

The Nevada Registry FY21 Outcomes and Indicators Report

This report provides a qualitative narrative about the daily activities of The Nevada Registry and the significant progress (and occasional setbacks) experienced within a given program year. It helps to provide a comparison of how the services provided to support the ECE workforce in Nevada change and expand in response to new quality initiatives, mandates, and membership growth. Though the COVID-19 pandemic continued to impact The Nevada Registry's membership during this fiscal year, we successfully launched a new and improved website to enhance our member's online experience, completed our full transition to a paperless system and participated in several important national workforce data projects. Read on to learn more about The Nevada Registry's FY21 program year!

The COVID-19 pandemic continued to impact The Nevada Registry's membership during this fiscal year. Membership decreased by nearly 500 during FY21 despite the gradual statewide reopening of centers and businesses. Despite this decline in membership, slightly more renewals were processed during this fiscal year (2.76% more than in the prior year). However, 27% fewer new member applications were processed during this same time which is reflective of the staffing shortages child care programs are facing post-pandemic.

6,907
MEMBERSHIP
TOTAL

(7% decrease due to the pandemic.)

NEW AND IMPROVED WEBSITE LAUNCHED!

Two significant projects were completed during this fiscal year: the launch of a new and improved website and the complete transition to a paperless system. Both projects required extensive staff resources and time but were balanced very effectively and efficiently against all other functions and responsibilities of The Nevada Registry.

The new and improved website was released in November 2020 and mirrors the current branding of The Nevada Registry's public-facing artifacts, program documents and marketing tools. This was the first significant upgrade to the website since 2011. Though the new website contains all the standard features members, trainers and stakeholders have come to know and love (e.g., Training Calendar, Job Board), the new site is more user-friendly, intuitive, and visually pleasing with bright images to break up the information contained on each page. It also contains a functional keyword search and is ADA compliant. Feedback about the new site has been overwhelmingly positive.

ONLINE MEMBERSHIP APPLICATION NOW AVAILABLE!

The transition to an entirely paperless system was completed in January 2021 with the launch of the online application process for new members. Since that time, nearly 2,000 application requests have been received. As of February 2021, requests to access the online application for anyone working in a licensed facility must be submitted by Directors via the Employee List feature in their Online Portal accounts - the first step toward capturing verified employment information (employment was previously self-reported by members). Individuals who are not employed in a licensed child care facility can request access to the online membership application via the 'Membership' page of The Nevada Registry website. Requests received by individuals via the website are compared against membership accounts already on file by name,



email address and date of birth. When it has been determined that an account does not already exist, a new account is created, and the individual is sent an email with instructions on how to proceed with the online application process. If it is found that an account already exists, the individual is sent an email with a request to log into their current account to update their information, complete the renewal process, etc. Individuals working in a licensed facility are directed back to their Director to submit an application request on their behalf.

6,627

APPLICATION AND RENEWAL
FORMS PROCESSED

The online renewal process was launched during the last fiscal year (January 2020) as part of The Nevada Registry's transition to a paperless system further streamlining the renewal process for returning members. Three percent more renewals were processed in FY21 than in the prior year.



With the transition to the online initial membership application process, the Employee List feature available to Directors with administrative rights has become an even more essential component of the program. As mentioned previously, most of all new member application requests are received directly from Directors via their Online Portal. Additional tracking features have been added to the feature to further enhance the usefulness to Directors who can now see who they have already requested an application for, the number of times they have requested an application for each employee, the status of their employee's membership application and any action needed to complete the application process (if applicable). To further facilitate the application process, Directors now also receive a backup copy of the email that is sent to their employees confirming their request has been received by our office and outlining the steps the employee needs to take next. A total of 398 programs have utilized the service to update their Employee List since the feature was launched in November 2019.

1,300

NUMBER OF TIMES
EMPLOYEE LIST WAS
UTILIZED

254

NUMBER OF APPROVED AND REGISTERED TRAINERS (*20 more than last year at the same time*).

There was a steady increase in the number of trainers engaging with the training approval system during this fiscal year. A total of 168 trainers are now "approved" (subject to initial application and annual trainer renewal requirements) and 86 trainers are "registered" (not subject to initial or renewal criteria). A total of 149 trainers have renewed and 19 new trainers have been approved since January 2021.

65,914

TRAINING SESSIONS APPROVED SINCE OCTOBER 2004

A total of 1,896 training sessions (an average of 158 per month) were approved during this fiscal year. Of this total, 48% were open to the public and 52% were offered in-house/private. While 53% of all approved training were virtual training sessions, 38% were in-person training sessions and 9% were online courses.

The availability of online courses continues to rise with 1,822 online and distance courses now approved (compared to 1,600 at the end of FY20), offered by 19 approved online providers.

4,258

**Hours of Approved Training
Offered Statewide (*18% decrease*).**

The online training attendance tracking feature allows completed Registry-approved training to be added to the 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. 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 and helps to streamline the annual



training verification processes of Child Care Licensing by allowing Surveyors to view provider's transcripts of completed training rather than sifting through countless certificates to complete the verification process.

22,058 Attendance Records for In-Person/Virtual Training Sessions Added to Membership Accounts.

The attendance at 1,297 training sessions was finalized during this fiscal year (a total of 2,163 training sessions and 27,709 attendees to date). A total of 464 attendance submission reminder email notifications were sent to trainers during FY21 with a reminder to complete the attendance process on behalf of their training attendees. Trainers with outstanding attendance are not able to submit future training for approval until their attendance is up to date, further ensuring membership accounts are being updated on a timely basis and creating desired "real-time" data results. ☆

Data sharing partnerships are currently in place with the ChildCare Education Institute (CCEI) and ProSolutions Training to import completed training data on a weekly basis into membership accounts. This, combined with trainers electronically submitting training attendance for in-person/virtual training sessions, is helping to create more up to date professional development records for Registry members and allows for the collection of real-time training data. Work has begun to enter into a similar partnership with the University of Nevada Reno – Extension Office to create a data sharing partnership with the goal of all approved online training organizations participating by the end of FY22.

10,824

Number of online course completions imported into accounts of 1,461 active Registry members.

One Adult Learning Academy (ALA) was offered this fiscal year [virtually] due to the pandemic. 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. In addition to changing to a virtual

9 Adult Learning Academy graduates in FY21.

delivery format, for the first time, the ALA was also open to existing trainers who were interested in further developing their training delivery skills. Two existing trainers participated. A total of nine individuals successfully completed the Academy in March 2021. All nine ALA graduates have since applied/been approved for trainer approval. Though the ALA was originally designed to be offered in person, the virtual format provided new opportunities for individuals who might not otherwise be able to participate due to geographic barriers. The next ALA is scheduled to be offered in January 2022 and will most likely be held in a hybrid model combining both virtual and in-person learning opportunities.

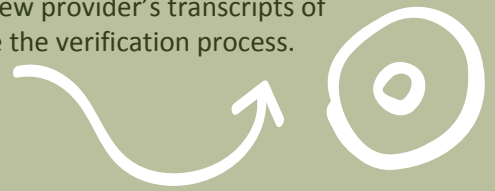
Improvements & new processes created based on trainer feedback!

Each renewing trainer has an opportunity to provide feedback about the training approval system and the existing trainer-related features within the Online Portal they like best/utilize the most. The feedback has been resoundingly positive with the ease of duplicating a training and saving a partially entered training noted as the favorite features; followed by the usefulness of the 'Trainer Renewal Eligibility Status' tab and the ability and ease of editing a previously approved training.

When asked how they plan to enhance, expand or improve their training delivery in the next year, overwhelmingly, trainers reported a desire to improve their virtual training delivery and use of

technology. As a result of this feedback, several new professional development opportunities were created through a partnership with the University of Nevada Reno – Extension Office to support the ongoing development and training delivery practices of approved trainers. Four virtual sessions of "Training with Zoom - Engaging Learners" were offered between November 2020 and April 2021 to 75 approved trainers. A Trainer Professional Learning Community (PLC) also began in May and will continue into the Fall with over 30 approved trainers participating in monthly PLC sessions.

Two new processes were also created during this fiscal year in response to the narrative answers provided by trainers as part of the trainer renewal process: 1.) Notifications are now sent when a trainer's approval status expires. Trainers receive one of two email messages depending on whether



they delivered four Registry-approved training sessions within their 12-month qualification period or not. If they did, they are prompted to log into their account and upload continuing education documentation (if they have not already done so) or to simply complete the renewal application if they fully met both renewal requirements. If they did not deliver four or more Registry-approved training sessions, they were not eligible to renew, but were offered a one-time six-month extension due to COVID-19. Eleven trainers were granted the COVID-19 extension. 2.) Notifications are now sent to trainers to confirm when continuing education documents have been uploaded via their Portal have been received, reviewed and added (if applicable – only relevant training will be added and will not be added again if already on file). Trainers are prompted to log into their account to see the updated total in their 'Trainer Eligibility Status' tab.

Usage of the Online Portal continues to steadily increase. Through the portal, members have access to the information contained within their membership accounts. Once logged in, members can 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.



7,436

Number of times the Online Portal was accessed by members, trainers and sponsoring organizations (6% increase.)

Two new video tutorials were developed during this fiscal year to support members with the online application process and with creating/resetting their Online Portal password. All videos are available on The Nevada Registry's website and YouTube channel. Videos have been viewed over 5,600 times (combined) to date.

8 'HOW-TO' VIDEO TUTORIALS AVAILABLE.

The training approval system continued to evolve with the assistance of the Training Approval System (TAS) Advisory Workgroup. Four meetings were held during the FY21 program year focused primarily on establishing requirements, guidelines and principles for the delivery of virtual training necessitated by the pandemic. While the workgroup had created general parameters for the delivery of virtual training to remove barriers to training delivery as an early response to the pandemic in April 2020, more specific criteria for the ongoing approval of virtual training was developed in FY21. Several new pages of the website were developed to outline the requirements and expectations regarding the delivery of virtual training, provide resource articles and information about how to choose the best distance learning platform. Though most social distancing requirements were lifted/lessened during this fiscal year, many trainers and training participants continue to prefer to participate in virtual learning opportunities. During FY21, 34% more virtual training sessions were approved than in-person training sessions.

NEVADA'S ECE WORKFORCE DATA WAS INCLUDED IN SEVERAL NATIONAL DATA AND RESEARCH PROJECTS!

The National Workforce Registry Alliance's 2021 Data Pull Report highlights workforce data on a national level. The Nevada Registry was one of 14 registries to participate. Only PER-approved states are eligible to submit aggregated data for this report. Partners in Employment Reporting (PER) assesses a registry's level of "readiness" for participation in data-related projects at the national level. It not only looks at what data are collected and the consistency of format, but more importantly, how data are collected with a review of key policies and processes. The Nevada Registry is one of 16 registries currently PER-approved. Nevada's PER approval is valid through December 2021.

The Nevada Registry also participated in two smaller date-specific data pulls designed to highlight the impact of the pandemic. The Alliance believes this will allow researchers to examine data for any visible effects of the pandemic on the workforce and identify (within registries) who disappeared from the workforce, honing in on the Registry niche, demonstrating what a Registry can tell us about the workforce and what is represented/captured in the Registry, as it relates to pandemic effect.

Related to the pandemic, The Nevada Registry helped to mobilize a survey/study conducted by the Yale School of Medicine with active Registry members. The purpose of the study was to estimate the amount of COVID-19 spread that happens as child care programs reopen. They compared the amount of exposure and symptoms child care providers in open programs reported to providers in programs that closed near the beginning of the pandemic. They also explored strategies programs used (frequent disinfecting, handwashing, etc.) that were most related to reducing viral spread. With over 57,000 child care providers participating from all 50 states, this became the largest epidemiological study ever conducted on a single workforce. The study showed that child care programs that remained open during the COVID-19 pandemic did not contribute to the spread of the virus to providers. The findings showed that exposure to child care was not associated with an elevated risk of spreading COVID-19 from children to adults if the child care programs took multiple safety measures, including disinfecting, hand washing, symptom screening, social distancing, wearing masks, and limiting group size. The Nevada Registry helped facilitate the collection of additional information in the form of follow up surveys published by Yale by providing over 3,000 email addresses of active Registry members with release authorizations on file to Yale and distributing the follow up survey to an additional 3,000+ active members directly from within our own email system who did not have releases on file.

The Nevada Registry's interactive SLACK discussion forum has plateaued. Though seven different channels with 132 members have been created (duplicated, some could be members of multiple channels), there was not much activity or engagement during this fiscal year. With the help from TAS Advisory Workgroup members, we hope to reboot the platform by offering thought-provoking discussion prompts that might spur dialogue and meaningful conversations among the various stakeholder groups and increase the overall engagement during the next fiscal year.

A total of 798 payments were received during this fiscal year for late renewals and Career Ladder re-evaluations: a slight increase of 4% over last fiscal year. Late renewal/reinstatement payments continue to represent most of all payments received at 96%. Since July 2014 when fees went into effect, a total of 5,142 payments have been collected across all payment types. A surprising 16% of members subject to a late fee 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.

6,366 Longevity and Career Ladder advancement awards granted since 2012.

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. During this fiscal year, 363 longevity awards (customized Registry mousepad), 91 degree increase awards (professional padfolios) and 126 non-degree increase awards (Registry keychain) were granted. The Nevada Registry also supported the Adult Learning Academy with resource books and gifts for graduates and provided books to all participants of the Trainer PLC. With these funds, 11 Registry Advisory Committee and TAS Advisory Workgroup members were supported to attend the virtual National Workforce Registry Alliance Conference in the Fall of 2020. The virtual format of the conference provided new opportunities for Registry supporters and workgroup members to participate and learn more about the operations and importance of registries. Though the NevAEYC Conference was held virtually this year, The Nevada Registry sent over 200 gift packs to conference registrants with a thank you for their participation in the conference and membership with the Registry. Three participants also received paid registration for the 2022 conference to be held in Reno as part of a raffle prize drawing.



Social media efforts continued. By posting frequently to the Facebook page, engagement increased by another 6% since last year. Postings to the 'NEWS' page of The Nevada Registry website also helped to increase engagement with Registry members and continued to serve as a tool for disseminating Registry-specific and industry-related news. A total of 94 posts were made during this fiscal year.

In May 2021, in honor of Provider Appreciation Day, an email was sent to 5,454 active Registry members thanking them for being essential in the lives of children and families.

Happy Birthday email messages were sent to 6,751 active Registry members.

7

**Number of Email
Campaigns Conducted**
(with an average open
rate of 64%)

JOB BOARD

358 JOBS POSTED

3,957 jobs posted since March of 2007.

The statewide Job Board continues to be utilized at a steady rate. Access to the Job Board was built into the Online Portal in November 2020 in conjunction with the launch of the new website, further creating a single point of access for program administrators.

