

Department of Early Learning

10.1.4

Supervisory Review Procedure

1. DEL staff will explain the supervisory review process as stated on the Facility Licensing Compliance Agreement (FLCA) to facility child care staff.
2. The supervisory review process for valid complaint findings will be included in the DEL complaint finding letter template.
3. Within 10 business days after receiving notice of a valid complaint finding or a noncompliance issue on a FLCA, a licensee may submit a request for a supervisory review, attaching any documentation the licensee deems pertinent. A supervisory review request can be made using the supervisory review addendum or by submitting the request in writing including rationale for the request. The licensor will prepare all required documentation needed to make a decision, and submit to the supervisor within 5 business days after receipt of the request.
4. If health and safety noncompliance issues are cited on the FLCA, the licensor and supervisor may agree to develop an immediate safety plan with the licensee during the supervisory review process.
5. If the licensee is requesting a supervisory review on both a FLCA and a complaint finding, resulting from the same issue, the supervisor may combine both issues into a combined supervisory review.
6. Supervisors will follow the supervisory review process in CCIS.
7. The supervisor will process the supervisory review request within 15 business days. If the review cannot be completed in this time frame, the licensee will be notified using 10.9.1.26 Supervisory Review Extension letter with the anticipated completion date.
8. Once the supervisor completes the supervisory review he/she will notify the licensee of the outcome using the 10.9.1.3 Supervisory Review Decision letter and return the documents and a copy of the letter to the licensor. A copy of the Supervisory Review Decision Letter will be distributed to the courtesy copy (cc) list noted on the approved letter template.
9. All decision letters will be sent out certified with return receipt requested. If the letter is sent back as undeliverable or refused, the licensor may personally serve it. The Regional Administrator (RA) will notify the supervisor if a second level review is requested. The supervisor will forward all related documents to the RA. The RA will have 15 business days upon receipt of the request to complete the second level review. If the review cannot be completed in this time frame, the licensee will be notified using 10.9.1.26 Supervisory Review Extension letter with the anticipated completion date. A copy of the letter will be distributed to the courtesy copy (cc) list noted on the approved letter template.
10. Once the RA completes the Supervisory Review form, they will notify the licensee of the outcome using the 10.9.1.3 Supervisory Review Decision letter. A copy of the letter will be distributed to the courtesy copy (cc) list noted on the approved letter template.

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11. If the licensee requests a final review within business 10 days, the Child Care Statewide Licensing Administrator (CCSLA) will notify the RA who will forward all related documents to the CCSLA. The CCSLA will have 15 business days after receipt of the request to complete the final review. If the review cannot be completed in this time frame, the licensee will be notified in using 10.9.1.26 Supervisory Review Extension letter with the anticipated completion date. A copy of the letter will be distributed to the courtesy copy (cc) list noted on the approved letter template.
12. Once the CCSLA completes the supervisory review form, the licensee will be notified of the decision using the 10.9.1.3 Supervisory Review Decision letter. A copy of the letter will be distributed to the courtesy copy (cc) list noted on the approved letter template.
13. If the supervisory review issues are upheld or modified, the licensor must follow up with the licensee with a site visit, to develop a plan of correction on the FLCA if a plan of correction is not already documented.
14. If the supervisory review issues are overturned, the valid finding in the provider action must be changed. If a violation on a FLCA, is overturned, the licensor will work with the licensee to undo the signatures on the checklist and/or FLCA to make the corrections.