

# Membership & Career Ladder Placement **POLICY MANUAL**



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# Membership and Career Ladder Placement Policy Manual

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# Program Overview

## Introduction

Serving early childhood educators throughout Nevada, The Nevada Registry is a career development, recognition and data collection system that captures important data about the Early Childhood (ECE) workforce. Through the validation of the professional and educational achievements of ECE professionals, the Registry aims to help raise the status of the profession by promoting a well-trained, educated, supported and fairly compensated workforce; a workforce that represents a viable and critical profession in our society. The Nevada Registry is one of the statewide efforts geared toward reducing staff turnover, increasing wages, heightening professionalism and increasing advancement opportunities for ECE practitioners.

As the host of Nevada's Early Care and Education Professional Career Ladder, the Registry collects, validates and warehouses the professional and educational achievements of early childhood educators throughout the state and highlights those accomplishments through Career Ladder placement. Providing a single point of access, the Registry provides professional development planning tools, including an online Professional Development Plan, and hosts a comprehensive website containing an online calendar of approved training, an industry-related NEWS page, statewide job board and community resources/information. The Registry also operates the statewide training approval system for all informal, community-based training in Nevada.

## Key Components

### Recognition System

The recognition system tracks, establishes and formally recognizes each member's unique professional and educational accomplishments in ECE and years of experience working with young children (up to 4000 hours) through placement on the Nevada Early Care and Education Professional Career Ladder. The data collected through the application process is used to support and inform the decision-making process about the development of an improved Early Care and Education system in Nevada and may be provided to local, state and national collaborators.

### Nevada Early Care and Education Professional Career Ladder

The Career Ladder is the cornerstone of the Registry's recognition system. Consisting of seven levels representing various combinations of formal education, training and direct experience (up to 4000 hours); it is specific to the field of ECE. The entry levels of the ladder are somewhat informal and become increasingly more formal with a greater emphasis on formal education and training in ECE as an individual advances along the continuum.

#### Certificate of Participation (Pre-Level)

Individuals placed at this level have applied for Career Ladder placement and are active members of the Registry, but have not yet accumulated the 1000 hours of direct experience in the field of ECE necessary to place at a level.

#### Level 1

- 1.1 Initial licensing requirements *and* a minimum of 1000 hours of direct experience
- 1.2 All of 1.1 *plus* a high school diploma/GED
- 1.3 All of 1.2 and one ECE college credit *or* 15 hours of approved training

#### Level 2

- 2.1 Current CDA or 8 ECE college credits *and* 2000 hours of direct experience, *or* high school diploma/GED, 120 hours of approved training, and 2000 hours of direct experience
- 2.2 12 ECE college credits *and* 3000 hours of direct experience

#### Level 3

- 3.1 Apprenticeship Certificate or 20 ECE college credits *and* 4000 hours of direct experience
- 3.2 1-year ECE certificate *or* 30 college credits with 24 in ECE *and* 4000 hours of direct experience

#### Level 4

- 4.1 Associate's degree in ECE *or* Associate's degree in another field with 30 or more ECE college credits
- 4.2 All of 4.1 *and* 4000 hours of direct experience

#### Level 5

- 5.1 Bachelor's degree in ECE *or* Bachelor's degree in another field with a state teaching license containing an ECE endorsement or a Bachelor's degree in another field with 30 or more ECE college credits
- 5.2 All of 5.1 *and* 4000 hours of direct experience

## Level 6

- 6.1 Master's degree in ECE *or* Master's degree in another field with a state teaching license containing an ECE endorsement *or* Master's degree in another field with 30 or more ECE college credits
- 6.2 All of 6.1 *and* a 4000 hours of direct experience

## Level 7

- 7.1 Doctorate in ECE *or* Doctorate in another field with a state teaching license containing an ECE endorsement *or* Doctorate in another field with 30 or more ECE college credits
- 7.2 All of 7.1 *and* 4000 hours of direct experience

## Core Knowledge Areas and Competencies

Core Knowledge Areas (CKA) are a set of content areas that define what caregivers should know and understand in order to provide quality experiences for children. Core Competencies are a set of observable skills that reflect a caregiver's knowledge and understanding of the CKA. The competencies identify skills at the beginning, intermediate and advanced levels of professionalism related to providing quality Early Care and Education and help to standardize the expectations for ECE professionals. Competencies are based on nationally accepted standards and best practice in the field of ECE.

## Professional Development Plan

The Professional Development Plan (PDP) is a guide designed to help individuals reflect upon their own practice as Early Childhood professionals. Available in electronic format, the PDP helps increase practitioner's knowledge, skills and expertise for working with children and their families over time by helping them determine their areas of interest and strength, as well as areas where further growth and development may be needed. PDPs help individuals plan for future professional development and help them assess their own progress and professional growth.

## Training Approval System

On October 1, 2004, The Nevada Registry was designated the agency responsible for approving all informal (non-credit bearing) child care training for the State of Nevada. As a result, all requests for child care training hours must be reviewed and approved by the Registry, regardless of which licensing jurisdiction would have previously been responsible. The purpose in doing so was to promote quality training opportunities statewide and to increase the level of consistency within the approval process across the state. Previously, all informal, non-college training was approved through one of five different licensing entities. With the establishment of the training approval system, all trainers and corresponding informal training events are subject to the same approval criteria and are processed through the same approval process within the Registry. Because of our partnership with statewide Licensing agencies, the Registry has mainstreamed the process of approval by becoming the central clearinghouse for receiving training requests, approving requests, tracking approved training and making training information available to the Early Care and Education workforce on a statewide basis through the online training calendar.

## Training Calendar

The online Training Calendar helps Early Childhood educators locate Registry-approved training (in-person and online courses) to meet their professional development needs, including the annual training requirements of Child Care Licensing. Visitors can perform a broad search for training in their area by clicking on a county in the state map or a more narrowed search by entering specific criteria using the various dropdown lists available (Training Format, County, Cost, Initial Training Requirements, Core Knowledge Area, Online/Distance Learning or Approved Trainer Name). The Training Calendar is updated on a continuous basis as new events are submitted and approved.

## Job Board

The Job Board allows employers to advertise available positions (free of charge) and job seekers to find open positions in early childhood-related programs on a statewide basis.

## Comprehensive Website and Industry-Related NEWS Page

In addition to housing the Training Calendar and Job Board, The Nevada Registry's website includes everything ECE professionals need to support their careers in Early Childhood. The website is a one-stop-shop that includes general ECE-related resources, information about Child Care Licensing and links to key local and national professional development resources and agencies. Also included is an informative industry-related NEWS page designed to keep the workforce informed and engaged with their profession and includes topics ranging from specific Registry-related information to news happening at the national level impacting early childhood.

## Online Portal

The Online Portal is a web-based feature of The Nevada Registry website that allows approved trainers to submit their training approval requests and grants active Registry members access to information contained within their membership accounts. Within the portal, trainers are able to manage their trainer account, which includes the ability to submit training for approval, duplicate previously offered training for approval, view training sessions pending Registry approval, view/download/print a transcript of all Registry-approved training sessions delivered and annually renew their trainer approval status. Members are able to manage their membership account, which includes the ability to view/print a copy of their current membership certificate, view/update their contact information, view/update their current employment, view their educational documentation on file and view/download and print a transcript of all Registry-approved training on file. In the future, the initial membership application and renewal processes will be available through the Online Portal as well.

## History

The Nevada Registry began as a collaborative effort of a diverse group of Early Care and Education professionals and programs across the state who 1) shared the desire to improve the quality of environments for children, 2) saw the need to address the issues that lead to high staff turnover among our workforce, 3) were working to develop innovative systems leading to increased wages and professionalism in the field of ECE and 4) supported the development of a central clearinghouse of information linking all professionals in the state.

In 1998, The Nevada State Child Care Steering Committee established three subcommittees to support its work: 1) Policy and Payment Practices Subcommittee, 2) Consumer Education Subcommittee, and 3) Quality, Training and Licensing Subcommittee (QTL). All three subcommittees worked together to create a report and recommendations for the Nevada State Child Care Advisory Committee. The report outlined the following recommendations:

1. Establish a Nevada State Early Care and Education Office
2. Improve Child Care Licensing Standards
3. Establish a Career Ladder for Nevada Early Childhood Professionals
4. Develop a coordinated training and education system statewide
5. Establish statewide scholarship and wage initiatives

In 1999, the Nevada Apprenticeship Program for Child Care began. The State of Nevada Office of Early Care and Education office (now called the Nevada Department of Education Office of Early Learning and Development) was also established. During this time, the QTL created subcommittees to work on the Career Ladder, Tiered Reimbursement and Core Knowledge Areas. After a tremendous amount of research and discussion, drafts of all three systems were completed in 2001. While researching how other states incorporate each of these components in their states, it became apparent to the QTL committee and the Office of Early Care and Education that a Child Care Registry in Nevada was the next logical step.

Meanwhile, in April 2002, an Early Care and Education Summit was held with over 100 participants. Participants provided feedback on the proposed Career Ladder, Tiered Reimbursement System and Core Knowledge Areas. On April 12, 2002, the Nevada State Child Care Advisory Committee adopted both the Career Ladder and the Tiered Reimbursement Systems. The Core Knowledge Areas remained a work in progress.

In August of the same year, the Office of Early Care and Education contracted with the Washoe County School District (WCSD) to develop the structure to house and implement each of the adopted components. With funds from the Child Care and Development Block Grant, a team from the Wisconsin Registry was hired and met with a small group from the Office of Early Care and Education and the WCSD to help create Nevada's Registry system. It was at this point that development began on what we now refer to as The Nevada Registry.

Back-end program development continued for the next couple of years. During this time, the Registry concept and Training Approval System were marketed statewide through presentations at most, if not all, Child Care Licensing Board meetings. A small pilot of the Participant Application for Career Ladder placement was also conducted in December 2003.



The Nevada Early Care and Education Professional Career Ladder/Registry system was officially launched in January 2004 as a voluntary career development system. A committee comprised of statewide representatives was formed to serve as The Nevada Registry Advisory Committee and assist with program development. The next component of the Registry, a statewide training approval system, was launched in October of the same year. It was at this point that the program became responsible for the approval of all informal community-based training offered in Nevada, which meant that all training taken to meet annual requirements now had to be approved by The Nevada Registry in order to be accepted by Child Care Licensing.

In April of 2009, participation with The Nevada Registry was adopted into State Child Care Licensing regulations R112-06 and R001-09 for all Early Childhood educators working in licensed child care settings. Mandatory participation was fully phased-in as of December 31, 2012, positioning The Nevada Registry to collect and provide a vast amount of essential, and previously unavailable, data on the early childhood workforce in Nevada that will be used to inform the work of stakeholders and policy makers in the future, as well as helping to direct decisions regarding future funding and program development.

## Guiding Principles

Research demonstrates the vital importance of the professional education of individuals providing early care and education experiences for children. What we do or do not do for young children makes a difference in their learning capabilities and their future success in life. Ensuring that individuals who provide these experiences have the knowledge and the skills to provide quality early care and education environments is essential. Ensuring that ECE professionals are then recognized for their professional accomplishments, formal ECE education and specialized training is essential to the growth of the field and to the public understanding of Early Care and Education as a viable and critical profession in our society. These are the guiding principles that form the foundation of The Nevada Registry's vision and mission.

## Vision, Mission and Goals

### Vision

Nevada's Early Care and Education professionals are empowered, well educated, highly skilled, valued, respected, and equitably compensated.

### Mission

The Nevada Registry supports and empowers Early Care and Education (ECE) professionals in Nevada to promote high quality Early Care and Education through recognition, professional development and educational growth.

### Goals

- Raise the status of the ECE profession by honoring and recognizing the professional achievements of those working in the field.
- Promote professional development.
- Help ECE professionals achieve greater respect and appreciation for their invaluable work with young children.
- Empower Nevada's providers to take responsibility for improving the quality of Early Care and Education.
- Promote the achievement of state and national standards in Early Care and Education.
- Encourage personal responsibility for actively pursuing professional and educational goals.
- Identify and document professional achievements.
- Collaborate with and unite partners to promote the vision, mission and goals of The Nevada Registry.

## Registry Advisory Committee

The Nevada Registry Advisory Committee serves as a body to guide, advise and make recommendations concerning issues related to Nevada's professional development and training approval systems. The Committee operates in accordance with The Nevada Registry's Vision, Mission and Goals.

### Composition of the Registry Advisory Committee

The Nevada Registry Advisory Committee is an advising body with a broad range of professional representation across the state. The Committee is comprised of representatives from Early Childhood Programs who guide the vision of The Nevada Registry.

Agency representatives are invited to participate based on the population represented by their program/agency (Higher Education, Center-Based Care, Home-Based Care, etc.) as well as the individual's connection to, and understanding of, the child care industry in Nevada. Members include, but are not exclusive to, at least one individual representing the following:

- Funding Agent
- CCDF Subsidy Representative
- Higher Education including 2 year and 4 year institutions
- State Department of Education
- Quality Rating and Improvement System (QRIS)
- Child Care Licensing (State and County)
- Statewide Early Childhood Scholarship Program
- Nevada Pre-K Standards
- Head Start/Early Head Start
- School District-Based Pre-K Program
- Licensed Center-Based Child Care (Urban and Rural)
- Licensed Family Child Care
- Tribal Child Care

Identified agencies have a standing position on the Committee. Positions on the Advisory Committee are voluntary; however, agency representatives are asked to commit to a minimum of a 2-year term. If an agency is unable to participate in accordance with the Member Agreement by maintaining representation on the Committee, another agency representing the same or similar population will be invited to join the committee.

## Training Approval System (TAS) Advisory Workgroup

The TAS workgroup was designed to help guide the ongoing development of The Nevada Registry's newly implemented trainer criteria, approval and qualification process.

The work of the TAS Advisory Workgroup includes, but is not limited to:

- Assisting in the development of alternative processes for obtaining experience delivering training to adults;
- Further defining the requalification/renewal criteria;
- Assisting with the development of a training program for new trainers and mentoring program for existing trainers;
- Exploring other components of the new and improved training approval system related to quality assurance (i.e., evaluation, observations, etc.);
- Creating an evaluation process for approved trainers to evaluate the Training Approval System annually; and
- Providing overall support to The Nevada Registry in the community related to trainer criteria.

### Workgroup Composition

The TAS Advisory Workgroup is comprised of members representing The Nevada Registry (staff), The Nevada Registry Advisory Committee, the Registry Advisory Committee Trainer Criteria Workgroup and specific sectors of the trainer community and Early Childhood workforce in Nevada. The original appointed members of the workgroup were all approved as trainers in 2017 under the new trainer qualification and approval criteria and were selected through an application process.

### Workgroup Timeline/Commitment

The workgroup began its work in August 2017 and was originally slated to conclude in December 2019. Because there is still more work to be completed related to the original scope of work identified in 2017, the original workgroup has been extended through 2020. Further extensions will be decided upon in Fall 2020.

## The National Registry Workforce Alliance

The Nevada Registry is a member of The National Registry Workforce Alliance. The Alliance is a private, non-profit, voluntary organization of state early childhood and afterschool workforce registry and professional development leaders whose mission is to enhance, strengthen, and support the work of state early childhood and afterschool registries by providing an interactive forum for networking, information and strategy exchanges. The vision of the Alliance is to promote high quality, coordinated, documented, and accessible state career development systems that support a well-trained, well-educated, supported, adequately compensated early childhood and afterschool workforce. Membership with the Alliance allows The Nevada Registry to align our program policies and procedures with established best practices for the development and implementation of registry systems across the nation.

## Partnership Eligibility Review (PER)

The Nevada Registry achieved Partnership Eligibility Review (PER) status in 2015 through the National Workforce Registry Alliance and has maintained that status since that time by completing annual renewals. PER is a voluntary process that registries can participate in to determine their level of "readiness" for participation in data-related projects at the national level that inform policy or support quality initiatives. Likened to the accreditation process that centers go through to achieve national accreditation through NAEYC, NAFCC, etc., PER involves a rigorous self-study that challenges programs to assess their current policies and operational procedures to ensure alignment with best practices for registries as defined by the Alliance. As one of only 15 states who have completed the PER process to date, this is an achievement we are very proud of as it demonstrates a commitment to our own continuous quality improvement.

## Funding

The Nevada Registry is one of the various programs available through the Nevada Department of Education, Office of Early Learning and Development. The project is funded through the Federal Child Care and Development Fund (CCDF) - Quality Improvement Dollars and is administered through a contract with the Washoe County School District.

# General Information

## Staff Orientation

Each Registry staff member completes an informal orientation process that includes hands-on training to ensure understanding of the procedures and accuracy when accepting, reviewing, verifying and entering information into the database. Training is primarily performed by experienced data entry staff/Registry Specialists, supervised by the Program Director, during the initial probationary period. On-the-job training is accompanied by comprehensive internal procedure documents that outline our data entry business rules and policies. All staff are expected to abide by the policies and the data entry procedures contained within the Membership and Career Ladder Placement Policy Manual and internal procedure documents.

## Data Entry Responsibilities and Permissions

The Nevada Registry currently employs one (1) PT Program Assistant, one (1) FT Data Entry Technician, one (1) Registry Specialist and one (1) FT Program Director; all of whom have data entry permissions at varying degrees. Complete job descriptions can be found in the Appendix. Permissions are revoked or revised upon termination of employment or changes in responsibilities.

### Program Assistant – Digital Archiving and Basic Data Entry

The Program Assistant's primary role/responsibility is to digitally archive and scan Member Applications/Update/Renewal forms, miscellaneous documentation and training sign-in sheets. However, the Program Assistant has additional permission to complete basic data entry tasks such as entering training attendance totals, creating electronic Staff Memos when necessary and entering the minimum information needed to create a new account (personal information, current employer, professional contributions (if applicable) and demographics). Program Assistants perform general customer service-related tasks such as answering telephone calls and assisting walk-in visitors.

*Permissions:* Membership database interface (password protected), the Job Board-related functions of the remote database interface/control panel (password protected) and shared network drive which houses program-related documents.

### Data Entry Technician – Data Entry + Verification

The Data Entry Technician's primary role/responsibility is data entry related to Career Ladder placement. In addition to the basic data entry needed to create a new account, Data Entry Technicians verify all supporting documentation and enter all remaining data into each member's account in preparation for processing/Career Ladder placement (previous ECE experience, licensing requirements, education (high school diploma, credentials, degrees, etc., community-based training). Data Entry Specialists also complete a number of program-related tasks such as, but not limited to, generating renewal notices, de-activating expired members and performing general customer service-related tasks such as answering telephone calls and assisting walk-in visitors.

*Permissions:* Membership database interface (password protected), all tasks within the remote database interface/control panel (password protected) with the exception of 'Admin Tasks' and shared network drive which houses program-related documents.

## Registry Specialist – Data Entry + Verification + Processing

The Registry Specialist's primary role/responsibility is similar to that of the Data Entry Technician's in that it includes data entry related to Career Ladder placement, but the Registry Specialist also performs data entry related to training approval as well as a quality control review process to verify the accuracy of the data entered by the Data Entry Technician. The Registry Specialist also completes the processing of membership applications/renewal forms for Career Ladder level assignment and performs general customer service-related tasks such as answering telephone calls and assisting walk-in visitors.

*Permissions:* Membership database interface (password protected), all tasks within the remote database interface/control panel (password protected) with the exception of 'Admin Tasks' and shared network drive which houses program-related documents.

## Program Director – Program Development, Leadership and Oversight

The Program Director's primary role/responsibility is to provide leadership in the development and operation of the Registry program to ensure that quality standards for the implementation of the program are being met. In addition to overseeing the daily operations of the program, the Program Director is responsible for the supervision of staff, evaluation of existing data entry practices, creation of new policies to improve and enhance services and the overall delivery of services. While membership and training approval-related data entry is not the Program Director's primary focus, he/she can perform any of the duties as described above as needed.

*Permissions:* Membership database interface (password protected), all tasks within the remote database interface/control panel (password protected) including the 'Admin Tasks' (also password protected) and shared network drive which houses program-related documents.

## Database Programmer – Database Development and Maintenance

The Nevada Registry currently contracts with an off-site database programmer for the development and maintenance of the database and remote server. The Database Programmer is responsible for all IT-related functions of the Registry. Her primary role/responsibility is to ensure staff accessibility to the database, troubleshoot and problem solve database and processing issues, make changes to the database as directed by the Program Director and provide overall technical assistance to Registry staff on an as needed basis. Any data-entry related tasks completed by the programmer are performed on a staging site for the purposes of testing and troubleshooting only. She does not perform any of the daily operational data-entry related tasks.

*Permissions:* Membership database interface (password protected) and all tasks within the remote database interface/control panel (password protected).

## Accessibility

The Nevada Registry staff strive to ensure that every oral or written interaction with members, community partners and the ECE workforce as a whole is responsive, expedient, courteous, respectful and professional at all times. Anything less than excellent customer service is unacceptable. Those with less than a positive interaction with Registry staff are encouraged to voice their concern(s).

We make a promise to ensure that phone calls and email messages are returned promptly, that questions are appropriately and accurately answered, requested materials and resources are provided in a timely manner and that the overall experience with our program is positive. If staff is unsure how to respond to a request, the request is referred to senior staff and/or the Program Director. Staff meetings are held regularly and provide an opportunity for staff to discuss issues, concerns, and interactions with the membership and ECE public at large.

## Physical Access

The Nevada Registry office is located in Reno, Nevada at the Early Childhood Professional Development Center. The office is open Monday-Friday from 8:00 am to 4:30 pm with voicemail service after hours and on weekends. Walk-in visitors are welcome during all regularly scheduled business hours. In the event that the office needs to close during regular business hours for an extended period (i.e., for staff training, special events, building maintenance, etc.), an office closure notice is posted on the front door. Additional notification may be provided on the home page of the website, on our standard voicemail message, and as an auto-reply email response depending on what is deemed appropriate. All scheduled office closures for holiday, etc. are posted to the home page of the program website a minimum of one week prior to the scheduled closure.

## Telephone/Electronic Access

In addition to a standard landline, a toll free number is available to ensure free telephone access at all times. Registry staff can be reached via email either through the general program email address at [nevadaregistry@washoeschools.net](mailto:nevadaregistry@washoeschools.net), or via their individually assigned email addresses, as well as via the "Contact Us" link on the home page of the program website at <http://www.nevadaregistry.org/contact-us.html>. Messages received during regular business hours are returned the same day. Messages received after hours are returned the following business day unless staff are out of the office for business or personal reasons.

## Enrollment Access

Fillable PDF versions of the Membership Application and Update/Renewal forms are available on The Nevada Registry website 24 hours a day, 7 days a week.

## Special Needs Access

The Nevada Registry staff is sensitive to language needs and special accommodations necessary to assist all early childhood professionals to fully participate in the program and will seek external assistance to successfully work with members as needed.



## Contact Information

Phone Number: 775-327-0670

Toll Free Number: 800-259-1906

Fax Number: 775-857-3158

Physical Address: 240 S. Rock Blvd., Ste. #143, Reno, Nevada 89502

Email address: [nevadaregistry@washoeschools.net](mailto:nevadaregistry@washoeschools.net)

Website Address: [www.nevadaregistry.org](http://www.nevadaregistry.org)

Contact Us: [www.nevadaregistry.org/contact-us.html](http://www.nevadaregistry.org/contact-us.html)

## Confidentiality

The Nevada Registry takes the privacy of our members and the protection of information about individual members seriously. All of the information provided on the Membership Application and/or Update/Renewal Form is confidential. It is the responsibility of The Nevada Registry staff to protect member's information, privacy and confidentiality of all information collected through the application and renewal process.

### Staff Confidentiality, Responsibilities and Standards

All staff, volunteers, interns or any other individual acting in any capacity on behalf of The Nevada Registry is required to sign a confidentiality agreement upon hire which is then stored in his/her personnel file. Staff is routinely reminded of their confidentiality obligations during regularly scheduled staff meetings and during annual performance reviews.

In the event that The Nevada Registry requests assistance from the Registry Advisory Committee regarding policy creation or a decision regarding an individual member or applicant (i.e. appeal), personal information may be shared with the committee members in a manner that protects confidentiality. All Registry Advisory Committee members have signed a *Confidentiality Agreement*, *Conflict of Interest Statement* and *Member Agreement* that specify the expectations for the confidential handling of member information.

Registry staff will not use member's names in public or talk about any information contained in a member's file with anyone outside the organization, on any social media platform or otherwise. Given that the Registry office is physically located in a shared office space with several other programs, and that the general ECE public is frequently on-site for training, community meetings and other professional development events, careful attention is paid to ensure that telephone conversations that can be heard by others in the building will be handled discreetly and that application and renewal forms will be properly handled to protect the privacy of our members. Furthermore, discussion regarding members' information will be held in staff offices, or other places that assure privacy.

### File Storage and Protection

During the normal course of the business day, Registry staff are responsible for the handling of documentation that contains confidential information. Unless documentation is in the direct possession or line of sight of a staff member, the documentation must be stored in a locked cabinet and/or a locked office limiting access to the information. All physical files that are moving through the processing and/or quality control queue are filed in cabinets that are locked at the end of each business day.

The Nevada Registry does not maintain any physical storage of paper enrollment forms\*. Once a Membership Application and/or Update/Renewal Form has been data-entered, processed for Career Ladder level assignment and the digital certificate has been generated, the file is scanned and converted to an electronic record that is stored in a secure database on the Washoe County School District main server. Following scanning and the completion of established quality control processes, all original paper documents are placed in locked recycled bins and shredded on-site at the beginning of each month.

*\*Physical files that are moving through the processing queue are placed in a locked cabinet at the end of each day and recycled in accordance with the above procedure once processed and scanned.*

All electronic information is kept in a secure database on a secure server. The Registry database is password protected and has a secure SSL connection. To ensure unauthorized access to the database, the system is programmed to automatically log the user out after 20 minutes of inactivity. In order to regain access to the database, staff must re-enter their individual login credentials. Desktop computers are also set to log the user out after 15 minutes of inactivity and require a password upon wakeup.

If at any time correspondence is received via email or in paper format containing any references to personally identifying information, the information is marked out with a black marker to hide sensitive information before the file is scanned and converted into an electronic record.

Replacement documentation requested by members that contains any personally identifying information (i.e. transcripts) is mailed via the US Postal Service rather than sent electronically via email.

### Member Agreement

Both the Membership Application and Update/Renewal Forms include a member agreement on the last page of the form that includes a brief overview of the confidentiality policy. This section outlines the parameters by which Registry data is used and shared with funders, partners and the community. Members are encouraged to review and understand this agreement before signing. Applicants/members must sign this page in order for their application to be considered complete.

### Registry Identification Number

A unique identifier/Registry ID, separate from the member's DOB or SSN, is assigned by the data system upon creation of a new account. This number remains assigned to that individual regardless of status or extended lapses in membership and will not be reused for any other participant. Electronic records are never deleted from the database. Security questions (DOB and last 5 digits of Social Security #) are asked on Membership Application and Update/Renewal Forms and are used to verify identity should members lose their Registry ID and/or need to contact our office to obtain any documentation contained within their file.

### Date of Birth

Because Date of Birth (DOB) is one of only two unique identifiers used for verification (along with last five digits of SSN) when corresponding with members over the phone, it is a required data field. In the event that the DOB is not provided on the Membership Application and/or Update/Renewal Form, staff will take additional steps to locate it. Frequently, a person's DOB can be found by reviewing other support documentation contained within the file (work permit card, TB test results, driver's license (not required but occasionally included), etc.). If the DOB cannot be located, and the file is otherwise complete; a follow up call will be made to the individual during the data entry phase of the application. During the call, the individual will be provided with an explanation of why it is being requested (for verification purposes) and how the data is used (aggregated to report on the average age of our members). If DOB is one of several missing items in an application (i.e., the file is otherwise incomplete), it is requested when the applicant is notified of his/her incomplete application status via email.

## Social Security Numbers

The Nevada Registry collects the last five digits of a member's Social Security number (SSN) only. The last five digits are required. Once entered into the database, these numbers are used for verification purposes only and are not released to any other person/agency/partner. In the event that a member supplies their full SSN via a copy of their Social Security card or by hand writing it on the application, all but the last five digits will be marked out with a black marker to hide sensitive information before the file is scanned and converted into an electronic record.

## Driver's Licenses

The Nevada Registry does not request a copy of a member's driver's license. In the event that a copy is supplied, all information will be marked out with a black marker to hide sensitive information before the file is scanned and converted into an electronic record.

## Verifying Identity/Release of Information

Copies of documents contained within a member's file can be provided and released to individuals upon request; only after his/her identity has been verified. If at any point, a member makes contact with The Nevada Registry regarding information contained in their file, staff will make every attempt to maintain strict confidentiality by verifying a member's identity prior to releasing information that would be considered confidential. Registry staff must ask for a member's date of birth to verify identity prior to releasing any confidential information to the individual over the phone. If there is a question about an individual's identity after asking for DOB, staff will ask for the last five digits of the individual's SSN. Only when a person's identity has been verified, will the information within a file be discussed.

If a person's DOB cannot be verified, AND the member has opted not to provide the last five digits of their SSN, information will not be verbally disclosed over the phone. The member will need to either submit a 'Request for Replacement Documentation Form' or visit the Registry office in person to obtain information contained within their file.

Frequently, Directors or Program Administrators will contact the Registry to request information contained within a member's file for the purposes of preparing for annual visits from Child Care Licensing. In order to discuss and/or release any information contained in a member's file, staff must request to speak to the individual, verify their identity as outlined above and receive verbal confirmation that we have permission to release the requested information to the Director before proceeding.

## Release Statement

As a policy, The Nevada Registry does not release any personal information about our members. However, a release statement is included on the Membership Application and Update/Renewal Form, that when signed, grants permission to The Nevada Registry to release a member's name and contact information to organizations that would like to notify them of upcoming training events/opportunities, special offers/events, membership prizes, scholarship opportunities, etc. If a member signs the release, the only information provided to agencies is his/her name, email address and/or home mailing address. Career Ladder levels, employment information, or any other personal information contained in a member's file is not released.

Child Care Licensing Surveyors, QRIS Coaching staff and Center Directors/Program Administrative staff with permission rights (beginning in 2020) are provided with read-only login credentials to conduct a limited database search for the purposes of verifying membership with the Registry/ensuring compliance with the Child Care Licensing regulation regarding mandatory participation. The only information available through this search for Child Care Surveyors and Center Directors/Program Administrative staff is the status of an individual's application, his/her last reported employer, Registry ID# and their certificate expiration date. Coaching staff have access to Career Ladder levels to assist with the star-rating verification process. Personal information such as prior work history or any other personal information is not accessible.

## Media Consent and Release Form

The Registry may use member information as tools for recognition, recruitment and marketing in various forms of media including printed materials such as newsletters, program brochures and annual reports, and also through digital images posted to The Nevada Registry website and on social media sites such as Facebook, Twitter, etc.

Written permission is sought prior to using a member's name, picture and/or written statements in print, video, and/or digital media. Verbal permission may be requested when interacting face-to-face with members at conferences and other public events where Facebook is being actively utilized. Only when the individual has granted permission either through an email message or by signing a *Media Consent and Release Form* (or verbally when face-to-face), will the individual's information be used. The Registry will honor any requests by members who do not wish to participate.

## Professional Development Plans

Active members of The Nevada Registry have the option to create an electronic Professional Development Plan (PDP). Access to the tool is available from within each member's Online Portal and is only granted once the individual has successfully logged into their portal (inactive members do not have access to their PDP until their membership is reinstated). Members can create their PDP and update it as often as they desire so long as their membership with The Nevada Registry remains active.

The plan that members create is for personal use only. Other than for authentication purposes, plans are not tied to the Registry's membership database, are not reviewed by The Nevada Registry staff, nor are they saved in a member's account/Career Development file (plans are saved on a completely separate database housed at an external web-hosting company). For this reason, members are encouraged to save their plan often as they work through it and print it out as needed. The Nevada Registry is not able to provide members with the password assigned upon creation of their Online Portal, nor with copies of plans should they be misplaced. A reset password function is built into the portal that allows members to request a temporary password to regain access to their account and PDP.

## Website Privacy Policy

The Website Privacy Policy governs the manner in which The Nevada Registry collects, uses, maintains and discloses information collected from users (each, a "User") of the [www.nevadaregistry.org](http://www.nevadaregistry.org) website ("Site"). This privacy policy applies to the Site and all services offered by The Nevada Registry. The Privacy Policy is explained below.

### Personal Identification Information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identifying information, except that it may prevent them from engaging in certain Site related activities.

### Non-Personal Identification Information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### Web Browser Cookies

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

### How We Use Collected Information

The Nevada Registry collects and uses Users personal information for the following purposes:

- To improve customer service: User information helps us to more effectively respond to your customer service requests and support needs.
- To administer a contest, promotion, survey or other Site feature.
- To send Users information they agreed to receive about topics we think will be of interest to them.
- To send periodic emails: The email address Users provide will only be used to send them information and updates pertaining to their account. It may also be used to respond to their inquiries, and/or other requests or questions. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

## How We Protect Your Information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site. Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures.

## Sharing Your Personal Information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

## Third Party Websites

Users may find content on our Site that links to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites that have a link to our Site, is subject to that website's own terms and policies.

## Changes to this Privacy Policy

The Nevada Registry has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## Your Acceptance of These Terms

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

## **Input from Members, Partners and Stakeholders**

The Nevada Registry recognizes the critical role members, partners and stakeholders play in the process of designing, implementing, delivering, and evaluating services. Any member or partner is welcome to provide feedback to the Program Director, staff, or to any member of the Registry Advisory Committee at any time via telephone, email, in person and/or via the Suggestion Box or Training Feedback form that is available on the program website. All feedback received is shared with the Program Director and addressed appropriately and in a confidential manner.

# Membership Application and Enrollment Processes

## Membership and Eligibility

Membership with The Nevada Registry is open to all Early Care and Education professionals working in the Early Childhood field. This includes anyone working with children and families (both directly and indirectly) in a variety of roles (Directors, Administrators, indirect service providers such as trainers, consultants, Resource and Referral staff, etc.) and in a variety of settings (Center-Based, Family Child Care, Head Start, State-Funded Pre-K, Tribal Child Care, Out-of-School, etc.) and applies to professionals who are new to the field as much as to those who have served children and families for many years. Participation in The Nevada Registry is *required* by State Child Care Licensing regulations for all professionals working in licensed child care programs.

Eligibility and program information is distributed via enrollment forms, The Nevada Registry website, applications, and at conferences, meetings and presentations.

## Application Fees

There is no cost to apply to the Registry for Career Ladder placement and/or to renew **on time**. A \$25 reinstatement fee is imposed on renewal forms submitted 30 or more days after the expiration date listed on membership certificates. All revenue collected as a result of fees are passed along to the membership in the form of leadership/professional development activities and resources, program development, classroom materials, scholarships, new membership benefits, etc.

## Enrollment Process

Application to The Nevada Registry is completed through an online application process via the Online Portal (as of April 2020). Upon receipt of a Membership Application and/or Update/Renewal form, the database is searched to determine whether the individual already possesses an account. If the database search does not show that the applicant already has an account, a new database record is created and the next available Registry ID is automatically assigned by the system upon account creation. Once assigned, this number remains with the member regardless of membership status and will not be reused for any other member. All applicants are entered into the database regardless of whether or not the application is complete upon submission.

## Initial Application

Individuals may initially apply to The Nevada Registry by completing a Membership Application. The Membership Application is available to download from The Nevada Registry website. Applicants are encouraged to use the fillable PDF version, or asked to print clearly using black or blue ink if completing the application by hand. In either case, applicants must print the form, sign and mail it to The Nevada Registry office with supporting documentation (the form cannot be submitted electronically at this time). All sections of the form must be completed unless otherwise noted and must include the applicant's signature in order to be considered complete. Faxed submissions are not accepted.



## Annual Renewal

Membership with The Nevada Registry is renewed on an annual basis in conjunction with the expiration date listed on membership certificates. An Update/Renewal Form is sent to members via email approximately 4-6 weeks prior to an individual's certificate expiration date with a reminder to renew, again two weeks prior to the expiration date, and a third and final time on the date that the certificate/membership expires. There is no fee to renew on time. However, a \$25 reinstatement fee is imposed on renewal forms submitted 30 or more days after the expiration date listed on Certificates of Achievement.

To retain an accurate membership count and to assist members in maintaining compliance with Child Care Licensing regulations regarding mandatory participation, a manual expiration process is run each business day. Through this process, members with expired certificates are placed in 'Inactive' status and will remain in that status until a complete renewal form is submitted. An email is then automatically generated and sent to members with email addresses on file notifying them that their membership has lapsed.

A member's application status can also be manually changed to 'Inactive' upon request by the member and/or as a result of another form of notification (i.e., returned mail with no forwarding address, notification from husband or other family member that member is deceased, etc.). The reason for all 'Inactive' statuses is recorded in the database and in the form of an electronic Staff Memo in the member's account.

The renewal form is available to download from The Nevada Registry website. As with the initial application, members are encouraged to use the fillable PDF version, or asked to print clearly using black or blue ink if completing the renewal form by hand. In either case, applicants must print the form, sign and mail it to The Nevada Registry office with any documentation for trainings attended, college courses completed, and degrees earned, etc., since the time of his/her last application (the form cannot be submitted electronically at this time). All sections of the form must be completed unless otherwise noted and must include the applicant's signature in order to be considered complete. Faxed submissions are not accepted.

Members are asked to retain and submit newly obtained/completed professional development and educational records upon their annual renewal. The exception to this is if the completion of college courses and/or the completion of a degree will change an individual's Career Ladder level. In this case, members are encouraged to submit transcripts and/or a copy of their degree in order for their level to be reevaluated prior to their annual renewal date. Miscellaneous documentation (training certificates, transcripts, etc.) received from members in between renewal dates that will not affect their Career Ladder will be accepted and electronically stored in his/her database file upon receipt but the member's account will not be updated until an Update/Renewal form is submitted upon their annual renewal.

In addition to updates received in conjunction with the annual renewal process, The Nevada Registry accepts updates from members at any time regarding contact information, employment changes, etc. As of May 2019, updates to personal contact and employment information must be submitted electronically from within a member's Online Portal. Requests for Career Ladder Level re-evaluations are currently required via the *Request for Career Ladder Level Re-Evaluation Form*. Updates are also accepted via telephone, fax and/or email.

## Incomplete Application Process

Applications must be complete upon submission in order to be processed. Staff conduct an initial review upon receipt and make a determination whether the application is complete.

### Minimum Information Required for Initial Enrollment

Sections 1 (Personal Information), 2 (Current Employment Information), 3 (Early Childhood Experience) and 6 (Signature page) of the Membership Application are required. However, there are several questions within each required section that do not need to be answered if the information is not applicable. For example; 'Previous Last Name(s)', 'Current Employer (if unemployed or full time student)', 'Previous ECE Work Experience'. **All Membership Applications must include the applicant's signature in order to be processed. Unsigned applications are held until a mailed, faxed or emailed copy of the signature page is received.**

The following information is required and must be provided in order for a Membership Application to be considered complete.

- First Name
- Last Name
- Mailing Address, City, State and Zip Code
- Date of Birth
- Last 5 Digits of the SSN#
- Current Place of Employment
- Position Code/Title
- Start Date
- Hours Worked Per Week
- Signature

In addition to the required fields, applicants must submit documentation to support his/her application. At a minimum, an application must include:

- Work Permit/Sheriff's Card/Clearance Memorandum
- TB Test Results
- CPR and First Aid Card/Certificates
- Signs and Symptoms of Illness/Communicable Disease with Bloodborne Pathogens Training Certificate
- Recognizing and Reporting Child Abuse and Neglect Training Certificate
- Sudden Infant Death Syndrome (if working with infants) Training Certificate
- Child Development Training Certificate
- Lifelong Wellness (Nutrition, Obesity and Physical Activity) Training Certificate
- CCDBG Health & Safety Training Certificates (Shaken Baby Syndrome, Building and Physical Premises Safety, Emergency Preparedness, Medication Administration/Food Allergies and Transportation Safety)

Supplemental documentation can be provided in addition to\* the minimum requirements outlined above:

- High School Diploma/GED Certificate
- Child Development Associate (CDA)
- Transcripts showing the completion of eight or more Early Childhood college credits

- Transcripts showing completion of a degree in Early Childhood
- Transcripts showing completion of a degree in another field of study, with 30 or more credits in Early Childhood and/or a state teaching license containing an ECE endorsement
- School District or Tribal ID card

*\*The minimum documentation requirements outlined above are not required if the individuals possesses a CDA or higher.*

### Minimum Information Required for Renewal

The only information needed to update/renew a file is the member's Personal Information (Section 1) and Employment Information (Section 2). Members are encouraged to submit any newly acquired training certificates of completion, college transcripts showing completion of additional ECE courses/completion of a degree, but support documentation is not required. **All Update/Renewal Forms must include the member's signature in order to be processed. Unsigned renewal forms are held until a mailed, faxed or emailed copy of the signature page is received.**

### Process for Requesting Additional Information for Incomplete Applications

If any of the required information is missing from the application and/or any of the necessary supporting documents are not provided, the application is considered incomplete. An email indicating the missing information is sent to the applicant with a request to submit the missing items within a specified number of days (based on the difference between the date they began their current position and 120 days). An attempt is made to notify individuals without an email address on file via the telephone. If the requested items are not received by the requested deadline, the applicant is notified via email the day prior to and on the day that his/her application is securely shredded and recycled. The applicant will remain in 'Incomplete' status until such time that a complete application is submitted.

## Application Processing Time

The Nevada Registry strives to maintain quick and responsive turnaround times. As such, the normal processing time for all complete Membership Applications and Update/Renewal forms is 2-3 weeks from the date of receipt, not to exceed thirty (30) business days. Actual processing time is generally less than one week.

Applications and Update/Renewal forms are processed in the order of receipt. In all cases, incoming applications are date stamped and the date is entered into the member's file (Received Date). Each application/renewal form is reviewed by Registry staff upon receipt to determine whether it is complete. Once determined to be complete, the member's status is changed to 'Review' (for new applications) or 'Renewal' (for returning members). An email is automatically generated and sent to the email address on file confirming that his/her application is complete as submitted. It is at this point that the individual is considered an active member of The Nevada Registry and in compliance with Child Care Licensing regulations for mandatory participation (if applicable). Processing times/assigned Career Ladder level does not affect an individual's compliance status with Child Care Licensing.

Complete applications are immediately entered into the processing queue and prepped for data entry. Each complete application will be processed within 2-3 weeks. The date that the application is processed (Processed Date) is automatically recorded in the database. Each member receives an email message on the date that his/her digital certificate is available from within his/her Online Portal. This information is documented in the Staff Memos section of each member's file.

The processing time for incomplete applications and late renewal forms is dependent on the length of time it takes a member to submit missing information and/or payment in order to complete the application/renewal process. Once the application is re-submitted as complete and/or payment is received, the application/renewal will be processed within the established 30-day timeframe (from the date of receipt of the complete application).

## Meeting Partnership Timelines

Registry staff can prioritize membership applications upon request to meet a program's accreditation deadlines, maintain partnership agreements, or as directed by our funder. For example, if the Registry has been notified that a program is going through accreditation and has been made aware of their deadline, all pending applications for individuals employed at that center will be pulled from the processing queue and processed immediately before all others in the queue. Any program requiring priority processing is expected to request this service a minimum of 10 business days prior to their accreditation deadline to allow adequate time for processing and must work with Registry staff to ensure that all applications include all required supporting documentation. Expedited processing can be guaranteed only when applications are complete upon submission.

## Monitoring Processing Times

To ensure that established processing times are being maintained, the Registry Program Director runs monthly queries to determine the processing times for both Membership Applications and Update/Renewal forms. Should processing time exceed 30 business days, every effort will be made to rectify the situation (i.e., office closure to process applications without interruption, reprioritizing workload, staffing adjustments, etc.) to ensure timely delivery (digitally via the Online Portal) of membership certificates in accordance with the established policy.

## Account Types and Application Status Definitions

All members in The Nevada Registry database are assigned an Application Type and an Application Status. Application Types include Regular, ECE Trainer and Topic Trainer Member. Application Statuses include Active, Inactive, Incomplete, Late Renewal, Needs Hours, Ready, Recycled, Renewal and Review.

### Account Types

Upon account creation, each record is assigned an account type:

1. **Regular:** Individual previously/currently works in ECE and/or has formal education in ECE, has applied for Career Ladder placement and is not a trainer.
2. **ECE Trainer:** Individual previously/currently works in ECE and/or has formal education in ECE, has applied for Career Ladder placement and has been approved as a trainer.
3. **Topic Trainer Member:** Individual has applied for Career Ladder placement but does not have formal education in ECE to qualify as an ECE Trainer.

### Application Status Definitions

Application statuses are assigned to all accounts. It is important to note that the application status associated with an account will change as the application moves through the processing queue.

- **Active:** Status is used to designate when a member's Membership Application and/or Update/Renewal form has been processed, he/she has been placed on the Career Ladder and a Certificate of Achievement has been issued. Members remain in Active status for a period of one year from the date that their application was processed. Occasionally, expiration dates are adjusted to address workflow issues.
- **Needs Hours:** Status is used to designate that a member is active, but possesses less than 1000 hours of direct service needed to place at the entry/non-degreed levels of the Career Ladder (Levels 1 – 3). A Certificate of Participation has been issued and is valid for one year.
- **Inactive:** Status is used to designate when a member's membership has expired. All members are required to renew their membership on an annual basis in conjunction with the expiration date listed on their membership certificate. The Application Status for members who do not renew on, or prior to their expiration date, is changed to 'Inactive' on the day that the certificate expires.
- **Incomplete:** Status used to designate when an individual has applied but the application is incomplete. Individual has a specific number of days to complete his/her application before it is recycled.
- **Review and Renewal:** Internal status used to indicate when a complete application has been received. Application has not yet been processed.
- **Ready:** Internal status used to determine where an application is in the processing queue.
- **Late Renewal:** Status used to designate that a member has submitted a Renewal Form without the applicable reinstatement fee of \$25.
- **Recycled:** Status is used to designate that an individual submitted an incomplete membership application form and did not submit requested documentation by the specified deadline. Application has been recycled and individual must re-initiate the application process.

## Mandatory Participation

For the purposes of mandatory participation, accounts in any of the following statuses are considered “Active” members of The Nevada Registry and IN compliance with Child Care Licensing.

- Active
- Review
- Ready
- Renewal
- Need Hours

The following status is considered IN compliance with Child Care Licensing, though membership status with The Nevada Registry is pending:

- Incomplete

The following statuses are considered “Inactive” and NOT in compliance with Child Care Licensing:

- Inactive
- Late Renewal
- Recycled

## Career Development Files

When an individual joins the Registry, a confidential Career Development File is created on his/her behalf. This is an electronic record containing all of the data collected from the Membership Application and/or Update/Renewal form, scanned images of all support documentation submitted and copies of the documents generated as a result of Career Ladder placement.

Each file contains some, or all, of the information listed below (the Career Ladder level assigned is dependent on the type of documentation submitted with each application and renewal):

- Unique Registry ID number.
- Information from the initial application (mailing address, etc.).
- A record of the individual's current and previous employment.
- Copies of the individual's background check and TB Test results (applies to anyone working in a licensed child care setting).
- Copies of the initial training requirements required by licensing such as Signs and Symptoms of Illness, CPR, etc. (applies to anyone working in a licensed child care setting).
- Copies of training certificates received for informal, non-college training sessions attended (i.e. the training that is required by licensing on an annual basis). *The Nevada Registry verifies and saves formal education and training as far back as possible. Members are encouraged to submit all of the training certificates they have accumulated throughout their entire career in order to warehouse information, while at the same time, create the most complete record of an individual's unique professional and educational background.*
- Copies of professional contributions (optional).
- Copies of formal education records (high school diploma/GED, college and university course transcripts and/or degrees earned).
- Copies of any ECE licenses, teaching certificates or endorsements received.
- Copies of any other miscellaneous documentation provided at time of application (resumes, letters of recommendation, etc.).
- Copies of all documentation provided as a result of Career Ladder placement (Certificate of Achievement, welcome letter, training transcript, etc.). *Applies to applications processed prior to May 2019. Documents available in digital format only as of May 2019 from within the Online Portal.*
- Current level held on the Nevada Early Care and Education Professional Career Ladder.

## Education Review and Verification Processes

In order for education and training to be factored into an applicant's Career Ladder level, the documentation submitted with a Membership Application and/or Update/Renewal form must be verified.

### Verification of High School Education

The Nevada Registry accepts photocopies of high school diplomas, transcripts and/or certificates of high school equivalency which list (at a minimum) the name of the school/program, the person's name, and date concurred (must be printed directly on the documents/computer generated). High School Equivalency test results are accepted in lieu of a copy of the certificate when the document includes (at a minimum), the person's name, the name of the award, awarding organization and date concurred.

Documentation of a high school diploma is dependent on the applicant's education level. If the applicant's highest level of education is a high school diploma, the individual must submit a copy of his/her diploma or GED certificate from an accredited high school. If the individual does not provide a copy of his/her high school diploma and/or the diploma is from a non-accredited school, the individual is placed at Level 1.1 of the Career Ladder (if all other required documentation has been provided and the minimum direct service hour requirement has been met).

- ***If an applicant graduated from high school after 1940***, he/she can obtain a copy of their transcripts by contacting their high school or the school district where the high school is/was located. If a copy of diplomas/transcripts cannot be obtained, the Registry will accept a signed statement on letterhead from the school or Board of Education/School District. The letter must include the name of the graduate with the graduation date indicated.
- ***If an applicant graduated from high school prior to 1940*** and is unable to obtain a copy of his/her diploma/transcripts as described above, a *Verification of High School Diploma Form* may be submitted with their Membership Application for Career Ladder Placement. This form must be signed and notarized in order to be considered complete. Incomplete forms are not factored into an applicant's Career Ladder placement.

### *High School Equivalency*

Individuals who did not graduate from high school must provide a copy of their Certificate of High School Equivalency in order for it to be documented in the "Education" section of their member file. In Nevada, certificates from the following programs will be accepted as verification of a high school education:

- General Education Development
- High School Equivalency Test
- Test Assessing Secondary Completion

To accept Certificates of High School Equivalency issued outside the state of Nevada, Registry staff research and/or connect with that state's Department of Education to verify the accepted equivalency pathways. If a program recognized by that state's DOE issued the certificate, it will be accepted as verification of high school education and entered into "Education" section of the member's file. In either instance, certificates of high



school equivalency that cannot be verified will be electronically saved to the member's file but he/she will not be given credit for a high school diploma.

Proof of high school graduation is not required if the applicant has completed 20 or more credits from a regionally accredited college or university, is degree seeking and/or has already obtained a degree. In these cases, copies of the college degree and/or college transcripts will be accepted in lieu of a high school diploma/high school transcript. If none of the above apply, and a copy of a high school diploma or GED is not provided, the individual will be placed at Level 1.1 if they have accrued 1,000 hours of direct experience and when all other minimum licensing requirements have been met.

### Verification of Formal Education

The Nevada Registry accepts official (preferred) transcripts and unofficial transcripts listing the institution name, the individual's name (must be printed directly on the transcripts/computer generated), class titles, credit hours, grade(s) earned and conferred date (if degree has been completed). Class schedules and grade reports are not accepted to document formal education.

Because the Career Ladder is specific to Early Childhood Education (ECE), only degrees and courses in ECE are factored into Career Ladder placement. Applicants with formal education in ECE must submit their official (preferred) or unofficial transcripts with their Membership Application and/or Update/Renewal in order for it to be factored into their Career Ladder level. Because college diplomas frequently do not specify the specific degree type (major), transcripts listing courses, degree major and conferred date are preferred.

### Coursework Classification

In order for a course to be considered ECE and/or ECE-related, it must contain content specific to the direct care, education and development of children between birth and eight years of age, as evidenced by the course title. Course numbers and course descriptions may also be utilized if the course title is not specific enough to make a determination. In general, course titles containing the following key words may be classified as ECE: child, early childhood, child development, infant/toddler, preschool, Pre-K, home economics, early literacy, human growth and development, early childhood special education, grades/ages 0-K, 0-5, 0-8. Partial credit will be granted for courses that cover the entire life span. Exceptions are granted on a case-by-case basis. For example, a Home Economics Sewing class would not be classified as ECE, but a Home Economics Child Development course would be classified as ECE. Similarly, a course with a Child Development course number (CD140) but a course title of "Adolescent Development" would not be classified as ECE.

Additional courses may be considered ECE or related to ECE if they contain content specific to the direct care, education and development of children between birth and eight years of age as evidenced by the course description. As with ECE courses, partial credit may be granted if the course contains only a portion of content specific to ages 0-8. A total of 33.33% of the total credits earned will be granted if full credit cannot be granted. Applicants requesting additional consideration of courses not clearly related to ECE can submit a *College/University Course Description Form* available to download on the 'Forms' page of the program website. The full course description from the college/university's course catalog corresponding to the year/semester the course(s) were taken must be submitted with the form in order to be considered. The course syllabus may be submitted in addition to the course description (optional).

All courses are entered in semester hours. Though The Nevada Registry rarely receives transcripts for courses based on a quarter system, for the purposes of Career Ladder placement, all academic courses will be equated to a sixteen-week semester. Courses taken in quarter or trimester credits will be adjusted to this standard by multiplying the total number of quarter credits by .667.

Courses taken in high school *may* transfer and count as college credit. When an individual's college transcript shows those credits taken in HS (verifiable by matching the dates between the HS transcript and college transcript), they will be counted as college credits. When college transcripts do not show credit granted for HS courses, those HS courses will be counted as training hours (HS credits multiplied by 15 hours).

Courses will not be accepted/applied toward Career Ladder placement if any of the following apply:

- The individual's name and/or student ID was not printed on the transcript(s).
- Coursework and/or degree was completed at a non-accredited/non-regionally accredited school. The Registry only accepts courses and degrees earned at regionally accredited institutions of higher education (see Procedures for Verifying the Accreditation Status of Institutions of Higher Education section below).
- Courses completed are not considered ECE.
- All credits must be awarded a letter grade of C or better to be accepted. Because courses with a grade of "D" or below are not counted toward degrees at colleges and universities, they also do not count toward Career Ladder placement.
- Pass/Fail courses do not count.
- Coursework that is in progress is not accepted. Only completed education is factored into Career Ladder placement.

## Degree Classification

In general, the following are considered ECE degrees: Early Childhood Education, Human Growth and Development, Human Development and Family Studies, Early Childhood Special Education, Child & Family Studies, Child Development, Child and Adolescent Development, Preschool Education and Home Economics. Determinations regarding other degrees not included in this list will be made on a case-by-case basis by looking at the degree sheets from the college/university's course catalog and/or coursework listed on the transcript. An ECE degree classification will be assigned (for the purposes of Career Ladder placement) only when a degree has been officially awarded, when the degree level (AA, BA, etc.), type (major) and conferred date are listed on official (preferred) or unofficial transcripts. A college diploma will be accepted for degree classification only when the degree type (major) is also listed. Verification of degree completion and/or degree type (major) through any other means will not be accepted.

Individuals with degrees in fields other than ECE may still place at the level commensurate with their degree, but must submit college transcripts showing at least 30 college credits in ECE, or possess a state teaching license with an Early Childhood, Early Childhood Special Education, 0-K or 0-2 Special Endorsement in order to do so. When a person possesses a Non-ECE degree and 30 ECE credits, the level of the ladder commensurate with the highest degree earned will be granted regardless of when the ECE credits were obtained and whether they were a part of a degree or not. For example, a person with an AA in ECE and a BA in another field (Non-ECE) would place at 5.2 on the Career Ladder because of the ECE credits completed as part of the Associate's degree program (level placement is congruent with the highest degree earned).

## Procedures for Verifying the Accreditation Status of Institutions of Higher Education

The Nevada Registry only accepts college/university classes and/or degrees from post-secondary schools that are regionally accredited (exceptions made on a case-by-case basis). The criteria for acceptance is twofold:

1. The college/university must be accredited.

To determine whether a college/university is accredited, Registry staff search the U.S. Department of Education Database of Postsecondary Institutions and Programs found at:

<http://ope.ed.gov/accreditation/>

2. The accrediting agency must be recognized.

Schools must be accredited by one of the regional accrediting bodies recognized by the U.S.

Department of Education listed below (as of May 2019):

- Higher Learning Commission
- Middle States Commission on Higher Education
- New England Commission of Higher Education
- Northwest Commission on Colleges and Universities
- Southern Association of Colleges and Schools, Commission on Colleges
- WASC Senior College and University Commission
- Western Association of Schools and Colleges, Accrediting Commission for Community and Junior Colleges

Courses, certificates and degrees from non-regionally accredited institutions are not accepted/factored into Career Ladder placement. If an institution listed on a transcript or degree is not accredited and/or was not accredited by one of the accrediting agencies listed above, the document will be saved to the member's file, but he/she will not be given credit for any degree or courses listed. The individual is then placed on the Career Ladder at the highest level that can be supported by the remaining documentation submitted with the application. An electronic staff memo will be created to document the reason(s) for non-acceptance of any coursework, certifications or degrees.

## Verification of Credentials/Certifications

The Nevada Registry accepts photocopies of educational accomplishments resulting in credentials and certifications. Copy must include (at a minimum), the person's name, the name of the award, awarding organization, date concurred and expiration date (if applicable). A transcript from the awarding organization is accepted if it includes the information listed above.

## Verification of Foreign Degrees

The Registry is not able to translate or determine the equivalency of transcripts and/or degrees earned at colleges/universities outside the United States. In order for coursework/degrees from other countries to be considered for Career Ladder placement, educational documents must be translated and evaluated for U.S. equivalency by an organization approved by the National Association of Credential Evaluation Services (NACES). The list of current NACES-approved members is available at <http://naces.org/members.html>. Because it can be costly to have foreign coursework/degrees translated and evaluated, members are encouraged to do so only if

the coursework they have completed is in Early Childhood or a related field AND when they can ensure that the evaluation report will include verification that their degree is equivalent to a degree as awarded by regionally accredited institutions of higher education in the United States. Transcripts/degrees/diplomas from colleges/universities outside the United States submitted without a statement of equivalency from one of the NACES-approved agencies will be electronically saved to a member's file but the information will not be entered into the database/factored into Career Ladder placement.

### Verification of Montessori Education

As per the decision of the Registry Advisory Committee, individuals who have obtained a Montessori diploma through an accredited program of the American Montessori Society (AMS)/National Center for Montessori Education, Association of Montessori International (AMI), and the Montessori Accreditation Council for Teacher Education (MACTE), will be placed at Level 3.2 on the Nevada Early Care and Education Professional Career Ladder.

- When an applicant with a degree in another field also submits a Montessori diploma, the highest level of formal education obtained will be granted. If an applicant submits a Montessori diploma but does not have a formal degree, Level 3.2 will be granted, provided they have 4000 hours of direct experience.
- Diplomas/certificates received from the above-mentioned accrediting bodies are considered equivalent to 30 college credits in Early Childhood Education, if documentation of matriculation to an accredited college or university in Nevada has been verified.
- Because Montessori Certification has been determined to be equivalent to 30 college credits, individuals who have formal degrees in other fields of study but who are also Montessori Certified Teachers (as defined above), will be placed at the level reflective of their formal college degree.
- Incomplete Montessori training is not recognized on the Career Ladder.
- All of the above policies apply only when training is specific to Infant/Toddler, Early Childhood (Pre-Primary ages 3-6) and/or Elementary I (Primary ages 6-9) certifications.

### Verification of Non-Credit Based Coursework/Community-Based Training Certificates

Non-Credit based coursework is defined as any coursework that does not result in college credits/a letter grade and is therefore not included on a college transcript from an accredited institution of higher education. This includes community-based training hours as well as non-credit bearing continuing education units (CEUs). Non-credit bearing child care training hours are the most common type of coursework completed by Registry members to meet annual training requirements for Licensing.

The Nevada Registry accepts photocopies of non-credit bearing coursework (in-service child care training hours or CEUs). The Certificate of Completion must include the individual's name, title of the training, date of the training, name of trainer, number of training hours or CEUs completed and the Registry-issued approval code.

### Registry-Approved Training

The Nevada Registry is responsible for the approval of all non-credit bearing community-based training offered in Nevada (i.e., child care training hours). All approved training is classified by Core Knowledge Area at the time of approval and entered into the "Training Taken" section of a member's file. Registry-approved training that

has been submitted through the membership application/renewal process is captured within the Training Documentation section of each member's Online Portal and is broken down by CKA.

### Licensing-Approved Training

All training completed prior to October 2004 is considered "Licensing-Approved" and is classified as "Previous Training" under the "Auto-Accept" section of a member's file and is combined with Registry-approved training listed under the "Training Taken" section of a member's file. This training is not classified by Core Knowledge Area, nor is it itemized in the database or in the Training Documentation section of a member's Online Portal.

### Non-Credit Bearing ECE-Related Continuing Education Units (CEUs)

CEUs granted by the Department of Education or an accredited institution of higher education are converted to training hours at a rate of one CEU = 15 training hours. CEUs granted by an agency other than the DOE or accredited institution of higher education are converted to child care training hours at a rate of 1 CEU = 1 training hour. All hours are totaled and entered/added to the total in the "Previous Training" field of the "Auto-Accept" section of a member's file. This training is not classified by Core Knowledge Area, nor is it itemized in the database or in the Training Documentation section of a member's Online Portal.

### Out of State ECE-Related Training/Exempt

ECE training completed out of state while living out of state is exempt from Registry approval. This training is totaled and entered/added to the total in the "Previous Training" field of the "Auto-Accept" section of a member's file. This training is not classified by Core Knowledge Area, nor is it itemized in the database or in the Training Documentation section of a member's Online Portal.

### Automatically Accepted Out of State Training

Out of state training that has been provided by nationally recognized organizations (and that is listed in the *"Professional Development Acceptance Guidelines: Automatically Accepted Organizations, Courses and Training for ECE Professionals in Nevada"* document of The Nevada Registry) is selected from a drop down menu and entered individually in the database under the "Auto-Accept" section of a member's file and is combined with Registry-approved training listed under the "Training Taken" section of a member's file. Though it is itemized in the database, this training is not classified by Core Knowledge Area or listed in the Training Documentation section of a member's Online Portal.

### Unapproved Training

Any training that has not been otherwise approved by the Registry, including out of state training completed by Nevada residents without prior approval, is considered "unapproved" and is not entered/added to the total in the "Previous Training" field of the Education section of a member's file.

### Miscellaneous Verification Policies

- There currently is no formal way to articulate informal training hours into formal education. Therefore, the Registry will count education/training as college credit only when college courses have been

taken/completed at an accredited institution of higher education (community college or university), appear on a college transcript, and when a grade of C or better has been awarded.

- The Registry DOES NOT verify that individuals have satisfied their annual training requirements for Licensing. Verification of completion of annual child care training hours continues to remain a function of local/state Licensing entities.
- College level early childhood courses automatically count towards the annual training requirements and DO NOT need to go through the Registry's training approval process. Individuals are always encouraged to contact their Licensing surveyor if they are unsure about whether a course will count/be accepted to meet training requirements.
- One college credit = 15 child care training hours.
- If an individual has been a licensed Family Child Care Provider but has not kept copies of training certificates, the individual can request a letter of verification from their Licensing surveyor verifying the number of years they were licensed as well as the minimum number of training hours he/she would have had to complete on an annual basis. The total hours will be entered/added to the total in the "Previous Training" field of the Education section of a member's file. This training is not classified by Core Knowledge Area, nor is it itemized in the database or in the Training Documentation section of a member's Online Portal.
- The Registry is not able to verify attendance even when an individual has signed in on an attendance sheet because there is no absolute way to determine whether an individual stayed for the duration of the training. Individuals requesting verification of attendance are referred to the corresponding trainer who can verify attendance and issue a replacement certificate if applicable.
- Diplomas earned from Career Institutes (Stratford Career Institute, Hartcourt, etc.) are not equivalent to degrees/college credits awarded by accredited universities/colleges. Coursework consists of classes/modules that take between 6 months and 2 years to complete; college credits are not granted. 16 child care training hours will be granted and applied toward overall training accumulated if the certificate is not accompanied by a letter from the awarding organization indicating total hours completed.
- The Nevada Registry, in partnership with Child Care Licensing, has created a list of commonly attended out of state and national trainings that ECE professionals can attend and receive child care training hours without a Registry-issued approval code or letter. The *"Professional Development Acceptance Guidelines: Automatically Accepted Organizations, Courses and Training for ECE Professionals in Nevada"* document can be accessed on the 'For Trainers' and 'Training Calendar' pages of The Nevada Registry website. To receive credit for attendance, individuals must obtain a certificate of completion from the sponsoring agency and present it to their licensing surveyor in conjunction with their center's monitoring visit(s). In no way does this list supersede the existing training approval process for what is deemed "traditional" child care training in Nevada (i.e., workshops and training being offered in-state). The majority of training individuals take remains subject to the training approval process.

## Unverified Data in the Registry

The Nevada Registry electronically archives copies of unverified data in member files but data that cannot be verified is not entered into the database/factored into Career Ladder placement.

## Entry Level Requirements

Individuals working in licensed child care programs are required to meet specific initial Child Care Licensing requirements within 120 days of employment. Application to The Nevada Registry is the final step in this process.

Entry-level requirements are defined as: TB test, background check/work permit card, Signs and Symptoms of Illness (SOI), CPR/First Aid, Recognition and Reporting of Child Abuse and Neglect, Child Development, Sudden Infant Death Syndrome (SIDS), Lifelong Wellness, Prevention of Shaken Baby Syndrome (SBS) and Abusive Head Trauma (AHT), Building and Physical Premises Safety, Emergency Preparedness, Medication Administration/Food Allergies and Transportation Safety. Notes: Child Development training must be specific to the age group with whom an individual works. SIDS and SBS are only required for caregivers working with infants.

If upon application to the Registry, an individual has not submitted documentation verifying the completion of formal education, verification that he/she has met the initial requirements of Child Care Licensing is necessary for placement on the Career Ladder at Level 1.1, 1.2 and 1.3\*. Applicants with at least eight ECE college credits, a degree in the field of ECE (Early Childhood Education, Child Development, etc.), a degree in another field with at least 30 credit hours of ECE coursework, or a current CDA certificate are not required to submit the items considered basic licensing requirements. The entry level requirements are also not required for individuals who do not work in licensed child care settings and/or meet the criteria for a licensed-exempt provider (see below).

*\*A minimum of 1000 hours of direct work experience is required to place on the Career Ladder. Individuals with less than 1000 hours of direct work experience in ECE at the time of application will receive a Certificate of Participation (Pre-Level) until the necessary hours have been accrued. Members at this level are considered active members of the Registry and are in compliance with Child Care Licensing, despite not yet having an assigned level on the ladder.*

## Licensed Exempt Providers

The majority of active Registry members work in child care programs licensed either by the State or by Washoe County Child Care Licensing. Individuals working in licensed programs are required to meet specific entry level and ongoing requirements for training. These entry-level requirements are the basis for Level 1.1 on the Career Ladder. However, there is a subset of members working in child care programs that are not licensed, but operating legally as licensed-exempt programs and other types of early childhood related programs that do not involve the direct care of children (i.e., Resource and Referral Agencies, etc.). Because these individuals are not subject to the entry level and ongoing requirements of Child Care Licensing, they cannot meet the Level 1.1 requirements of the Career Ladder (when they do not possess a degree that would place them at Levels 4 – 7 of the Career Ladder). For this reason, minimum requirements of licensing required for Level 1.1 are waived for specific individuals/caregiver types. When applicable, alternative forms of documentation, as indicated below, are accepted for the purposes of Career Ladder placement.

Note: Despite the entry level training requirements being waived for licensed-exempt providers, a minimum of 1000 hours of direct work experience is still required to place on the ladder. Individuals with less than 1000 hours of direct work experience in ECE at the time of application will receive a Certificate of Participation (Pre-

Level) until the necessary hours have been accrued. Members at this level are considered active members of the Registry and are in compliance with Child Care Licensing, despite not yet having an assigned level on the ladder.

In all cases, if any of the following individuals begin working in a licensed child care program, they will be required to submit the basic licensing requirements upon renewal.

1. Native American Tribes

- Tribal ID, or
- Letter from Director of Tribal Center verifying employment or letter verifying completion of a background check from the Tribal investigative department (often referred to as an adjudication letter)

2. School District Employees (not working in a licensed facility)

- School District ID card

3. Charter School Employees (not working in a licensed facility) – School District and State Sponsored

- School District ID OR ID issued from charter school

4. School Age Programs (Non-Licensed Before and After Care) (required as per NRS 432A.620 )

- Background check
- Child Abuse and Neglect training (does not need to be Registry approved)

5. ECE students required to apply as part of a college course (only applies to those who are not working in a licensed center. Students working in licensed programs are subject to requirements of Child Care Licensing).

- Email or Letter from professor detailing that they are required to apply for membership as a class assignment.

6. Underage Caregivers (16 & 17 years of age)

- All standard training (CPR/1<sup>st</sup> Aid, SOI, CA/N and the TB test) is required
- If subject to State licensing requirements an **Under 18 Memorandum** issued by Child Care Licensing (it is illegal to perform a background check or fingerprint anyone younger than 18 years old). In Washoe County caregivers under 18 are required to obtain a Sheriff's Work Permit card.

7. Indirect ECE professionals (do not work in child care programs)

- Letter from employer verifying that the employment is indirect/exempt from licensing requirements.

8. Unlicensed Family, Friend and Neighbor Subsidy Provider

- Letter from The Children's Cabinet verifying status.

9. Unlicensed Non-Subsidy Provider – No waivers granted.

10. Nellis/Creech Air Force Base Family Child Care Providers

- The certificate issued by the AFB for the New Provider Orientation, FCC Provider Modules and annual AF-required training is automatically accepted by Child Care Licensing/The Nevada Registry without a Registry-issued approval code or letter.



## Background Checks

A copy of an individual's Work Permit Card or background check is one of the minimum requirements needed to place at Level 1 on the Career Ladder. This requirement will be considered met only when a copy of the actual work permit/Sheriff's card and/or the official clearance letter is submitted. A copy of the hiring paperwork that initiates a background check is sufficient documentation as long as it is dated and stamped by the official organization that will be conducting the background check.

The Registry will only accept work permit cards issued for Child Care. Work permit cards obtained for security jobs, etc., are not accepted.

## First Aid/CPR

As of June 1, 2016, in order to be accepted, First Aid and CPR training must be provided by one of five automatically accepted agencies: 1.) American Heart Association, 2.) American National Red Cross, 3.) Medic First Aid International, 4.) EMS Safety Services or 5.) American Safety and Health Institute, and must be taken in person (online CPR/First Aid trainings are not permitted\*). Training completed prior to June 1, 2016 that was not provided by one of the five designated agencies must be Registry-approved. Training that does not meet this criteria is not accepted. An application will not be considered complete until an approved training has been taken.

*\* As per Child Care Licensing, CPR trainings must contain an in-person skill demonstration component in order to be accepted/approved. Blended instruction that combines online learning with skill demonstration is permitted.*

## Employment and Work History Verification

All work history provided by applicants through the application/renewal process is self-reported data. Neither current employment nor previous experience is verified by Registry staff.

### Recognized Work Experience

The Nevada Registry recognizes all licensed and legally exempt (school district, tribal, FFN) employment related to working directly with young children. Applicants may include unpaid college level student internships and practicum\* hours as well as experience in high school ECE lab school settings as part of their work history. Babysitting, work as a nanny, au pair and/or volunteer service are not accepted or recorded as previous work experience.

*\* Hours obtained during a practicum course will be granted only when an individual includes practicum on their application in the Early Childhood Experience section of the application form(s) along with a statement from the professor verifying the number of practicum hours completed. Hours will not be automatically granted when seeing a practicum course listed on college transcripts (credits will be granted but not hours).*

### Direct Service Hours/Positions

All positions in the Registry database have been coded as either “Direct” or “Indirect”. In order for experience to count toward Career Ladder placement, it must have occurred in a direct service position. The database automatically calculates work experience hours based on the employment records entered. The database also calculates ongoing work experience until an end date has been entered on the current employment record. Up to 4,000 hours of direct experience will be factored into Career Ladder placement.

Members must have a minimum of 1,000 hours of direct work experience in order to place on the Career Ladder (if they do not meet the requirements for a degreed level). Members with less than the required hours will be issued a Certificate of Participation but will not be granted a Career Ladder level (if they do not meet the requirements for a degreed level). Individuals in this status are considered active members of the Registry and are in compliance with Child Care Licensing requirements for mandatory participation (if applicable) even though a level has not been assigned. If upon annual renewal to the Registry, the individual has accrued 1000+ hours of direct service, he/she will be assigned a Career Ladder level supported by the verified documentation contained within his/her account.

### Indirect Service Hours/Positions

Indirect experience (trainer, CCR&R, higher education faculty, etc.) is recorded but does not factor into the total number of direct service hours used in the calculation of Career Ladder levels.

### Current Employment

A member’s current employment is entered by choosing a program name from a drop down list. Though applicants do not have to be currently employed or have past work history to be a member, all members must have an active employment record linked to their account, even if that record is “Unemployed”, “Currently Not

Working”, or “Current Employer Unknown”. If a member has more than one place of employment in Early Childhood, each position will be recorded separately.

### Previous Experience

All previous direct experience, regardless of whether it occurred in or out of state, is entered into a member’s account and factors into the total number of direct service hours used in the calculation of Career Ladder levels.

### Total Years of Experience/Longevity

All experience, direct and indirect, is factored into a member’s total self-reported years of experience that is recognized on an individual's Registry certificate along with his/her Career Ladder level. Certificates show completed years of experience only. For instance, if at the time of application an individual has 3 years and 2 months of experience in the field, his/her certificate will show 3 years of self-reported experience.

### Employment Changes

In addition to updates received in conjunction with the annual renewal process, members may update their employment information at any time electronically through their Online Portal. Updates via email, telephone and/or an alternate form of written notification are also accepted. Information provided by the Director/Administrator of a center regarding employment end dates is also accepted.

### Contact Information Changes

In addition to updates received in conjunction with the annual renewal process, members may update their contact information at any time electronically through their Online Portal. Updates via email, telephone and/or an alternate form of written notification are also accepted.

## Optional Member Information

### Demographic Information

Members are encouraged to provide demographic information such as gender, languages spoken, family composition and employee benefits as a way for The Nevada Registry to gain knowledge about the Early Care and Education workforce in Nevada and to assist in making positive changes to the professional development system. The information reported in this section of the Membership Application and Update/Renewal form does not affect an individual's Career Ladder placement, nor is it ever disclosed with any identifying information attached. All data provided to collaborators and for reporting purposes is aggregated in order to report on large groups of members.

### Professional Contributions

Professional contributions/achievements are typically uncompensated volunteer activities that are not part of an individual's paid position or job description. These activities are generally (but not limited to) efforts that extend beyond an individual's center/agency/organization and are aimed at increasing their own personal professional involvement and development.

Members have the option to select up to three contributions that they feel are their greatest accomplishments achieved in each 12-month period. The contributions they select are highlighted on their Certificate of Achievement/Participation along with their Career Ladder level and self-reported years of experience in Early Childhood. Contributions are only listed on certificates when accompanied by appropriate documentation to verify the information.

Contributions are updated on an annual basis upon renewal to the Registry. Certificates are not reissued due to failure to select contributions at the time of application and/or failure to provide required documentation.

## Career Ladder Level Placement

The Career Ladder is based on what national research shows about the importance of specialized training in ECE and the correlation between formal education and quality environments for children. The ladder views the field of Early Childhood Education as a distinct and separate body of knowledge and area of specialization.

### Career Ladder Level Determination

The ladder consists of seven levels that are a measure of formal education gained by completing courses at regionally accredited community colleges and/or universities and are awarded by The Nevada Registry based on either accumulated credits or degrees earned.

Career Ladder levels are determined by looking at an individual's entire educational career in the field of Early Care and Education. Members are placed at the highest level for which they have documented verification validating that all of the criteria has been met. Career Ladder levels are reassessed each year upon a member's annual renewal date.

### Career Ladder Level Increases

Individuals do not have to qualify at each level of the Career Ladder in order to advance to the next. For example, if an individual is initially placed at Level 1.3 (15 hours of Registry-approved training or one ECE college credit) but then completes an additional 11 ECE credits prior to his/her annual renewal with the Registry, he/she would bypass Level 2.1 and be placed at Level 2.2\*. If an individual possesses a CDA (Level 2.1) but then completes 30 college credits with 24 in ECE prior to his/her annual renewal with the Registry, he/she would bypass Level 2.2 and 3.1 and jump to Level 3.2\*. If an individual does not have hours of experience in the field working directly with children, but has an Associate's, Bachelor's, Master's or Ph.D. degree in ECE, he/she would bypass Levels 1 – 3 and be placed at Level 4.1, and so on.

In general, an individual's Career Ladder level will not automatically change/increase upon their annual renewal because of continued employment in the field and/or participation with the Registry (i.e., one more year of experience/one more year of membership with the Registry). Career Ladder levels do not change based on longevity; they increase as a result of the completion of additional professional development and/or college coursework. For instance, a member at Level 1.1 will move up to Level 1.2 only when he/she submits verification of a high school diploma. A member at Level 1.2 will move up to Level 1.3 only if he/she submits copies of training certificates showing completion of 15 Registry-approved training hours or by completing a one-credit ECE college course. A member at Level 1.3 will move up to Level 2.1 by completing a CDA, eight ECE college credits or 120 hours of Registry-approved training, and so on.

The ladder is designed so that an individual's level has the potential to increase over time as additional training and education is completed. For this reason, an individual's level on the ladder should never drop below their previously assigned level\* upon renewal; once the Registry has verified that an individual has obtained a specific level of formal education, they will remain at that level until higher levels of formal education are achieved.

*\*A drop in level could occur in the event of a data entry error, change in ladder/level structure and/or change in verification policies.*

In all instances, level changes are granted only when documentation is submitted to verify completion of additional training and /or formal education. Levels may also change based on the accrual of direct service hours (up to 4000 hours).

### Career Ladder Level Re-Evaluation

Members can submit a *Request for Career Ladder Re-Evaluation* at any time if they believe they have met the requirements to qualify at a higher level on the Career Ladder prior to their renewal date. If the re-evaluation results in a level change, an updated Certificate of Achievement will be available to view, download or print from within the individual's Online Portal. There is no fee for this re-evaluation.

Career Ladder re-evaluations occurring in conjunction with a member's scheduled annual renewal are completed at no cost. The cost to re-evaluate Career Ladder levels mid-year for any other reason than the recent completion of college courses and/or an ECE degree that will result in a Career Ladder increase (i.e. to factor in documentation that was not originally submitted with an initial application or most recent renewal, etc.) is \$20.

### Professional Development Plans

Active members of The Nevada Registry can create and have access to their Professional Development Plan (PDP) from within their Online Portal. The Registry does not have access to members' plans but members can view a summary of their plan in progress and/or save their plan to their own computer as a PDF at any point throughout the account creation and planning process. It is recommended that individuals print out a copy of the PDF version of their plan and place it in their professional portfolio for ongoing review and reflection.

## Fraud Policy

The Nevada Registry considers fraud the intentional misrepresentation, manipulation or withholding of information to gain an unfair advantage over an individual or system. Examples of possible fraud include, but are not limited to, the manipulation of training certificates, distortion of transcripts/diplomas, and falsified information on the Membership Application and/or Update/Renewal form including falsified work history and falsification or manipulation of attendance sign-in sheets.

The Nevada Registry attempts to safeguard against fraud by requiring all members to sign a release statement on the last page of the Membership Application and Update/Renewal forms. Signing the application is an acknowledgement from the applicant that the information contained within an application is true and correct. The Nevada Registry assumes that the information provided on the application and supporting documentation is true, unless there is clear evidence to believe otherwise. The Nevada Registry reserves the right to investigate any suspected fraud. Fraud will also be investigated if a report or referral is made to The Nevada Registry by an external party.

Fraud can be practiced by multiple parties, including members, administrators and trainers. It is not assumed that a document suspected to be fraudulent has been manipulated by the individual submitting the document. The suspicion of fraud is handled on a case-by-case basis with the understanding that an individual may unknowingly, and therefore, unintentionally, misrepresent work experience and/or training. The course of action taken will be determined by the nature and seriousness of the suspected fraud.

### Process for Identifying Potential Fraud

Staff are trained to carefully review all applications and supporting documentation for accuracy and potential fraud. The following guidelines have been created to help with the review/examination process.

Indicators of falsification of documents could include, but are not limited to:

- Inconsistencies in font type and size that do not match the majority of the text on the document.
- Subtle indications that a name has been covered and/or reprinted with a different name.
- Names on transcripts that are not the same as the individual submitting an application.
- Transcripts that do not include a name or other standard information such as grades, credits, etc.
- Fictitious or missing college/university name.
- Missing or seemingly altered seal or watermark on diplomas or transcripts.
- Font type or information on Registry-issued Certificate of Achievement that varies from the standardized font/information.
- Misspelled names on training certificates and/or attendance sheets.
- Signatures on training attendance sheets that appear to be written by one person (all of the handwriting is the same).
- Approval codes that are not Registry-issued (i.e., do not match the format or number sequence).

Any obvious changes to a document post-issuance will result in an immediate rejection of the documentation. Fraud will also be investigated if an external party makes a report or referral to The Nevada Registry.

## Staff Expectations Regarding Suspicion of Fraud

All Registry staff are obligated to report any suspicion of fraud. If staff has concerns with the validity and/or integrity of transcripts, formal degrees, training certificates, or any other documentation submitted by an applicant/member, they will meet with the Registry Program Director to discuss the concerns and determine the best approach to take. Once the approach has been decided, the individual will be contacted via email, letter or by phone (as deemed appropriate for the situation). Cases of suspected fraud that cannot be clearly determined will be brought to the Registry Advisory Committee for discussion.

All suspicion of fraud is noted in the member's file (and any other involved party) in the form of an electronic staff memo. Any corrective action taken will also be documented in the member's file.

## Actions Taken Regarding Suspicion of Fraud

The suspicion of fraud is handled on a case-by-case basis with the understanding that an individual may unknowingly, and therefore, unintentionally, misrepresent work experience and/or training. The course of action taken will be determined by the nature and seriousness of the suspected fraud.

### Non-Credit Bearing Training

- If it is suspected that a training certificate has been altered in any way, the hours will not be recorded in the individual's file. The trainer may also be contacted to verify the information depending on what appears to have been altered (i.e., attendee's name; name is not found on attendance sheet). A statement of accuracy may also be requested. Child Care Licensing may also be notified if the training is one of the required initial training requirements.
- If it is suspected that a trainer has falsified a sign-in sheet by adding participant names post event (i.e., trainer sends in a revised sign in sheet) an email will be sent, or a call may be made to address the concern following the procedures outlined in the *Registered Trainer Complaint Procedure*.

### Credit-Bearing Coursework/Degrees

- In most instances, the individual will be asked to provide additional information to validate the accuracy or authenticity of the document(s) in question. If fraud is suspected on unofficial transcripts, a request for official sealed transcripts from the college is requested.
- If an individual is unable to produce requested documentation and/or if fraud is substantiated, the fraudulent information will not be accepted/factored into Career Ladder placement. The document will be electronically saved to the member's file but will not be recorded in the database. If appropriate, a letter will be sent to Child Care Licensing, QRIS, T.E.A.C.H. Early Childhood Nevada and/or the member's Director.

The applicant/member can appeal any determination of fraud by following the established appeal process.



## Appeal Process

The Nevada Registry has developed a multi-step process that provides members with two levels to appeal a decision regarding their Career Ladder level.

### Appeal Procedure

A Career Ladder Level Placement Appeal can be initiated only when courses and/or degree acceptance/non-acceptance is in question. Appeals cannot be initiated to factor in field experience in lieu of formal education, to request acceptance of Non-ECE degrees in lieu of ECE degrees, and/or if the level granted is lower than expected due to the member's failure to submit necessary documentation at the time of initial application/renewal. In the latter instance, the member has the option to submit a Career Ladder Level Re-Evaluation Form. Career Ladder re-evaluations occurring in conjunction with an individual's scheduled annual renewal are completed at no cost. The cost to re-evaluate Career Ladder levels for any other reason than the recent completion of college courses and/or an ECE degree that will result in a Career Ladder increase (i.e. to factor in documentation that was not originally submitted with your initial application or most recent renewal, etc.) is \$20.

### Career Ladder Level Placement Procedure

Each applicant is placed on the Career Ladder and granted the highest level possible based on the documentation supplied and in accordance with current Registry program policies and established verification processes. The member is notified when his/her digital certificate is available from within their Online Portal.

A member who believes that there was an error in the calculation of his/her Career Ladder level should contact The Nevada Registry office directly within 30 days of processing to inquire about the assigned Career Ladder level. Contact made by the individual to any other office and communicated to the Registry via a third party will not be taken into consideration when reviewing an individual's level. The individual will be provided with an explanation regarding his/her current level placement and the documentation used to make the level determination.

#### Scenario 1:

If it is determined that the level was incorrectly assigned by The Nevada Registry, a Career Ladder re-evaluation will be processed at no cost to the member. The file will be rerouted back to a Registry Specialist for handling and processing. The file will be reprocessed and an updated digital Certificate of Achievement will be issued. No further review is necessary and the matter will be considered closed.

#### Scenario 2:

If it is determined that the member failed to include documentation with their Membership Application or Update/Renewal Form, he/she will be asked to submit a Career Ladder Level Re-Evaluation Form with the additional information needed to place at his/her requested level. A fee of \$20 will be assessed. The file will be rerouted back to a Registry Specialist for handling and processing. The file will be reprocessed and an updated digital Certificate of Achievement will be issued. No further review is necessary and the matter will be considered closed.

#### Scenario 3:

If it is determined that coursework and/or degrees were not accepted for Career Ladder level placement, the individual will be offered suggestions as to the type of information that can be submitted in order to document

ECE course content and relevancy. The individual will be also be asked to complete a College/University Course Description Form. This form must be submitted with the Career Ladder Level Re-Evaluation Form. A fee of \$20 will be assessed.

The Career Ladder Level Re-Evaluation Form will be reviewed upon receipt. If the information submitted warrants a Career Ladder level change, the member will be notified via email. The file will be rerouted back to a Registry Specialist for handling and processing. The file will be reprocessed and an updated digital Certificate of Achievement reflecting the updated Career Ladder level will be issued. This information will be noted in the member's account. No further review is necessary and the matter will be considered closed. If the information submitted does not warrant a Career Ladder level change, the member will be notified via email and the original level granted will stand. This information will be noted in the member's account. No further review/action is required.

### First Level Appeal

If the individual remains dissatisfied with his/her Career Ladder level following the Career Ladder re-evaluation, he/she may initiate the first level of the appeal process by contacting the Registry Program Director in writing via email to request a second review. The review becomes an official appeal at this point. The original Career Ladder level placement issued will remain in effect until the appeals review process is concluded.

The Registry Program Director will review the file and make a determination based on the documentation submitted. If the Registry Program Director determines that the information submitted warrants a Career Ladder level change, the member will be notified via phone and email. The member's file will be re-processed and a new digital certificate will be generated reflecting the updated Career Ladder level. This information will be noted in the member's account. No further review/action is required. If the Registry Program Director determines that the information submitted does not warrant a Career Ladder level change, the member will be notified via phone and email and provided with the specific verification policy and/or policies supporting the decision. The original level granted will remain in effect. This information will be noted in the member's account. No further review/action is required.

### Second Level Appeal

If the individual is unsatisfied with the resolution of the first level appeal, he/she can follow through with the second level of the appeal process by filing a formal appeal in writing. All appeals must be submitted to The Nevada Registry Advisory Committee c/o The Nevada Registry at 240 S. Rock Boulevard, Ste. #143 Reno, Nevada 89502. The letter must contain (a) the nature of the appeal; (b) all steps taken to resolve the issue; and (c) the desired outcome expected from the appeal.

### Appeal Processing Time

A review will be scheduled within 30 days of receipt of the formal letter of appeal (unless otherwise agreed upon). The Registry Program Director will appoint an ad hoc Appeals Panel to consider the appeal. An email will be sent to the appellant to confirm that a review has been scheduled within the designated timeframe.

The Appeals Panel will be comprised of three members of the Registry Advisory Committee and will be appointed based upon the following criteria: a) comprised of rotating Advisory Committee members; b) members' ability to

meet during the established time frame; and c) members must not have any professional or personal conflicts of interest with the appellant (cannot be employed by the same employer, etc.). No information about the appellant or the basis for the appeal will be shared with any member of the Appeals Panel prior to the review. One member of the Appeals Panel will be designated the contact person for the review and will be responsible for notifying the Registry Program Director and the appellant of the panel's decision. The Appeals Panel will conduct their review in person or virtually via video-conference depending on the composition of the Appeals Panel. Travel will not be provided for Appeals Panel members.

During the review, the Appeals Panel will review the appellant's complete application, including all support documentation, the letter of appeal, The Nevada Registry's Review/Appeal Tracking Form and any other correspondence that has occurred between the individual and Registry staff. To ensure anonymity and to reduce the likelihood of a conflict of interest, the appellant's name and any other identifying information will be removed from the documentation. All Appeals Panel reviews are considered confidential. As such, no other individuals other than the three appointed Appeals Panel members will be present during the review process.

A decision will be made at the conclusion of the review. If the Appeals Panel determines that there is documentation to warrant a Career Ladder level change, the individual's file will be re-processed to reflect the new Career Ladder level. This will be completed at no additional cost to the individual. If the Appeals Panel determines that there is not enough documentation to warrant a Career Ladder level change, the individual's original Career Ladder level will stand. The designated Appeals Panel point person will notify the individual in writing via email of the panel's decision within two business days of the review. The Registry Program Director will be provided with the panel's decision as well.

The decision of the Appeals Panel is final. Once the Appeals Panel makes a determination, no further appeals can be requested to any other third party (funding agent, Registry Advisory Committee, etc.). Additionally, the individual may not request another appeal in subsequent years to review the documentation already considered by the Appeals Panel. However, a member's Career Ladder level may be reviewed again upon his/her annual renewal to the Registry if documentation is submitted to verify the completion of additional coursework and/or degrees that would substantiate a Career Ladder level change.

*Note: The standard appeal processing time will be expedited upon request to meet a program's accreditation deadlines, maintain partnership agreements, or as directed by our funder. The appeal process can be expedited to meet a program's deadlines only when the Registry has been notified that a program is going through accreditation and has been made aware of the program's deadline. Any individual requiring expedited processing is expected to notify the Registry of any circumstances that might require a more rapid turnaround time. Any program requiring priority processing is expected to request this service a minimum of 10 business days prior to their accreditation deadline.*

# Internal Data Management

## Accountability, Monitoring and Reporting

As a recognition and data collection system for Early Care and Education (ECE), The Nevada Registry is in the unique position to gather a vast amount of data about the workforce in the state of Nevada. Data is collected on a daily basis through the process of Career Ladder placement and the training approval system.

The data collected from Membership Applications and Update/Renewal forms is used to build Career Development Files for each member and helps create an accurate reflection of an individual's unique professional and educational background in ECE; resulting in an accurate Career Ladder level placement. The data also helps the state gain knowledge about the ECE workforce and can assist in making positive changes to the professional development system in Nevada.

Aggregated membership and training approval system data may be shared with collaborators and interested parties and/or released to community and statewide agencies to support data projects and to aid in the planning for increased funding, quality and services of the early childhood community. In all cases, data is never disclosed with any identifying information attached. Any data provided to the community via the website and/or collaborators through other means, is combined in order to report on large groups of people, rather than on any individual member.

### Monitoring and Reporting Activities:

- The Nevada Registry publishes a biennium report highlighting membership and training approval demographics and statistics. This report is distributed to key stakeholders, is posted to the Registry website and Facebook page and is distributed in meetings, etc.
- Fiscal activities are conducted in accordance with established accounting and business policies and procedures of the Washoe County School District and adhere to all federal grant requirements.
- Quarterly expenditures and annual program outcomes are reported to the Nevada Department of Education Office of Early Learning and Development as the primary funding source.
- Aggregate statistics are posted to The Nevada Registry website on a quarterly basis.
- Partner organizations such QRIS, T.E.A.C.H. Early Childhood Nevada, The Children's Cabinet, Child Care Licensing, etc. may request data reports in writing.
- Additional data requests are available upon written request.

## Database System Quality Control/Assurance

Because application to The Nevada Registry is currently available through a paper enrollment process only, all membership data is entered by Registry staff. With the exception of members having limited ability to submit updates to their contact and employment information through their Online Portals (information must be reviewed and verified by Registry staff prior to being added to their account), no other partner agencies or individuals have access or data entry rights to our data system.

The Nevada Registry attempts to reduce data entry errors made by staff through the implementation of business rules that prevent required information from being saved if it has been entered incorrectly (i.e., pre-formatted data fields that accept data in a specific format) and by utilizing pre-defined drop down menus as much as possible. Additional business rules to prevent invalid entries of data by members will be created/incorporated when/if an online application process and user account system is implemented.

### Data Entry Error Prevention/Reduction Measures

Many data fields have been programmed to accept data in a pre-defined format. For example, "State" can only be entered in a two-letter format. If the state is spelled out upon data entry, an error will be triggered and the data will not be saved. The same is true for many other fields throughout the database. Several examples of data entry-reduction measures are provided below.

- To reduce the likelihood of creating duplicate accounts for the same individual, staff searches for members using a number of different criteria prior to creating a new account and/or updating an existing account: Last Name, First Name, Registry ID, Former/Maiden Name, DOB and last 5 digits of SSN.
- Duplicate email addresses and/or last five digits of a SSN can be an indication that an individual already has a Registry account. As a result, a warning appears when an email address or the last five digits of a SSN matches the data saved in another account. Because the error includes the account(s) where the duplicate(s) exist, staff is able to verify whether the data is valid or not, correct data errors immediately and reduce the likelihood of creating a second account for a single individual.
- Pre-populated drop down lists are utilized as much as possible to reduce the number of data entry errors.
- Applicants self-report their employer. As a result, it is possible for variations of the same program name to be submitted on applications (i.e., TMCC Child Care Center vs. EL Cord Child Care Center; both refer to the same program). To reduce the likelihood of creating duplicate program records in the database, Registry staff search the database by program address to determine whether it is a new program or an existing program under a different name, and to ensure they assign the correct program when multiple programs exist at the same location.

Career Ladder levels are checked for data entry errors through a multi-step process:

1. The Data Entry Technician informally determines the individual's Career Ladder level based on the documentation submitted during the data entry process. Each file is reviewed and QC'd by the Registry Specialist. During this process, the Data Entry Technician's projected Career Ladder level is compared to

the Registry Specialist's projected Career Ladder level. If there is a discrepancy, the two discuss the file and make any adjustments needed to ensure accurate Career Ladder level assignment. Projected Career Ladder levels on files that are entered by the Registry Specialist are compared to the system-generated levels assigned through the processing procedure. If they do not match, research is conducted to determine the cause of the discrepancy and corrections are made as necessary.

2. In all instances, regardless of which staff member entered the data, an additional check is made on all files following the processing procedure to determine if the level generated by the computer matches the anticipated level. If it does not match, the Specialist returns to the file to evaluate what may have caused the discrepancy. If it is a data entry error, corrections are made. If it appears to be a computer error, the issue is routed to the Database Programmer for review and correction. Only when the anticipated and system-generated Career Ladder levels match, is a file considered complete.

## Identification of Data Entry Errors

Data entry errors are identified in several ways.

- 1.) Built-in database business rules (outlined previously) identify errors at the time of data entry.
- 2.) A series of quality assurance reports are run weekly by the Program Director to check for data outliers (obvious and/or logical inconsistencies) such as employment end dates that are earlier than the start date, hourly incomes outside preset ranges (i.e., unusually high or low), missing information (position titles, counties of residence, gender designation, etc.), employment records not marked as current with no end date, etc.
- 3.) Queries tied to system-generated reports identify missing data.
- 4.) A percentage of files processed each month is selected at random and hand checked by the Program Director for accuracy.

## Correction of Data Entry Errors

Each staff person logs into the database using his/her own login credentials making it possible to determine who input the data in the fields that are linked to the quality assurance reports.

## Quality Assurance Reports

The Nevada Registry has identified the data fields where the majority of data entry errors commonly occur (most often, where a drop down list is not available) and has created a series of quality assurance reports to capture potential errors. For these specific fields, data entered outside pre-determined ranges is flagged for further review. Quality assurance reports are accessible to the Program Director only. Quality assurance reports capture the initials of the staff person responsible for the data entry on flagged data. Possible errors are returned to the staff member linked to the data entry for verification and/or correction if needed. Errors are required to be corrected within two business days.

Once staff complete their verification/correction process, the errors are marked by the Program Director as either "Not an Error" (i.e. data was input correctly as submitted by member) or "Error" (i.e. data was input incorrectly). To determine whether the data entry was an error, the Program Director compares the values

within the quality assurance report. If a correction was made because of a data entry error, the value in the “Current Data” column will be different from the value in the “Data to Check” column. Only the data marked as “Error” is factored into staff error rates.

### Missing Data Queries

A series of read-only reports linked to the data system are available to Registry staff at all times from within the database (reports are not available for public viewing).

Each quarter, the Program Director generates a series of statistical reports for the purposes of posting information to the public website. It is through this process that data entry errors, more specifically, lack of data entry, can also be identified.

When a data field has been skipped during the data-entry process, it renders a “Not Selected” result that appears on reports. A “Missing Data” query allows the Program Director to identify the data that was omitted during the data entry process and return it to the staff member linked to the data entry for correction.

Staff memos housed in each member’s account help identify which staff member was responsible for the data entry omission error because each staff memo includes the initials of the person responsible for creating the memo/corresponding action. “AutoMsg” is included on all system-generated memos.

### Physical Review of Files

5% of files processed monthly are randomly selected and checked by the Program Director for accuracy.

### Staff Error Rate

Error rates are assessed monthly. Recommended rate of error is 10% or less. Error rate is determined by dividing the total number of errors (as captured in quality assurance reports) by the total number of data entries made in identified fields during the same period (i.e., 50 errors for the month divided by 500 total entries = 10% error rate). Total rates of error that consistently exceed 10% may result in additional training and more frequent and extensive reviews. Data entry issues and concerns are discussed during staff meetings. Additional training is provided as needed.

### Recycling of Member Files

A multi-step quality assurance process is in place to ensure accuracy of scanned images prior to the recycling of membership paperwork. To begin, all scanned files are reviewed by the Program Assistant to ensure that all pages have been captured. This review occurs as part of the scanning/digital archiving process. Any missed or low-quality pages are re-scanned as necessary. A second QC’ing process occurs on 25% of all physical files that have been scanned to ensure that the scanned/stored documents match the number of physical pages of each file within the sample size. The percentage of files subject to the second-level QC’ing increases when the error rate exceeds 10% until the desired error rate is again achieved. Membership paperwork is recycled only after it has been determined that all pages in a file have been electronically captured through this multi-step process.

## Data Storage/Backup, Database Maintenance, and Data Sharing Policies

Procedures have been developed for the storage of member information and for the maintenance of the SQL database that houses all of the program tables and data. These procedures include a disaster recovery plan should a catastrophic database event occur.

### Data Storage and Back Up

The Nevada Registry is housed within the Washoe County School District (WCSD). As such, all stored electronic files are backed up to the district server in accordance with the Electronic File Storage and Back Up procedures outlined below. The SQL database containing the Registry tables and all program and member-related data as well as the website source code and Access database front-end is hosted remotely and resides on a co-located Cloud based (virtual) server that is backed up in accordance with the Database Maintenance and Back Up procedures outlined below.

### Electronic File Storage and Back Up

Currently, The Nevada Registry uses OnBase to scan member files. Files are indexed according to each member's unique identifier and stored electronically as PDF documents. Once a member's file has been QC'd for clarity within the OnBase system, it is released (exported) to the WCSD district server. As soon as the information is released, it can be retrieved electronically on our local computers by running a custom query from within the OnBase application using a variety of index fields (i.e., Registry ID number, First Name, Last Name, etc.). Any document that can be retrieved through OnBase can also be printed.

All documents scanned into OnBase are stored offsite on a designated WCSD server. Incremental backups occur every night at 7pm except on Fridays. It is at this point that a backup is created for all new data (new scans) that have been entered on a given day. A full backup is performed every Friday. The entire database is backed up during weekly backups. Full backups are regularly written to tape and stored offsite at a local high school.

### Database Maintenance and Back Up

The Nevada Registry database and website reside on a co-located server at Cbeyond; a cloud services and hosting company. The SQL database is backed up nightly to the server using a SQL backup script. Each night, the SQL backup file, all PDF and other supporting documents and source code are uploaded to Amazon S3; a secure cloud based online storage system, using an online backup system called Cloudberry. Upon completion of this backup, an email is sent to The Nevada Registry administrator with the results of the backup. In addition to the online backup, Cbeyond (the company where the database is co-located), performs full backups of the server on a nightly basis with a time-stamped file name.

### Retention Policy

Previously, all member files were scanned *and* archived in microfiche format; however, The Nevada Registry discontinued the practice of creating microfiche in February 2015. All files are now stored in electronic format only. Regardless of membership status, all electronic records are retained indefinitely. Existing microfiche are stored in locked cabinets in a locked server room and will be retained indefinitely as well.



## Recovery

### Stored Electronic Files

The WCSD has a full disaster recovery plan in place to protect, preserve and recover electronic data in the event of a catastrophic event. This backup is in place for all WCSD departments that scan images into the documentation management software. Because incremental backups occur nightly (to capture any new information entered on a given day), there would be no data loss in the event of a database/server disaster (except any data entered between the time that the nightly back up was completed and when the crash occurred). The restore turnaround time is approximately 2 days.

### Remote Server

Because all data stored in the database is backed up to the cloud, there will be no data loss in the event of a catastrophic database/server disaster (except any data entered between the time that the nightly back up occurred and the crash). In addition, because the server hosting the website and SQL server is cloud-based, a new virtual server could be setup quickly without requiring the procurement of hardware. The restore turnaround time is approximately 1-2 business days.

## Electronic Transfer of Data

With the exception of limited, read-only, database access that has been granted to State Child Care Licensing personnel and QRIS coaches (for the purposes of verifying membership with The Nevada Registry) and approved trainer's/active member's limited access to their own secure Online Portal, no individuals or agency other than Registry staff and the contracted Database Programmer have access to the database, stored records, or member information through electronic methods. Backing up the database is the only source of data transfer from computer, server and/or hardware of origin.

The Nevada Registry purchases and maintains a security certificate to further protect the data that is sent between our browser and the website/database (<https://> versus <http://>). As a result, all communications between our browser and the website/database are encrypted to protect confidential information and data.

Any transfer of sensitive data and information between the Registry's contracted Database Programmer and the Program Director is sent via an encrypted mail server. Queries containing confidential information (DOB and demographic information such as wages, etc.) are also sent via the encrypted mail server. A unique identifier is always used when transferring data rather than the member's name and the last five digits of a member's SSN is never transferred.

## Data Sharing Partnerships

Electronic data sharing partnerships do not currently exist between The Nevada Registry and our community partners and/or stakeholders. For the purposes of sharing data, aggregate data, standard reports and ad hoc requests for unique reports are currently generated in-house by the Program Director and are shared in PDF format upon request in accordance with established confidentiality policies.

# Appendix

## Job Descriptions

### Program Assistant

The Program Assistant provides general office support to the Registry team. Primary responsibilities include digital archiving/scanning of member files, basic data entry, reviewing and posting Job Board notifications, general customer service and performing other general office duties as assigned.

#### Job Qualifications

- Equivalent to a High School Diploma.
- Computer and technical skills. Ability to type with speed and accuracy.
- Proficiency in Microsoft Office and web-based applications.
- Exceptional organizational skills and the ability to multi-task in a fast-paced environment.
- Professional, courteous and responsive customer service skills.
- Strong verbal and written communication skills with exceptional attention to detail.
- Understand and carry out oral and written instructions.
- Skill at working independently as well as in a team.

#### Scope of Responsibility

- Accountable to the Program Director.

#### Job Responsibilities

##### Program Related

- Maintain a professional presence and workspace at all time.
- Attend and actively participate in staff meetings.
- Work with other staff members as a team to accomplish program goals.
- Share responsibilities to ensure that all public-facing Registry materials, including the program website, are error free.
- Represent The Nevada Registry at conferences in a professional manner.
- Adhere to all staff work policies and procedures.

##### Customer Service

- Review and receive walk-in applications.
- Provide backup on telephone to ensure phone calls are answered promptly.
- Respond to phone inquiries in a professional, informative and responsive manner.
- Ensure that all interactions with members, the public, stakeholders, etc. meet program expectations for professionalism.
- Welcome visitors to the PDC in a friendly and professional manner.

##### General Office

- Scan all membership applications, renewal forms, miscellaneous documentation and training sign-in sheets.
- Assist with the QC'ing of scanned membership files.
- Enter training attendance totals and perform basic data entry as needed.

- Open mail on a daily basis.
- Prepare monthly membership recognition items for mailing.
- Review and post Job Board listings in accordance with established policies.
- Perform other responsible clerical functions to accomplish assigned programmatic duties.
- Complete additional tasks as assigned by the Program Director.

## Data Entry Technician/Program Technician I

The Data Entry Technician's primary responsibilities include accurately and efficiently performing data entry of membership application and renewal forms, general customer service and performing other general office duties as assigned.

### Job Qualifications

- Equivalent to a High School Diploma. Advanced degree or Early Childhood experience preferred. Coursework in business, accounting, statistics or other related field is helpful.
- Computer and technical skills. Ability to type with speed and accuracy.
- Proficiency in Microsoft Office and web-based applications.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Understand and carry out oral and written instructions.
- Exceptional organizational skills and the ability to prioritize and multi-task in a fast-paced environment.
- Professional, courteous and responsive customer service skills.
- Skill at working independently as well as in a team.

### Scope of Responsibility

- Accountable to the Program Director.

### Job Responsibilities

#### Program Related

- Maintain a professional presence and workspace at all time.
- Adhere to all staff work policies and procedures.
- Work with other staff members as a team to accomplish program goals.
- Share responsibilities to ensure that all public-facing Registry materials, including the program website, are error free.
- Attend and actively participate in staff meetings.
- Openly communicate with Program Director to improve program efficiency as needed.
- Represent The Nevada Registry at conferences in a professional manner.

#### Customer Service

- Review and receive walk-in applications.
- Provide telephone backup to ensure phone calls are answered promptly.
- Process late renewal payments and related paperwork within same business day of receipt.
- Respond to email and web inquiries within the same business day.

- Ensure that all interactions with members, the public, stakeholders, etc. meet program expectations for professionalism.
- Resolve customer (member) issues over the telephone.
- Welcome visitors to the PDC in a friendly and professional manner.

#### General Office

- Review and complete documentation verification/data entry of Membership Applications and Renewal Forms within the established timeframes.
- Process mail on a daily basis and send applicable email communications.
- Process monthly membership recognition lists, renewal reminders and birthday notices in accordance with established timeframes.
- Assist with the QC'ing of scanned membership files.
- Perform other responsible clerical functions to accomplish assigned programmatic duties and ensure that established weekly productivity deadlines are met.
- Complete additional tasks as assigned by the Program Director.

#### Registry Specialist/Program Technician II

The Registry Specialist's primary responsibilities include data entry, processing of membership applications and renewal forms for Career Ladder placement, completing training and trainer approval, general customer service and performing other general office duties as assigned.

#### Job Qualifications

- Equivalent to a High School Diploma. Advanced degree or early childhood experience preferred. Coursework in business, accounting, statistics or other related field is helpful.
- Computer and technical skills. Ability to type with speed and accuracy.
- Proficiency in Microsoft Office and web-based applications.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Understand and carry out oral and written instructions.
- Exceptional organizational skills and the ability to prioritize and multi-task in a fast-paced environment.
- Professional, courteous and responsive customer service skills.
- Skill at working independently as well as in a team.

#### Scope of Responsibility

- Accountable to the Program Director.

#### Job Responsibilities

##### Program Related

- Maintain a professional presence and workspace at all time.
- Adhere to all staff work policies and procedures.
- Work with other staff members as a team to accomplish program goals.
- Share responsibilities to ensure that all public-facing Registry materials, including the program website, are error free.

- Attend and actively participate in staff meetings and other meetings as required.
- Openly communicate with Program Director to improve program efficiency as needed.
- Represent The Nevada Registry at conferences and other meetings in a professional manner.
- Conduct presentations to Early Childhood professionals and other stakeholders as assigned.
- Participate in community outreach activities as assigned.

#### Customer Service

- Serve as first point of contact on telephone, ensuring that calls are answered as quickly as possible during business hours and phone/email messages are returned within same business day.
- Manage the main business email account, respond to web inquiries and re-route messages to appropriate staff members.
- Ensure that all interactions with members, the public, stakeholders, etc. meet program expectations for professionalism.
- Resolve customer (member) issues over the telephone.
- Welcome visitors to the PDC in a friendly and professional manner.

#### General Office

- Process completed Membership Applications and Renewal Forms for Career Ladder placement.
- QC applications and renewal forms entered by Data Entry Technician for accuracy and provide training when additional support is needed.
- Review/approve trainer applications and training approval requests in accordance with established policies and procedures.
- Assist Program Director in TAS Advisory Workgroup-related tasks.
- Assist with data inventory and clean-up projects as requested.
- Oversee and process incomplete applications in accordance with deadlines.
- Serve as backup to process daily mail in absence of Data Entry Technician.
- Complete additional office duties and responsibilities as assigned by the Program Director.

#### Program Director

The Program Director provides leadership in the development and operation of the statewide professional development and training approval systems. Primary responsibilities include program management, staff supervision and system development as it relates to continuous quality improvement that supports the professional development and recognition of the early childhood workforce in Nevada.

#### Job Qualifications

- Bachelor's Degree or higher in Early Childhood Education or related degree.
- Leadership and management experience.
- Budgeting and general accounting experience.
- Strong project management and planning skills.
- Excellent verbal and written communication skills with exceptional attention to details.
- Proficiency in Microsoft Office and web-based applications.

- Exceptional organizational skills and the ability to multi-task in a fast-paced environment.
- Experience training adults and/or education in adult learning principles.
- Personal qualities of integrity, credibility, and a commitment to and passion for Early Childhood.

### **Scope of Responsibility**

- Accountable to the Director of the WCSD Child and Family Services Department, the Director of the Nevada Department of Education – Office of Early Learning and Development and to The Nevada Registry Advisory Committee.

### **Job Responsibilities**

#### **Program Related**

- Interview, hire, and oversee training and orientation of all staff members.
- Provide staff supervision, establish weekly productivity deadlines and maintain equitable workload among staff.
- Facilitate staff meetings and other meetings.
- Conduct annual performance evaluations.
- Adhere to district policies and procedures related to Human Resources, Risk Management, Accounting and Grant Management.
- Maintain grant compliance and meet quarterly and annual reporting requirements.
- Develop program budget and monitor expenditures to ensure that they remain within budgetary limits.
- Monitor, review and evaluate program services, activities, polices and database system. Develop new and/or revise standards of practice and policies as needed.
- Ensure graphic standards are being met and maintained and that all Registry materials are error free.
- Design new program materials as needed.
- Create and distribute biennium program report.
- Quarterly reporting of membership and training approval statistics. Generate other data reports as requested by stakeholders, funder and other community partners.
- Cultivate relationships with Advisory Committee Members and other community stakeholders.
- Facilitate Advisory Committee meetings as needed.
- Facilitate Training Approval System (TAS) Advisory Workgroup meetings.
- Convene stakeholders as needed to support the work of the program.
- Collaborate with community partners, Nevada Department of Education – Office of Early Learning and Development, Nevada System of Higher Education, professional associations and networks of early childhood professionals in order to expand professional development opportunities.
- Represent and/or assign staff to represent the Registry on local and state ECE-related boards, committees and at community outreach events to ensure Registry presence.
- Stay abreast of legislation affecting the program and/or the ECE industry.
- Participate with the National Workforce Registry Alliance in a capacity that ensures representation from Nevada (regional committee participation, board committee participation, annual conference attendance, etc.).

- Maintain compliance with Partnership Eligibility Review and participate in Alliance data projects as requested.
- Assist and provide support to the WCSD C&FS Director as needed.

#### Customer Service

- Ensure that phones are answered as quickly as possible during business hours and that all messages are returned within same business day.
- Ensure that staff greet and assist visitors to the PDC professionally and efficiently.
- Ensure that all staff interactions meet the program expectations for professionalism.
- Intervene to mediate conflict with staff and/or members as required.
- Provide technical assistance with regard to the website (job board, training calendar, professional development plans, etc.).
- Write and distribute electronic communications on a regular basis to keep the membership and approved trainers well informed.
- Lead efforts to establish the Registry's online presence through the writing and maintenance of the Registry website, NEWS page, Facebook and other social media outlets.

#### General Office

- Lease management, scheduling building-maintenance, procuring contracts with vendors, processing membership-related payments and other general accounting responsibilities, purchasing and budgeting-related tasks, fiscal and program-related reporting and general customer service.

