

# Child care provider licensing committee

Minutes: September 11, 2025



The audio recording of this meeting can be found on [dlbc.utah.gov](http://dlbc.utah.gov) and on the [Utah Public Notice website](#).

**Members present:** Jody Zabriskie, Tamara Thomas, Josh Koahou, Holly Kingston, Alan Rice, Monica Gailey, Alanna Brickley, Bree Murphy, Ariel Baker,

**Members excused:** Marissa Bernard, Mindy Brown, Astrid Arias

**Executive secretary:** Crystal Knippers

## Welcome - Jody Zabriskie

- Committee roll call was conducted.
- Welcome Josh to our committee. He is a health care provider that will be serving in that role. We now have a full committee.

## Minutes

- It was acknowledged that July meeting minutes were approved by email.

## Committee vacancies

- We currently do not have any vacancies. However, the following seats have a term end date of June 30, 2026.
  - SEAT-14129 - A child development expert from the state system of higher education - currently held by Bree Murphy.
  - SEAT-15570 - A Parent with a child in center based child care (SLC) - currently held by Monica Gailey.
  - SEAT-15989 - An Owner or Director with an active Child Care Center license with at least five + years of experience - currently held by Tamara Thomas

## Agency and committee report

- Office of Child Care (OCC) - Karrie Phillips
  - Wendy Byron, who is the Heat Start Collaboration Officer at OCC, is leaving her position to take one with Federal Head Start, so that position will be opening up.
  - There are alot of things in process that we're working on with the framework revision for CCQS and other things.
  - We have 133 centers and 57 family child care providers who have a certified quality rating. Out of those 190 programs, 47% are high quality, or high quality plus, which is exciting. As programs participate, they tend to just keep getting better.

- Utah Afterschool Network (UAN) - Ben Trentelman
  - We have a few things kicking off at the beginning of the school year.
    - We have our 21st Annual Jumpstart conference. Registration is now open. The conference will be held on October 24th and 25th at the Ogden Eccles Conference Center. Right now, we have early bird registration going on, as well as volunteer opportunities and other things that can get you into the conference. We primarily target after school programs but we also have a lot of programming for school age license child care providers as well.
    - We just launched our school age credential. This is for licensed providers, anyone who is working with school aged youth in that capacity, where they can apply for and receive a school age credential.
    - We also have the Professional Learning Incentive that just opened up, and this is something that you start the application for now, and basically you can receive a financial incentive for any professional development that you are engaged in. This is for school age and teen providers. Providers can apply for this yearly.
- Office of Licensing (OL) - Travis Broderick
  - We are continuing to post and complete resource manuals. We have several currently in the queue. Several have been posted on our website as well.

## Assignments

- Crystal: Interpretation Manual update, Resource Manuals are being created and are live on the [dlbc.utah.gov](http://dlbc.utah.gov) website.
  - We currently have an annual training guide, the child safety and injury prevention, incident reporting, play equipment safety for residential programs, program records, ratios and group size for child care centers and supervision and security for commercial programs. All of these can be accessed through the training tab. As you review them and read through them, they'll be a great resource for training staff and will help you have a better understanding of the rules.
  - Bree mentioned the forms and documents were great and easy to read however she stated she had trouble finding them. She wondered if they could be accessed in an easier way. Crystal stated that was a great idea and maybe we can put a link to the training page on the rules page to make it easier. Jody mentioned that having something on the front page where providers go for updates on things could be helpful as well.
  - Jody verified with Crystal that the Resource Manuals are replacing the Interpretation Manual that was previously being worked on.

## New business

- Crystal: Update to rule language as required by Child Care Development Fund (CCDF).
  - We were found to be out of compliance with the requirement for collecting immunization records for all children. The rule, as previously written, had providers collect immunization records for children up to age five. The assumption was that children enrolled in school would have their immunization reported through their respective schools; however, that does not fully meet the CCDF requirement.
  - The primary change in the proposed language is the removal of “Younger than 5 years old” from the existing language. With this update, providers will be required to collect either immunization records, medical schedule, or legal exemption for all children, consistent with current practice for children under five.
  - Providers will still add this information to their annual report as well. This is a rule change because regulated providers were previously only required to collect for children five and younger, but to be in compliance with CCDF, which is the funding that comes in from the federal government that pays for families who are needing public assistance for child care. These are the requirements states have to maintain to stay in compliance with those federal rules. After committee approval these will be submitted and there will be a public comment period for them as well. Holly moved to approve these changes and send them on the pathway to get approval. Tamara second that motion. All other committee members voted unanimously to proceed with the rule changes.
- Crystal: R380-80 rule
  - An email was sent out recently regarding the provider code of conduct rule. We will start looking for compliance for this in July. There are five items that need to be done to be in compliance with that rule.
  - First, employees need to review the code of conduct section in R380-80 so staff understand how they should be interacting with individuals in your program. Providers will need to ensure that staff have read and understand the rule.
  - Second, the employee will have to sign that they have read and understood. We do have a form, under our Required Forms that you can use to have your staff sign if you would like.
  - Third, you need to make your parents aware of their rights for their children. That is

Section six and this can be done however works best for you.

- Fourth, the parents will have to sign that they have been informed.  
For instance, you could add it to your admissions agreement, the admissions and health form. We are currently working on a template for that, it will be found in our forms section. This will need to be maintained in their file.
- Lastly, client rights need to be posted. The poster is already created and under our forms section. These are the items that need to be in place for this rule. Again, we are giving you until next year before we start looking for these items.
  - Holly asked if parents need to sign the Code of Conduct for every child or is it just one for the parents. The rule states the form needs to be in the client's file so if you included all the children in one admission agreement the parents would be aware of the rights for their children.
  - The rule specifically says each provider shall inform clients of each right listed in Section R380-80-6. Keep in mind this language is general for all types that are regulated under the Department of Health and Human Services. There is a section that says the provider shall inform each client of policies and procedures that affect the client or guardian's ability to make informed decisions. There are also reasons for involuntary termination from the program, program services and fees. Information about timely payments, vacation stuff would also go here.
  - Monica brought up provider rights. There is nothing preventing providers from writing their own set of provider rights and responsibilities. This should be part of the contract between provider and parents, that way parents are aware of your expectations of them. The Office of Licensing can not dictate those since they do not regulate your clients. Client Rights Rule states the provider shall inform each client of policies and procedures that affect client or guardians ability to make informed decisions regarding client care, including programs, expectations, requirements, mandatory or voluntary aspects of the program, consequences for non compliance, reasons for involuntary termination from the program, service fees and billing and safety and characteristics of physical environment where services will be provided.  
This is where you get to establish and make parents aware of your policies for your program and hold them accountable. Jody would like to see language that makes it clear to parents that providers have the right to dictate their own policies and procedures. Crystal stated that the office could create a resource manual on this rule, she believes there is one actually in process, which would have suggestions on some things providers can think of that will fit into part two of section

six in the rule.

- Travis: Complaint Investigation Process
  - Travis stated some clarification was needed regarding on site complaint investigations. It takes time to determine risk and get approvals therefore inspection reports are not posted publicly the day we come out. Information will not be on the public website until we actually approve that inspection report and you receive a copy. Tammy appreciates the clarification but stated that is not happening. She shared a personal experience where an inspection report was publicly visible before she received it, highlighting the need for better communication. Travis agreed to work on improving the process. He suggested adding emails to the licensing portal for additional notifications. He also asked Tammy to reach out to him personally so he could get more details on her specific case.
  
- Crystal/ Travis: Notification of director and or owner when unannounced inspection /complaint investigation occurs
  - Jody mentioned as an off-site owner, it's concerning that providers don't get reports right after the inspection. As an owner, that is how she is aware that someone has been in her facility. She proposed the Office of Licensing (OL) send out something to the email addresses in the provider portal notifying providers that an unannounced inspection has taken place. Crystal is happy to implement this for her team however she can't speak for other teams. Travis mentioned that he is not opposed to looking at implementing something like that for the investigations team. Tammy also suggested that wording could be added to checklists to ensure that providers are aware these are not completed and finalized inspection reports.
  - Committee members are frustrated that findings are put on their public record before they have the opportunity to appeal. Travis stated the reports have to be posted immediately to be in compliance with federal guidelines and explained that appeals are removed from the public record during the appeal process and reinstated after the informal dispute resolution meeting. Tammy would like OL to revisit providing a preliminary report to the provider when the investigation is done. Holly suggested adding a disclaimer to the public record indicating that it is under appeal. OL agreed to consider this. Jody suggested inviting a legal representative from OL to the next meeting to discuss the inspection checklist and appeal process further.
  
- Crystal: Risk level discussion

- Crystal explained the different risk levels: low (not going to result in harm), moderate (minor physical, emotional or psychological harm that has already occurred or is likely to occur, high (injuries that are resulting in a need for mental or medical health care), and extreme (significant injury and or death), and how they are determined based on the specific non-compliance. She emphasized the importance of understanding the definitions to accurately assess and address non-compliances. The non-compliance grid is available on the Office of Licensing overview page.
- Crystal: Posting of inspections, CCDF requirement.
  - Jody brought up a comment that other states are not posting inspections. Crystal stated this is a CCDF requirement, and states that do not follow this requirement have a note of non-compliance in their findings from the federal government. She explained that it's our responsibility to help maintain the CCDF compliance so funds will continue to come into our state for subsidy.

## Public Comments

## Action Items

- Provide a link to the guidelines for corrective action and civil money penalties.
- Discuss with the legal team the process around sending preliminary inspection reports to providers and the timing of public posting during appeals.
- Explore options to indicate on the public website when a finding is under appeal.

## Upcoming meetings

- November 13, 2025 (9:30 a.m. - 11:30 a.m.)
- A full calendar of upcoming meetings can be found on the [child care provider licensing committee webpage](#).

## Reminders

- To add items to the agenda, please click [Request to add items](#)

- Committee meetings are conducted virtually, but members of the public are able to attend at a physical location upon request. To attend a future committee meeting in-person, please contact Crystal Knippers ([cdknippers@utah.gov](mailto:cdknippers@utah.gov)) no later than 48 hours prior to the start of the committee meeting.

#### **Documentation**

- [Committee by-laws \(2023\)](#)
- [Committee members](#)