

FY20 NARRATIVE



The Nevada Registry reached its all-time membership high during this fiscal year – capping out at over 7400 early in January. However, that peak quickly diminished with the onset of COVID-19. Since March 2020, we have seen a dramatic decrease in our membership total by nearly 400, likely due to the temporary shutdown of many child care programs in the state. Interestingly, though our membership number dropped significantly toward the end of the fiscal year, more renewals (2.44%) and new membership applications (5.61%) were processed during this fiscal year than in FY19 (likely prior to the pandemic) and our overall membership still increased by 1.89%. We anticipate that the membership number will continue to increase as programs begin to open back up and employees return to work.

The online membership renewal process was launched at the end of FY19 and has been very successful in expediting the renewal process for both on-time and late renewals. Since launching, nearly 4,600 members have renewed online through their portal. Though paper renewal forms were accepted through the end of the calendar year to help ease the transition, only 12% of all renewals were submitted via paper/USPS. The online process takes on average just 10-15 minutes to complete and because the reinstatement fee payment option is built directly into the portal, those who are more than 30 days past their certificate expiration date and subject to the fee are renewing much quicker than in the past due to the convenience of the PayPal option; another step toward creating a paperless system as checks and money orders are no longer accepted.

**ALL TIME
MEMBERSHIP HIGH
7400**

We continue to send daily “Happy Birthday” email messages to active members. A total of 6703 members received a Happy Birthday message from The Nevada Registry on their birthday during this fiscal year.

In response to COVID-19, we began accepting NEW membership applications via email for the first time in Registry history. Though this was in response to the pandemic and resulting office closure, it actually helped us with the ongoing phase-out of paper applications and will make the transition to the online new member application process that much more seamless.

COVID-19 presented a unique opportunity to catch up on the digital archiving of membership applications and renewal forms. For the first time in many years, all scanning has been completed with nearly 8,000 files scanned during this fiscal year. This is another step toward preparing for the paperless system as all paper records will be archived and recycled at the time of full implementation.

Usage of the Online Portal continues to rise. Through the portal, members have access to the information contained within their membership accounts. Once logged in, members are able to view the contents of their membership account, update their contact and employment information, send a membership status/confirmation email, view documented education and Registry-approved training on file, print a transcript of all Registry-approved training on file, access their Professional Development Plan and view/download/print a digital copy of their current membership certificate. The Online Portal has been accessed over 13,000 times to date.

Continuing with our ongoing transition to becoming a paperless system, several significant new features were launched during FY20. The first was that The Nevada Registry entered into a data transfer partnership with ChildCare Education Institute (CCEI) and ProSolutions Training to begin electronically importing completed Registry-approved online training into the membership accounts of active Registry members. These imports occur on a weekly basis through a secure data transfer process. Since beginning, over 21,500 courses have been imported into the membership accounts of 2,570 active Registry members. This was the Registry's first step toward collecting "real time" data, which is a tremendous benefit to members, Directors and Licensing surveyors when documenting completed training as it occurs rather than just one time per year upon renewal.

The second significant development was the launch of the online training attendance tracking feature. The training attendance tracking feature allows completed Registry-approved training to be added to the Registry membership accounts of active Registry members within several days of attending an in-person or virtual training session; commonly referred to as "real time" data tracking (mentioned previously). The training attendance tracking feature is available from within trainer's accounts. There, they are able to quickly and easily enter the Registry ID's of training participants following the completion of each training session and submit it to The Nevada Registry for review. Following completion of the Registry's verification process, the training is immediately added directly into the member's Registry account making their training transcript up-to-date record of their completed Registry-approved training sessions. Not only does tracking attendance this way more accurately capture training as it is completed, it also helps to collect data about training access, frequency and usage on a statewide basis. Volunteers were solicited from our current approved trainer pool to help complete our external testing early in the year. The new feature launched in March 2020. Since that time, the attendance at 225 training sessions has been finalized for over 3,500 training attendees. To assist trainers, in May of 2020, a notification system with built-in reminders for trainers was created to flag training sessions without attendance submitted within five days. Trainers are sent an email reminder requesting them to log in to their Online Portal to submit the attendance. A new tab was created within the 'My Trainer Account' section of the portal titled 'Missing Attendance – ACTION REQUIRED' to make it as easy as possible to determine which training sessions need attendance submitted.

The Nevada Registry unveiled a new feature of the Online Portal called the 'Employee List'. This allows Directors with administrative rights (i.e., are listed on the official license of the facility) to log into their Online Portal and access a current list of Registry members associated with their program (i.e., staff listing), remove individuals who no longer work there and submit new employees not included on their list to The Nevada Registry for review. This new feature makes it easier than ever before to update their lists for QRIS Coaches and Child Care Licensing Surveyors. Ten volunteers were solicited to help us finish testing the new feature before we went "live". This new feature was launched in November 2019. Since that time, 208 facilities have utilized the service to update their employees list.

Two new video tutorials were developed during this fiscal year to support trainers with the new attendance feature and Directors with the new Employee List feature. A total of six tutorials are now available on the "How-To Tutorials" page of the Registry website with several more slated to be published in FY21 to further support our members, trainers and other stakeholders. All videos are available on The Nevada Registry's YouTube channel. Videos have been viewed a total of 2789 times (combined) to date.

**YOUTUBE VIEWS
NEVADA REGISTRY
2789**



The training approval system continued to develop with the assistance of the Training Approval System (TAS) Advisory Workgroup. Five meetings were held during the FY20 program year focused primarily on the development of the Quality Assurance System, which is designed to document the credibility and reliability of Registry-approved training and professional development content and delivery, create a high-quality professional development experience for participants and support Registry-approved trainers through specialized professional development opportunities.

Several important changes were made to the trainer renewal criteria in preparation for the 2020 trainer renewal period that opened on January 6, 2020. To begin, we changed from a calendar year cycle to a rotating cycle. Now that trainer criteria has been fully phased-in (all trainers must have an AA or higher), it is no longer necessary to maintain a calendar year approval cycle. Now, everyone's trainer approval status is valid for a period of twelve months from the date that his/her Trainer Renewal Application is approved. This becomes his/her unique "qualification period" with the last day of the twelve-month period becoming his/her unique trainer expiration date. Secondly, the 3-hour adult learning principles training requirement has been phased out. Now, each trainer must complete fifteen (15) hours of general continuing education training/professional development and/or college coursework related to his/her approved training topics/expertise within each qualification period. Thirdly, trainers fully meeting the trainer renewal requirements early will be eligible to renew their trainer approval status up to 45 days prior to their trainer expiration date. Fourthly, the Trainer Renewal Application is now housed within a trainer's Online Portal when, and only when/if he/she is eligible to renew. And lastly, trainers failing to complete 15 continuing education hours by their unique trainer expiration date have the option to pay a \$250 reinstatement fee to waive the twelve-month waiting period. If an individual elects to pay the reinstatement fee, he/she must first make up/complete the missing continuing education hours prior to paying the fee, but will not be subject to a one-year waiting period to renew. All these changes provide more flexibility within the training approval system and were made with support from the TAS Advisory Workgroup.

NEW TRAINER RENEWAL ELIGIBILITY STATUS TAB HELPS TRAINERS STAY ON TRACK!

In our ongoing effort to enhance the portal for approved trainers, several new features were added, the most important one being the 'Trainer Renewal Eligibility Status' tab. This tab helps trainers prepare for trainer renewal by knowing exactly how many training sessions have been delivered within their qualification period and also allows them to upload continuing education documents throughout the year to be verified by Registry staff. It is noted within each trainer's account when both requirements are not met, partially met and fully met. Other new features include a list of approved training topics, the ability to view the training details of previously approved training sessions for the purpose of duplicating, the ability to save a partially entered training approval request, search by key word and search by approval code. All these new bells and whistles were created in response to feedback from trainers and create a more user-friendly experience.

We continued with our very intentional communication strategy during this fiscal year to reach approved and registered trainers. In addition to sending an official "welcome" email to all approved trainers outlining the requirements and renewal criteria, 27 separate e-newsletter notifications and updates were sent directly to trainers between July 2019 – June 2020. In addition to 34 posts on the 'For Trainers' and 'NEWS' pages of the Registry website specifically targeted to trainers, a new document was developed to outline the renewal criteria in two specific areas: the delivery of training and the completion of continuing education.

COVID-19 necessitated the need to make a few changes during this fiscal year with regard to training approval and the Training Calendar. To begin, because of the suspension of in-person training in response to the Governor's Stay at Home order, many trainers switched their training format from in-person to virtual. The Registry, with help from the TAS Advisory Workgroup, responded by creating general parameters for the delivery of virtual training to remove barriers to training delivery during the pandemic. More specific criteria for the ongoing approval of virtual training will be developed in FY21. The Training Calendar was also modified to allow individuals to search for virtual training opportunities. The suspension of in-person training was lifted in June 2020, but The Nevada Registry, with support from the TAS Advisory Workgroup, continued to discourage trainers from offering in-person training during the COVID-19 pandemic advising those opting to deliver in-person training to follow all current social distancing guidelines and COVID-19 safety protocols outlined in the Governor's Roadmap to Recovery (i.e., handwashing/hand sanitizer, wearing of masks, ensuring a social distance of 6 ft. between attendees, etc.).

Despite unique challenges presented by COVID-19, we continue to see a steady increase in the number of trainers engaging with our system. 234 individuals are currently engaging with the training approval system (8 more than last year at the same time). 165 of all trainers fall in the "approved" category subject to annual trainer renewal requirements. 69 individuals fall in the "registered" category and are not subject to renewal criteria. 146 trainers have renewed and 19 new trainers have been approved since January.

A total of 1,891 training sessions (an average of 157 per month) were approved during this fiscal year. This represents a 38% decrease from FY19; likely due to COVID-19 and the temporary suspension of in-person training that occurred in conjunction with the Governor's Stay at Home order. Of this total, 48% were open to the public and 52% were offered in-house/privately. Over 5,200 hours of approved training was offered statewide during this fiscal year because of Registry approval (a 36% decrease from FY19). Fortunately, though fewer in-person and virtual training sessions were approved during this fiscal year, there are now over 1600 online and distance trainings, offered by 20 approved online providers, available to meet the professional development needs of educators in our state. As of June 30, 2020, a total of 63,789 trainings have been approved by the Registry since inception of the training approval system in October 2004.

Two Adult Learning Academies (ALA) were offered this fiscal year; one in Las Vegas and the other in Reno. The ALA is designed to provide prospective trainers without the required previous experience delivering training to adults an opportunity to become eligible to apply for trainer approval. The structure and format of the ALA was revised during this fiscal year with input from all three ALA instructors as well as feedback from ALA graduates. The new format includes 25 hours of training (rather than 15) divided into two sections and occurring over the course of nine weeks. Participation in an orientation is also now required prior to the first day of class. Both ALAs began in January and were slated to conclude in March, but were interrupted due to COVID-19. Despite this, 13 individuals successfully completed the Academy in June 2020. Most are in the process of applying for trainer approval. An "ALA Reunion" was also hosted in October 2019 to connect with graduates from the 2018 and 2019 Academies. The next ALA is scheduled to be offered in January 2021 or when the wait list reaches eight; whichever occurs first.

**DESPITE UNIQUE
CHALLENGES
PRESENTED BY
COVID-19, WE
CONTINUE TO SEE
A STEADY INCREASE
IN THE NUMBER OF
TRAINERS ENGAGING
WITH OUR SYSTEM.**

The Nevada Registry successfully renewed our Partnership Eligibility Review (PER) status through The National Workforce Registry Alliance (NWRA), a voluntary organization of early childhood and school-age workforce registry and professional development leaders. Registries that successfully maintain Partnership Eligibility Review meet the Alliance's required operating standards, collect the necessary data elements, and evidence the ability to produce the data reports and/or transfer files for the national data projects and partnerships. As per the NWRA, "The Nevada Registry has demonstrated a commitment to quality data collection processes that support career development efforts." The Nevada Registry's PER renewal is valid through December 31, 2020.



Our membership spotlight feature continued through December 2019 as part of our 15th anniversary celebration. Seven more of the 70 members who renewed their membership for the 15th time during the 2019 calendar year were recognized. With their permission, their names were published on the 'NEWS' page of our website and on the Registry Facebook page along with their thoughts about how they feel The Nevada Registry has positively influenced Early Childhood in Nevada and what their membership personally means to them.

The Nevada Registry released the FY19 Membership and Training Approval System Report in October 2019. The eighth in a series of reports that have been published since 2010, this 15th Anniversary special edition represented membership and training data from July 1, 2017 through June 30, 2019 and commemorated a period of time that has been the most instrumental and transformative in The Nevada Registry's development as a program thus far. The report highlights the power of the data that is contained within The Nevada Registry program and how this information can be used to support data-informed decisions; from structuring salary scales, to gaining a better understanding of who represents the ECE workforce, to advocating for change. It also highlights the important role that mandatory participation with The Nevada Registry plays in our state's ability to collect comprehensive data about the ECE workforce in Nevada. The next program report will be published in Fall 2021.

THE NEVADA REGISTRY IS NOW ON SLACK!

In January 2020, in response to survey feedback, The Nevada Registry with input and support from the TAS Advisory Workgroup, launched an interactive discussion forum called SLACK aimed at helping ECE professionals engage and collaborate with one another. The SLACK discussion forum is designed to be a positive and interactive digital space that facilitates dialogue and fosters a collaborative community spirit within specific groups. It is hosted and moderated by The Nevada Registry (as the subscribers), but ideally facilitated by registered participants. Since launching, 117 individuals have joined the discussion forum across six different "channels".

The Nevada Registry participated in the Nevada Ready! B-3 Standards Alignment Project, specifically the Workforce Standards workgroup, from October 2019 – June 2020. In addition to adopting NAEYC's new professional standards and competencies in lieu of revising our existing core competencies, three main tasks were identified: 1) Develop leadership competencies specific to the skills more applicable to management and program leaders; 2) Develop emerging competencies aligned with the NAEYC professional standards and competencies that reflect expectations for professionals with less than a CDA (i.e., Registry members placing at the Pre-Level and Level 1 of the Career Ladder); and 3) Look at the PD offerings and consider strategies and recommendations to increase availability of training and professional development with greater depth and breadth that encourages higher order thinking skills. Representatives from SRI (the consulting group hired to facilitate the project) joined the May 2020 TAS Advisory Workgroup to provide

an update and ensure that the alignment project aligns with the TAS Advisory Workgroup's future quality assurance work. Work on the identified outcomes from that process will likely begin during FY21.

A meeting of the Registry Advisory Committee was held in March 2020 for the first time in many years. Following that meeting, an ad hoc committee was created to review and revise the Registry's Mission and Vision that were originally created in 2005 when the Registry was in its infancy. Both statements were revised in May 2020. A Value Statement was also formulated as part of the revision process.

In May 2020, Nevada Registry members were invited to participate in a national survey conducted by the Yale School of Medicine in an effort to find out how Early Childhood educators and the families they serve, can remain safe and healthy through the COVID-19 pandemic. This was the largest nation-wide epidemiological study on a single workforce ever attempted. We are awaiting survey results and Nevada-specific participation rates at this time.

The online Professional Development Plan (PDP) continued to be utilized during this period, at a much higher rate than in FY19 with a total of 370 new users. This is a positive change given that completion of the PDP is now an optional indicator within the Silver State Stars QRIS model. Increased usage can likely be attributed to the fact that access to the PDP is now available from within each member's Online Portal account. Easier access to the tool is likely increasing usage, even by those who are not participating in QRIS.

Over 700 payments totaling approximately \$17,000 were received during this fiscal year for late renewals, Career Ladder re-evaluations and replacement certificate packets. Late renewal payments continue to represent the majority of all payments received at 97%. Since July 2014 when fees went into effect, a total of 4,336 payments have been collected across all payment types. Surprisingly, 574 members have paid a late fee multiple times despite continued and very intentional efforts to notify members of impending membership expiration dates via direct email communication as well as frequent reminders on the 'NEWS' and Facebook pages.

The revenue collected through fees continues to be returned to the membership in the form of recognition gifts, miscellaneous sponsorships, and enhancements designed to increase member engagement with the program. For example, during this fiscal year, 397 longevity awards (customized Registry mousepad), 54 degree increase awards (professional pad folios) and 166 non-degree increase awards (Registry keychain) were granted. Over 5,840 awards have been granted since the recognition program began in 2012. The Nevada Registry also supported the two

Adult Learning Academies with resource books and gifts for graduates as well as other early childhood events sponsored by the Nevada Association for the Education of Young Children, Carson/Douglas ECAC, Lena Juniper Elementary School and the WCSD Early Childhood Program. A variety of items were supplied to the various organizations/events including aprons, books, training materials, Sharpie pens, flash drives, mousepads, 15th Anniversary t-shirts, lanyards and other miscellaneous marketing materials. The first 15 trainers that utilized the new attendance feature were sent a copy of Teresa Byington's book titled, "Lose the Lecture" and one of our 15th anniversary t-shirts. Funds also supported a significant upgrade to a newer, more robust server capable of handling the increased traffic and capacity related to the online/paperless system.

**REGISTRY MEMBERS
PARTICIPATED IN
THE LARGEST
NATION-WIDE
EPIDEMIOLOGICAL
STUDY ON A SINGLE
WORKFORCE EVER
ATTEMPTED TO GAUGE
THE IMPACT OF COVID-19.**

**AWARDS
GRANTED
SINCE 2012
5,840**

Intentional effort to increase our social media presence continued. By posting more frequently to the Facebook page, we were able to increase engagement by another 15% since last year. We now have 831 followers as compared to 718 at the end of FY19. Postings to our 'NEWS' page also helped increase engagement with our members and continued to serve as a tool for disseminating Registry-specific and industry-related news. A total of 176 posts were made during this fiscal year (22% increase from FY19), including 58 member and program updates, 29 training approval system updates and 15 posts specific to professional development opportunities. Additionally, 34 posts were made on the 'For Trainers' page of the website to keep trainers abreast of changes, progress and updates to the training approval system. 27 separate email campaigns were conducted during this period with an average open rate of 59%.

The statewide Job Board continues to be utilized at a steady rate. A total of 3,642 jobs have been posted since March of 2007. 404 of those jobs were posted during FY20. Access to the Job Board will be built into the Online Portal in FY21, further creating a single point of access for users.

Two features were discontinued this year: the Membership Benefits Program and the CPR Instructor Listing. In June 2014, The Nevada Registry partnered with local businesses that were willing to offer special discounts to active Registry members. These partnerships were developed as part of The Nevada Registry's Membership Benefits Program and helped to bring much-deserved recognition to the ECE workforce and added value to Registry membership. Seventeen businesses joined in our efforts by offering a variety of benefits ranging from discounts off purchases to free shipping. Since that time, our partners have reported minimal usage of the benefits program. As such, the Membership Benefits Program was dissolved as of August 2019. In June 2016, The Nevada Registry created the CPR Instructor Listing as a temporary service to help ECE professionals continue to easily locate CPR/First Aid training once individually approved events were no longer listed on the Registry's Training Calendar. It is now commonly understood that official certification cards from one of the five recognized CPR agencies must be received and that a Registry-approval code is no longer needed for it to be accepted by Child Care Licensing or The Nevada Registry. As a result, the CPR Instructor Listing was phased-out as of December 2019 to make room for new and improved membership benefits tied to the recently launched membership portal.

Our primary focus during the next fiscal year will be to continue to develop the Quality Assurance System, create more specific criteria for the approval of virtual training sessions, launch a newly redesigned ADA-compliant website, build access to the Job Board within the Online Portal, launch the new member online application process and create a mobile app for trainers to track attendance using their smart phones.

3,642
JOBS POSTED
TO THE JOB
BOARD.

