

**NH Child Care and Head Start Current Status Survey Due by Monday,
October 31, 2022 at 11:59**

Time to Complete = only 15 to 20 minutes plus a chance to win a \$100 gift card

Dear Multi-Site Colleague,

DHHS needs your help! We have been asked to provide critical, time sensitive information on the status of the child care and Head Start program workforce, wait lists and supply. In response, we are conducting a brief survey with a very short turn-around time. Your responses will provide a snapshot of your programs, which we will share as requested with legislators, advocates, supporters or contributors, and other partners.

We greatly value your knowledge and know how little time you have for surveys during these challenging times. It is our goal to reduce the number and frequency of these surveys going forward, relying mostly on annual surveys with periodic updates. Right now, however, we need your help to better inform our fellow Granite Staters about the essential role of child care and Head Start in the State's economy and the challenges you are facing.

We want to express our sincere appreciation for the time and effort you always put into these surveys.

If you are a single site program, please complete the single site survey on the single site link.

Please complete this survey by Monday, October 31, 2022 at 11:59 PM. All data will be anonymous and aggregated to ensure confidentiality.

If you have any questions, please contact us at
DHHS.ChildDevelopment@dhhs.nh.gov

Many thanks,

The NH DHHS/DEHS Bureau of Child Development and Head Start Collaboration

* 1. What are the zip codes for your programs. Please list the city/town and zip code where you have a program and indicate how many programs you have in that zip code. Example - 03301 Concord (5 programs)

2. What is your combined total license capacity (from the Child Care Licensing Unit) or your approved capacity (if you are a license-exempt provider or facility)?

3. Please check all that apply

- I would like to be included in the drawing for one of five \$100 VISA gift cards.
- I would like to receive one hour of professional development credit for completing this survey.
- I would like a representative to reach out by phone to discuss this survey.
- I would like a representative to reach out by email to discuss this survey.

4. OPTIONAL - if you checked any of the boxes in question 3, please complete your contact information here. It will not be included in the survey results.

Your Name

Your Organization/Program Name

Your Email Address

Your Phone Number

5. What is your provider type? Please indicate how many of each type you have.

Number of sites of this type

Licensed family home (which includes group home care)	<input type="text"/>
Licensed center-based care	<input type="text"/>
License-exempt includes family, friend and neighbor, not in the child's home	<input type="text"/>
License-exempt facility	<input type="text"/>
License-exempt in child's home	<input type="text"/>
Head Start Program without child care	<input type="text"/>
Head Start Program with child care	<input type="text"/>
Early Start Program with no child care	<input type="text"/>
Early Start Program with child care	<input type="text"/>

Other (please specify)

6. FOR MULTI SITE PROGRAMS ONLY: What is your program's (total combined) actual capacity? This is not about your combined license capacity. This is about your ideal (total combined) capacity. This is about how many children you would take if all your programs was fully staffed vs. currently enrolled and available now. Select an answer for all age groups. Please round up to the nearest number and put a 0 if you do not take that age group. Include full and part time children.

	Total IDEAL capacity in this age group (fully staffed)	Total children currently <i>enrolled</i> in age group	Total <i>available</i> slots in age group (at current staffing levels)	Total children on wait list in age group
Infant	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Toddler	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Preschool	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kindergarten	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
School-age (grades 1 through 5)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

7. Do you have a wait list(s)? See all answers and choose the most appropriate answer.

Please answer

Do you have wait
lists?

8. Why do you currently have a wait list(s)? Check all that apply.

- Physical space shortage
- Staffing shortage
- At the maximum capacity we want in certain age groups
- We never have enough infant/toddler spaces

Other (please specify)

9. Wait list - what is the status? If you do not have a wait list, please skip this question.

What is the average amount of time does a child spend on your wait list? How often do you update your wait list? (add or remove children)

Infant	<input type="text"/>	<input type="text"/>
Toddler	<input type="text"/>	<input type="text"/>
Preschool	<input type="text"/>	<input type="text"/>
Kindergarten	<input type="text"/>	<input type="text"/>
School age - before school	<input type="text"/>	<input type="text"/>
School age - after school	<input type="text"/>	<input type="text"/>

10. If you do not have wait list(s) - Did you ever have one? Did you stop taking wait list names? Why?

11. How many total (combined all sites) classrooms did you have open and closed as of October 24, 2022? Select an answer for all age groups. If you do not have classrooms and have "groups" instead provide that number. Closed classroom refers to any classroom that is closed for long term. It does not include short term closures due to COVID.

	Open Classrooms as of 10/24/22	Closed Classrooms as of 10/24/22	Why are the classroom(s) closed?
Infant classrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Toddler classrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Preschool classrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kindergarten classrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
School-age classrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>

If there is more than one reason for classroom closures, please detail here.

12. Do you take children receiving NH Child Care Scholarship and if yes, how many (total all sites) are currently enrolled in your program?

	Yes/No	How many currently?
Children receiving NH Child Care Scholarship Employment Related (ER)	<input type="text"/>	<input type="text"/>
Children receiving NH Child Care Scholarship Preventative and Protective (P & P)	<input type="text"/>	<input type="text"/>

13. Current Staff Numbers and Wages - combine all staff from all sites

	Current Staff Full Time	Current Staff Part Time	Current Full Time Staff Avg Hrly Wage	Current Part Time Staff Hrly Wage
Infant/Toddler Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Preschool Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kindergarten Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
School Age Full Time Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Support (bus drivers, cooks, receptionist, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subject matter experts or specialists (curriculum, arts, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Management (Director, Assistant Director)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

14. Current Staff Openings and Potential Wages - Combined all sites

	Openings for Full Time Staff	Openings for Part Time Staff	Incoming FT Staff Avg Hrly Wage	Incoming PT Staff Avg Hrly Wage	On average, how long have these position(s) been open?
Infant/Toddler Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Preschool Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kindergarten Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
School Age Direct care/teaching	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Support (bus drivers, cooks, receptionist, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Subject matter experts or specialists (curriculum, arts, etc.)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Management (Director, Assistant Director)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

15. Do you provide benefits to your staff? Please check all that apply

- Health insurance.
- Paid time off (PTO)
- Retirement plan benefits.
- Flexible work schedule.
- Dental insurance.
- Vision insurance.
- Life insurance.
- Paid family leave or extended leave
- Free/reduced child care
- Mental health benefits
- Professional development and education benefits
- Disability insurance

Other benefits?

16. Recruiting and retaining new employees is always a challenge, but it is even a bigger one now - Please rate the level of importance of the following factors as they relate to recruiting new staff to your program and child care in general.

Rating the level of importance in recruiting and retaining new employees are on the drop down menu and include:

- **Minimal** (minimally important, but can be helpful)
- **Moderate** (moderately important, helpful but not essential)
- **Vital** (vitaly important, and must be included)

	Importance
Program responds within less than 24 hours to prospective job applicants	<input type="text"/>
Online or app based application for jobs	<input type="text"/>
Competitive wages (higher than other industries such as food service or retailers)	<input type="text"/>
Bonuses or incentives	<input type="text"/>
Previous internships, apprenticeship or volunteer/work experience in child care, camp or school	<input type="text"/>
Ease of application process and how quickly they can start working	<input type="text"/>
Desirable work schedule and flexible schedules	<input type="text"/>
Low entry barrier for formal education or experience	<input type="text"/>
Benefits such as paid sick and vacation time, medical, dental, etc.	<input type="text"/>
Available tax credits (current or prospective) and/or student loan forgiveness	<input type="text"/>
Continuing education opportunities	<input type="text"/>
Free or reduced child care costs	<input type="text"/>
Diversity of staff and families - age, ethnicity, race, education, income, etc.	<input type="text"/>
Children's ages and available classrooms	<input type="text"/>
Physical location of	<input type="text"/>

program related to public transportation	<input type="text"/>
Widespread public relations and advertising making the business seem appealing and rewarding	<input type="text"/>
Career growth potential	<input type="text"/>
Ability to use the job as a transition position or stepping stone to next career move	<input type="text"/>
Passion for working with children	<input type="text"/>
Special population of children (special needs, medically fragile, etc.)	<input type="text"/>
Familiarity with the program as parent or former participant	<input type="text"/>
Physical building	<input type="text"/>
Accredited by NAEYC and/or Granite Steps for Quality Site	<input type="text"/>
Reputation of the business	<input type="text"/>
Part of reputable chain or association with larger organization like hospital or BGC/YMCA	<input type="text"/>

Did we miss anything else important?

17. Now, let's look at current employees, Please rate the level of importance of the following factors as they relate to retaining staff in your program and child care in general.

	Importance
Competitive wages (higher than other industries such as food service or retailers) with regular raises	<input type="text"/>
Bonuses or incentives	<input type="text"/>
Desirable work schedule	<input type="text"/>
Timing on paychecks (weekly, biweekly,	<input type="text"/>

monthly)

Flexible schedules	<input type="text"/>
Benefits such as paid sick and vacation time, medical, dental, etc.	<input type="text"/>
Available tax credits (current or prospective) and/or student loan forgiveness (current or prospective)	<input type="text"/>
Continuing education opportunities	<input type="text"/>
Free or reduced child care costs	<input type="text"/>
Fun and rewarding environment with friendly staff	<input type="text"/>
Having a cleaning crew that comes in at night	<input type="text"/>
Ability to get a substitute and time off easily	<input type="text"/>
Physical location of program related to public transportation	<input type="text"/>
Career growth potential	<input type="text"/>
Ability to use the job as a transition position or stepping stone to next career move	<input type="text"/>
Passion for working with children	<input type="text"/>
Special population of children (special needs, medically fragile, etc.)	<input type="text"/>
Relationship with families	<input type="text"/>
Supports like PTAN, ACROSS NH, CCAoNH	<input type="text"/>
Physical building/structure	<input type="text"/>
Accredited by NAEYC and/or a Granite Steps for Quality site	<input type="text"/>
Reputation of the business	<input type="text"/>
Supportive supervision and quality leadership	<input type="text"/>
Part of reputable	

chain or association
with larger
organization like
hospital or
BGC/YMCA

Public perception of
the child care
industry and its
importance

Did we miss anything else important?

18. Please check any of the following things that are part of your routine when helping a prospective new staff person navigate the pre-employment background check process?

- We give them a packet with step by step instructions, forms are accessed in the NH Connections Information System (NHCIS) portal after they complete registration.
- We explain the whole process - what they will do, how long it takes, the cost etc. including what are "disqualifying" findings on a BRC.
- We make sure they have our program name as it appears in the NHCIS portal and remind them to "link" to our program so I can get the BRC results quickly.
- We take them through the NHCIS portal registration process and then help them print out their mail-in form for CCLU and any forms they might need.
- We explain and confirm in writing that we will reimburse them for the cost if they pass the BRC and start working for us.
- We don't reimburse for the cost of the BRC, it is a cost of getting a job.
- We write a check for the background check and give it to them to mail into CCLU with their printed form.
- We have reached out to my local police departments to set up a plan for sending my prospective employees over for fingerprinting.
- We help them get signed into the NHCIS portal and fill out the background check forms at our program.
- We help them make the fingerprint appointment in person at our program.
- We call or email them the day before their fingerprint appointment and remind them of the date and time.
- We offer them a ride to their fingerprint appointment.
- We assign a staff person to be the prospective employee's mentor/guide through the process.
- We call or email them the day after their fingerprint appointment and ask them it went.
- we keep in touch with them via email or call until we get their results.
- We give them our handbook, articles or other reference material to get them engaged in our organization while they are waiting for their BRC to come through.
- We send them a "thanks for choosing us" letter from the staff highlighting what they have to look forward to (with a caveat about a positive BRC).
- We share with them information about the support team at Child Care Aware of New Hampshire and how they can help them with getting registered and doing their background check.
- Honestly, we are so busy covering my classrooms we don't have time to do much one-on-one support. We give them the basics and tell them to get in touch when they have completed the fingerprint process.
- We are not 100% sure we understand the whole process myself, so we tell them what I know and then hope they follow through.
- We don't use the New Hampshire Connections Information System at all so it is always a struggle for us to support a prospective staff person
- We start doing some offsite/virtual orientation before the background check is even final so we can get the person committed and ready to work.
- We assume the BRC is going to be positive so we move forward with a tentative start date.
- We don't really have contact with the person until we get the BRC results from licensing.
- Anything else you are doing that we left off the list? What else would help?

19. How do new staff find you? Check all that apply

- We don't track that information
- Newspaper Ads
- National online job boards such as Monster or Indeed
- Local online job boards
- Your Company/program website
- NH Connections Job Board
- Acquire 4 Hire Job Board
- Television Advertising
- Radio advertising
- Google ads
- Word of mouth
- State Job Board or local employment office
- Through High school or technical programs
- Through College or University referrals
- From being former or current parent of enrolled child
- From being a formerly enrolled child
- Referral from current staff member
- Referral from former staff member
- Referral from families
- Live or virtual job fair
- Live community event table (fairs, games, festivals, etc.)
- Local business referral
- Internship or apprentice program

Any other methods sources/methods you are using? If yes, please describe.

20. How do you recruit new staff? Check all that apply

- Newspaper Ads
- National online job boards such as Monster or Indeed
- Local online job boards
- Your Company/program website
- NH Connections Job Board
- Acquire 4 Hire Job Board
- Television Advertising
- Radio advertising
- Google ads
- Word of mouth
- State Job Board or local employment office
- Through high school or technical programs
- Through College or University referrals
- By contacting former or current parent of enrolled child
- Referral from current staff member
- Referral from former staff member
- Referral from families
- Live or virtual job fair
- Live community event table (fairs, games, festivals, etc.)
- Local business referral
- Internship or apprentice program

Any other methods sources/methods you are using? If yes, please describe.

21. Your feedback is always invaluable! Please feel free to use this space to tell us how we can impact the supply and workforce challenges as an industry and individually.

A large, empty rectangular box with a thin black border, intended for providing feedback. The box is currently blank, with a small triangle icon in the bottom right corner.