

Regulatory Visit Types

Type of Visit	Announced or Unannounced	Purpose	Frequency	Type of Facility
Annual Compliance	Unannounced	To monitor for compliance with all applicable child care requirements	Annually	All
Annual Compliance Follow-up Visit	Unannounced	To follow-up on violations cited during the Annual Compliance Visit	Within 2 weeks of Annual Compliance Visit	All
Annual Compliance with Rated License Assessment	Announced	To monitor for compliance with all minimum child care requirements and applicable enhanced requirements for a Rated License Assessment. (Completed if an annual compliance visit has not been conducted within the last 6 months.)	Once every 3 years	All
Complaint Investigation	Unannounced	To investigate a complaint report alleging child abuse/neglect and/or violations of child care requirements	Allegations of child abuse/neglect – within 7 days of receipt of complaint Allegations of violations of child care requirements – Within 14 days of receipt of complaint	All
Complaint Follow-up	Unannounced	To continue the investigation of a complaint investigation and/or to monitor for correction of violations of child care requirements cited during a Complaint Visit.	As warranted by the investigation	All

TA/Training	Announced	To provide technical assistance to providers regarding child care requirements. May be done at the request of the operator and/or as the need arises.	Upon request by the operator	All
Prelicensing Consultation	Announced	To provide technical assistance and consultation regarding child care requirements to potential child care operators.	Upon request by the operator	Centers
Temporary Time Period Visit	Unannounced	To monitor for compliance with child care requirements and provide technical assistance as needed during the temporary time period	3 visits in first 6 months of operation for centers	Centers
ERS (Environment Rating Scale)	Announced	To review the results of Environment Rating Scale Assessment(s)	Following an ERS assessment	All
Administrative Action Follow-up Lic	Unannounced	To monitor for compliance with a Corrective Action Plan issued as part of an Administrative Action (Issued due to licensing concerns only)	Actions that change the status of a license – Every 4-6 weeks Written Warnings – 1 visit within 30 days Additional visits as warranted based on operator needs	All
Administrative Action Follow-up A/N	Unannounced	To monitor for compliance with a Corrective Action Plan issued as part of an Administrative Action (issued due to A/N concerns only)	Actions that change the status of a license – Every 4-6 weeks Written Warnings – 1 visit within 30 days Additional visits as warranted based on operator needs	All

Other	Unannounced	Depends on situation; To follow-up on CRC Disqualifications, conduct NC Pre-K monitoring, or other visits that do not fit in to another category	NA	All
Routine Unannounced	Unannounced	To monitor for compliance with child care requirements between annual compliance visits or when an annual compliance visit has already been conducted in the past 12 months	Annually when caseload allows	All
Unannounced Visit Follow-Up	Unannounced	To follow-up on any unresolved issues from a previous visit. In addition, an initial visit conducted at a facility as a result of an administrative action when an operator is in the appeal timeframe.	Following a visit where health and safety violations cited within 2 weeks	All
Attempted Visit	NA	This type of visit category is used when a consultant attempts to conduct any type of visit and does not find the facility in operation and no monitoring occurs	NA	All
Courtesy	Announced	To stop by a child care facility or to meet with the operator when no monitoring occurs; for example, to pick up paperwork, etc.	Upon request by the operator	All
Letter of Intent	Announced or Unannounced	To monitor for child care requirements applicable to a religiously sponsored child care program after a Letter of Intent has been received by DCDEE but prior to a Notice of Compliance being issued	Following request from religious sponsored program	Religious Sponsored facilities
Rated License Assessment	Announced	To monitor for enhanced licensing requirements for the issuance of a Rated License. (Completed if annual compliance visit has been completed within the last six months.)	Once every 3 years	All