



Parent Advisory Group (PAG)

Meeting Minutes

September 21, 2022 - 7:00 to 8:30 pm
Virtual Meeting

Welcome, Virtual Meeting Protocols and Introductions

DCYF Deputy Director of Community Engagement, Deanna Stewart, welcomed attendees and initiated introductions. Members introduced themselves and shared their personal updates and successes.

Child Care Management Software

DCYF Child Care Administrator, Matt Judge, and DCYF Business Analyst, Dan Colench, sought feedback from PAG members regarding the Child Care Management (CCM) software in child care and early learning settings.

- [Child Care Management Software Presentation](#)
- [Feedback Discussion Question Responses](#)

Discussion	<ul style="list-style-type: none">• Our child has special needs and we do not use services; however, sometimes in-home care is needed for children with special needs. Do you offer any medical services (working with hospitals/facilities) for child care in home?<ul style="list-style-type: none">○ I have not encountered that with DCYF, but I do not have a definitive answer for that.• Communication option goes to a generic customer service team, the calls do not go to someone specific. I would have to email staff directly. The last time I reached out to the customer service team with a question, it took 2-3 business days to hear back from the team, and was then told to call the center director personally.<ul style="list-style-type: none">○ Was this an option to contact someone through the software the center was using?<ul style="list-style-type: none">▪ Yes, it was through an app the center uses, where you go to set up autopayments, etc.
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2022 Meetings, Closing Remarks and Adjourn

Discussion	<ul style="list-style-type: none">• Are in-person meetings still a thought, or are they off the table? Does that have something to do with numbers?<ul style="list-style-type: none">○ In-person meetings are based off numbers for financial reasons, however, in-person meetings are not completely off the table.• The next meeting is scheduled for November 16, 2022 from 7 to 8:30 p.m.
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