases, have the option to defer their request and receive continuous funding.
- As per the 2023/24 Funding Guidelines, to be approved for an exceptional parent fee increase the provider must present evidence of the relevant expenses. Where evidence is not provided forthright by providers, this adds time to the review process as the program continues to work with providers to understand the rationale for the fee increase prior to determining the final approvable parent fee.
- Due diligence in adjudication is taken in consideration that most facilities are already receiving the maximum CCFRI funding so any fee increase requests that are approved result in direct out-of-pocket cost for families.

CCOF Base Funding:

- 100% of completed applications received within 1-2 business days are activated; team is working with providers with incomplete applications (e.g. facility licence issues etc.)

CCFRI:

4,905 renewing facilities applications received as of May 9

223 (5%) providers have opted-out

- 21 (%) participated in CCFRI last year
- 202 (%) also opted-out in the previous year (2022/23)
- 4,682 (95%) CCFRI renewal applications

Of the 4,682 renewing CCFRI applications:

- **4,473 (95%) are approved/temp approved, newly submitted or awaiting provider**
 - 3,919 (88%) facilities approved or temporary approved
 - 2,932 (75%) fully approved of which:
 - 1,235 (42%) facilities approved for Stage 1 (no fee increase request)
 - 1,568 (54%) facilities approved for Stage 2 (3% or less fee increase request)
 - 129 (4%)(facilities approved for Stage 3 (3% or above fee increase request)
 - 987 (25%) temporary approved (>3% June and beyond fee increases)
 - 554 (12%) submitted within 5 business days or have errors/omissions (awaiting provider action)
- **209 (5%) with an April or May fee increase and are in priority adjudication**
 - 169 (80%) April fee increase requests of which:
 - 13 (7%) are new applications submitted in the last 5 business days (May 3)
 - 96 (57%) have just submitted new documentation and are under immediate review
 - 60 (36%) are awaiting provider action
 - 40 (20%) May fee increase requests (note the increase is due to 1 large provider submitting for additional facilities):
 - 0 (0%) are new applications submitted in the last 5 business days (May 3)
 - 32 (80%) have just submitted new documentation and are under immediate review
 - 8 (20%) are awaiting provider action

ECE-WE (by facility) (Note: Providers can claim for April 2023 starting May 1)

Of the 3,580 renewing facilities that have opted in for ECE-WE:

- 3,308 (92%) facilities have been approved or have opted-out
- 272 (8%) facilities recently opted in or have not yet been approved for CCFRI due to high fees/missing info; once approved for CCFRI, ECE-WE approvals are processing is at 1 day