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

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

Dear 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 multi-site program, please complete the multi-site survey at the multi-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 is your program's zip code? Alphabetical By Town**

2. **What is your 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 Program Name

City/Town

Your Email Address

Your Phone Number

5. **What is your provider type? Please select the type from the drop down menu.**

Other (please specify)

6. **FOR SINGLE SITE PROGRAMS ONLY:What is your program's actual capacity? This is not about your license capacity. This is about your** <u>**ideal**</u> **capacity. This is about how many children you would take if your program was fully staffed vs. currently enrolled and available now.** Select an answer for all age groups. Please 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 *enrolled* in age group	Total *available* slots in age group (at current staffing levels)	Total children on wait list in age group
Infant				
Toddler				
Preschool				
Kindergarten				
School-age (grades 1 through 5)				

7. **Do you have a wait list? If you do not, please answer "no" and skip to question #10.**

8. **Why do you currently have a wait list? 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		
Toddler		
Preschool		
Kindergarten		
School age - before school		
School age - after school		

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

[   ]

11. **How many 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 is the classroom(s) closed?
Infant classrooms			
Toddler classrooms			
Preschool classrooms			
Kindergarten classrooms			
School-age classrooms			

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 are currently enrolled in your program?**

	Yes/No	How many currently?
Children receiving NH Child Care Scholarship Employment Related (ER)		
Children receiving NH Child Care Scholarship Preventative and Protective (P & P)		

13. Current Staff Numbers and Wages

	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				
Preschool Direct care/teaching				
Kindergarten Direct care/teaching				
School Age Full Time Direct care/teaching				
Support (bus drivers, cooks, receptionist, etc.)				
Subject matter experts or specialists (curriculum, arts, etc.)				
Management (Director, Assistant Director)				

14. Current Staff Openings and Potential Wages

	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					
Preschool Direct care/teaching					
Kindergarten Direct care/teaching					
School Age Direct care/teaching					
Support (bus drivers, cooks, receptionist, etc.)					
Subject matter experts or specialists (curriculum, arts, etc.)					
Management (Director, Assistant Director)					

15. Employee Benefits? 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 (please specify)

[   ]

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** (vitally important, and must be included)

	Importance
Program responds within less than 24 hours to prospective job applicants	[ ]
Online or app based application for jobs	[ ]
Competitive wages (higher than other industries such as food service or retailers)	[ ]
Bonuses or incentives	[ ]
Previous internships, apprenticeship or volunteer/work experience in child care, camp or school	[ ]
Ease of application	

process and how quickly they can start working	
Desirable work schedule and flexible schedules	
Low entry barrier for formal education or experience	
Benefits such as paid sick and vacation time, medical, dental, etc.	
Available tax credits (current or prospective) and/or student loan forgiveness	
Continuing education opportunities	
Free or reduced child care costs	
Diversity of staff and families - age, ethnicity, race, education, income, etc.	
Children's ages and available classrooms	
Physical location of program related to public transportation	
Widespread public relations and advertising making the business seem appealing and rewarding	
Career growth potential	
Ability to use the job as a transition position or stepping stone to next career move	
Passion for working with children	
Special population of children (special needs, medically fragile, etc.)	
Familiarity with the program as parent or former participant	
Physical building	
Accredited by NAEYC and/or Granite Steps for Quality Site	

Reputation of the business	
Part of reputable chain or association with larger organization like hospital or BGC/YMCA	

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	
Bonuses or incentives	
Desirable work schedule	
Timing on paychecks (weekly, biweekly, monthly)	
Flexible schedules	
Benefits such as paid sick and vacation time,medical, dental, etc.	
Available tax credits (current or prospective) and/or student loan forgiveness (current or prospective)	
Continuing education opportunities	
Free or reduced child care costs	
Fun and rewarding environment with friendly staff	
Having a cleaning crew that comes in at night	
Ability to get a substitute and time off easily	
Physical location of program related to public transportation	

Career growth potential	
Ability to use the job as a transition position or stepping stone to next career move	
Passion for working with children	
Special population of children (special needs, medically fragile, etc.)	
Relationship with families	
Supports like PTAN, ACROSS NH, CCAoNH	
Physical building/structure	
Accredited by NAEYC and/or a Granite Steps for Quality site	
Reputation of the business	
Supportive supervision and quality leadership	
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 competed 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.**