Helping organizations thrive
CIVITAS STRATEGIES

Opportunities Exchange

HR Recruitment, Retention and Management: Tools for the Trade

Presented by

ECE Shared Resources™
An Innovation of CCA for Social Good®

Phoenix, Arizona | October 2-4, 2023

Meet our Panelists

Monique Reynolds
Vice President
Quality Care for Children
Georgia Provider Resource Hub

Kim Cullen
Program Manager
Children's Cabinet
Nevada Child Care Services

Jaclyn Powers
Senior Professional Development Specialist
Child Care Aware of Virginia
Virginia Shared Services Network

ECE Shared Resources™
An Innovation of CCA for Social Good®

The ECE Landscape

- Tight labor market
- Increasing demand from families needing care
- Decreasing number of child care slots
- Fewer candidates and fewer still who are qualified
- Trying to mitigate turnover
- Dealing with a multi-generational workforce with different needs, wants and expectations

ECE Shared Resources™

An Innovation of CCA for Social Good®

The online knowledge hub provides more than 2000 tools and resources that support programmatic and business operations of family and center-based programs.

- Customized by each state
- Supports ECE providers and Coaches/PD/TA staff who work with providers
- Manage program more efficiently
  - Strengthen business practices including financial and HR management
  - Elevate quality interactions in the classroom and with families
  - Save money realized from pooled purchasing power; reallocate savings to other priorities

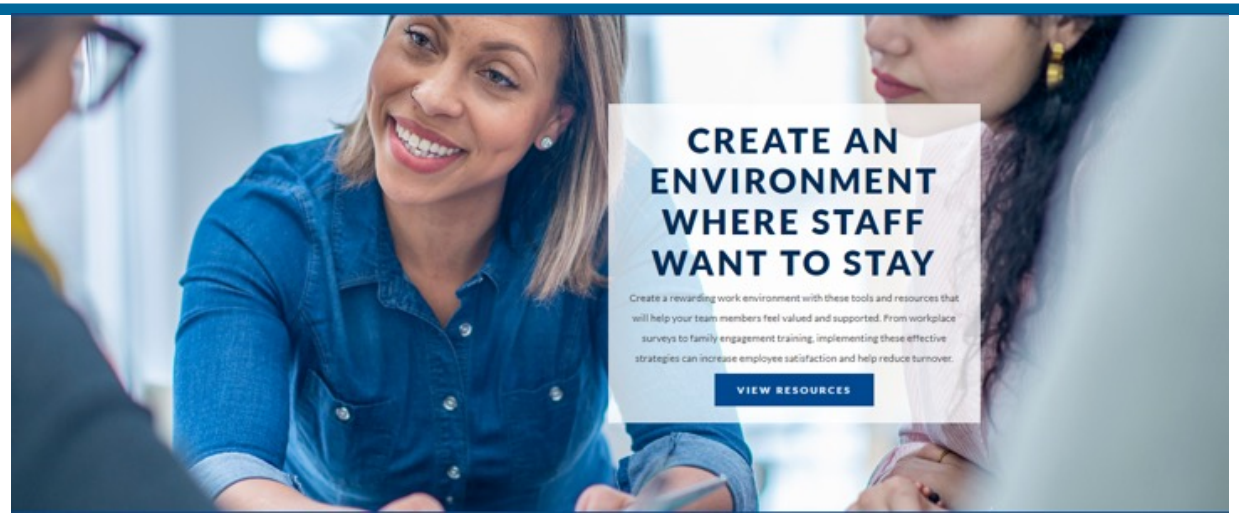
ECE Shared Resources™
An Innovation of CCA For Social Good®

Search

Welcome Cellissa!

Select Language

Engaging Families | In the Classroom | Saving Money | Successful Program Management



Featured Tools & Resources

Becoming an HR Expert

Compliance & Quality

Family Child Care Toolkit

Financial Management

Forms, Policies & Templates

Nutrition, Health & Safety

Training & PD

Workplace Culture

Different States. Different Needs. A Platform for Everyone.

Supporting the Field in Georgia

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Supporting the Field in Georgia

ECE Business Services – Provider Resource Hub Focus

Quality Care for Children

We currently offer 9 programs

QCC works
PROVIDER RESOURCE HUB

In Practice - Georgia

Provider Resource Hub Benefits

- Administrative Resources & Templates
- Family Child Care Toolkit
- Discounts on Goods & Services
- Job Board, Job Templates, & Hiring Tools

Different States. Different Needs. A Platform for Everyone.

Supporting the Field in Nevada

- Our population is in 2 main places in the state: Reno & Las Vegas
- 671 Providers & 855 FFN
- Rural population remains unregulated & does not have ECE background
- 2 physical locations plus virtual

Supporting the Field in Nevada

NEVADA STRONG START
CHILD CARE SERVICES CENTER

Supporting the Field in Nevada

- 21 Housed Partners
- Countless Community Partners
- 1 Stop Shop for any provider or anyone wanting to join the field
- ECE Shared Resources platform is the virtual hub

NEVADA STRONG START
CHILD CARE SERVICES CENTER

Different States. Different Needs. A Platform for Everyone.

Supporting the Field in Virginia

Our statewide network of EC trainers & technical assistance providers use the (platform) every day in their work with providers.

Strengthening Business Practices training includes Crosswalk Reference tool & platform resources.

Supporting long term implementation of platform resources.

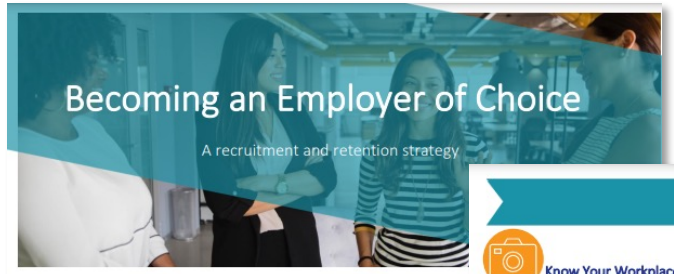
Preparing for Recruitment

Becoming an Employer of Choice

Stand Out Among Competitors

RESOURCES & TOOLS

- Guide to Becoming an Employer of Choice
- Recruitment & Retention Tips & Strategies
- Teacher Benefits and Compensation
- Workplace Culture Toolkit



Standing out among your competitors has increasingly become a strategy child care p
to do. Why? Job applicants are scarce, keeping your staff is incredibly important, and
job applicants requires a strategy to entice this discerning pool of potential job seeke

"Becoming an Employer of Choice means creating a positive work environment, build
and crafting a fun and product culture." (1/20/23 Peoplekeep.com/blog)

Are you wondering how your program can do this? It all starts with a plan. A strong r
must include all the ways your program is amazing – amazing for families and childre
and potential job seekers.

So, how do you respond to a challenging recruitment market where your program be
choice? Let's explore some ways to begin to map out this incredibly important strate

The Basics in a Nutshell

Most job seekers are looking for a workplace culture that aligns with their core beliefs
According to Maslow's Hierarchy of Needs, people are motivated to satisfy their nece
shelter, safety and wellbeing, belonging and love, social needs and self-esteem and fi
meaning reaching their full potential.

You may be wondering why we are beginning with Maslow's hierarchy. Well,
even very young children instinctually move through this process and as
educators, we help them along the way. Simply put, if you nurture a work
environment where staff needs are the primary focus, then you will have
started on phase one of the journey. The Workplace Culture toolkit on your
shared resources platform provides four sets of guides and tip sheets
addressing key issues for staff in a meaningful and positive way. Each of the
topics could be the subject of a quarterly team meeting or staff retreat.

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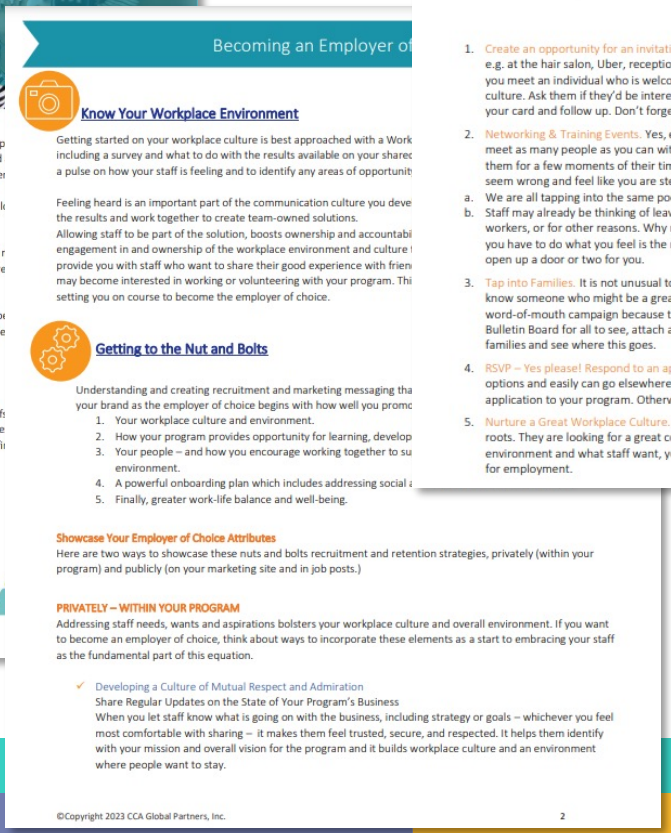

Becoming an Employer of

Know Your Workplace Environment

Getting started on your workplace culture is best approached with a Work
including a survey and what to do with the results available on your shared
a pulse on how your staff is feeling and to identify any areas of opportunit

Feeling heard is an important part of the communication culture you deve
the results and work together to create team-owned solutions.
Allowing staff to be part of the solution, boosts ownership and accountabi
engagement in and ownership of the workplace environment and culture
provide you with staff who want to share their good experience with frien
may become interested in working or volunteering with your program. Thi
setting you on course to become the employer of choice.

Getting to the Nut and Bolts

Understanding and creating recruitment and marketing messaging tha
your brand as the employer of choice begins with how well you promo

1. Your workplace culture and environment.
2. How your program provides opportunity for learning, develop
3. Your people – and how you encourage working together to su
   environment.
4. A powerful onboarding plan which includes addressing social
5. Finally, greater work-life balance and well-being.

Showcase Your Employer of Choice Attributes

Here are two ways to showcase these nuts and bolts recruitment and retention strategies, privately (within your program) and publicly (on your marketing site and in job posts.)

PRIVATELY – WITHIN YOUR PROGRAM

Addressing staff needs, wants and aspirations bolsters your workplace culture and overall environment. If you want to become an employer of choice, think about ways to incorporate these elements as a start to embracing your staff as the fundamental part of this equation.

✓ Developing a Culture of Mutual Respect and Admiration

Share Regular Updates on the State of Your Program's Business

When you let staff know what is going on with the business, including strategy or goals – whichever you feel most comfortable with sharing – it makes them feel trusted, secure, and respected. It helps them identify with your mission and overall vision for the program and it builds workplace culture and an environment where people want to stay.

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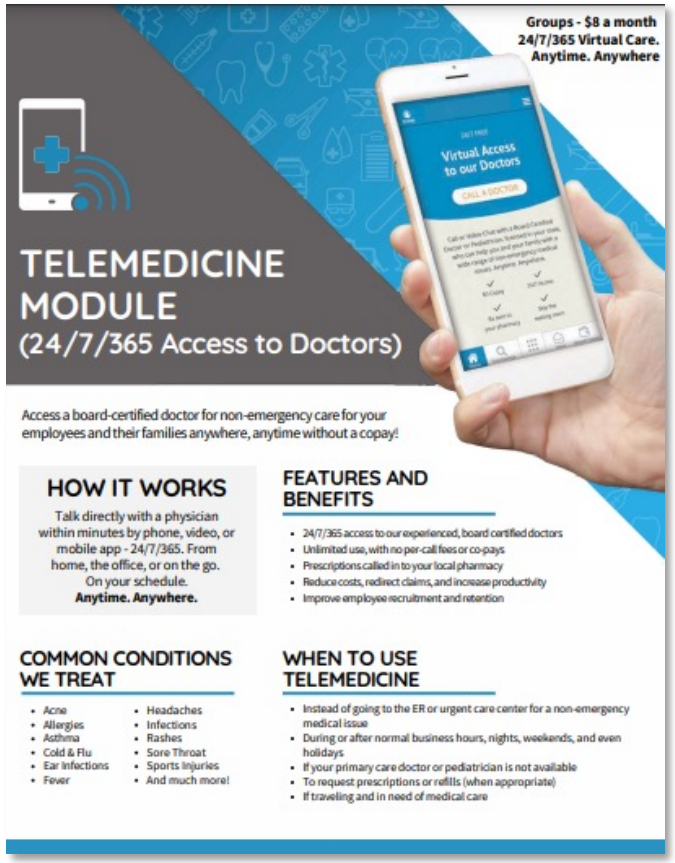
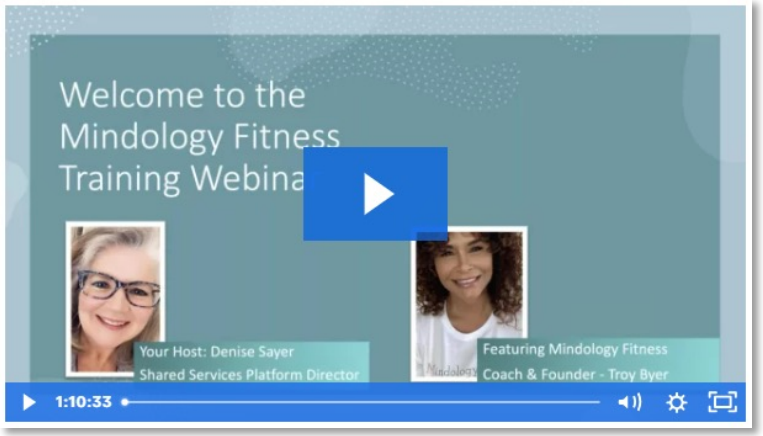
1. Create an opportunity for an invitation. Think about where you go and encounter a customer service individual; e.g. at the hair salon, Uber, receptionist at your doctor's office, ticket counter at a local theatre, etc. Sometimes you meet an individual who is welcoming, kind, and exhibits a confidence and demeanor reflective of your work culture. Ask them if they'd be interested in exploring an employment opportunity with your program, give them your card and follow up. Don't forget to add that you may be able to offer no night or weekend hours.
2. Networking & Training Events. Yes, exactly! I am proposing that you network with the people in the room and meet as many people as you can with those you feel might be a potential applicant for your program and ask them for a few moments of their time to explore a potential job opportunity at your program. While this may seem wrong and feel like you are stealing staff, two things come to mind:
   a. We are all tapping into the same pool of talent – whether they work for your competition or not.
   b. Staff may already be thinking of leaving if they are unhappy with their supervisors, work environment, or co-workers, or for other reasons. Why not see if your program provides better opportunity for them. Obviously, you have to do what you feel is the right and moral thing to do. If you're looking for ideas, this one might just open up a door or two for you.
3. Tap into Families. It is not unusual to receive referrals from families for child care services, but perhaps they know someone who might be a great fit as a staff person for your program. Always use this audience for a word-of-mouth campaign because they have heart, honesty and integrity. Shout it out on your Community Bulletin Board for all to see, attach a note to family tuition receipts or any other communication you have with families and see where this goes.
4. RSVP – Yes please! Respond to an applicant within the first 24 hours. In a tight labor market, job seekers have options and easily can go elsewhere unless you respond to their interest within the first 24 hours of their application to your program. Otherwise, there is a very slim opportunity to convert an applicant to a hire.
5. Nurture a Great Workplace Culture. Job seekers and new staff are discerning about where they plant their roots. They are looking for a great company with a great culture. If you're not paying attention to your work environment and what staff want, you could be opening a revolving door inviting staff to exit and go elsewhere for employment.

Becoming an Employer of Choice

Low-Cost, High-Impact Benefits for Staff





GUIDED MEDITATION AND BUILD YOUR IMMUNITY TO ANXIETY

Try out a guided meditation to help staff manage their own emotions, anxiety and challenging times. This meditation is available for just $7.00 and every purchase will receive these three additional free resources:

- "Practice Power Over Anxiety" - 23 Minute Mindology Fitness Class
- "Power Over Anxiety Emergency Relief" - 3 Minute Meditation
- "Power Over Anxiety Rescue Deck" - Peace in Your Pocket

Order Peace on Demand Power Over Anxiety resources:

- Peace on Demand - 10 Minute Guided Meditation for Instant Power Over Anxiety

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In Practice - Georgia

"Recruit & Retain Staff through Affordable Benefits" Webinar

In Practice - Nevada

Telehealth

- Purchased 6K subscriptions to telemedicine – 6th months later added mental health & dental coverage
- 2K have activated their accounts: 20% utilization
- Plan: NAEYC renewal will have opt in/out question

Planning + Preparation = Your Best Foot Forward

Guides, Editable Tools & Templates

- Job Descriptions
  - Ensure it is updated to align with the job
- Interview Guides
  - Behavior based interview questions
  - What is and is not legal to ask
- Salary Scale
  - Assess salary against competition and align to experience and to the job
  - Be mindful of equity given challenges of current staffing pressures
- Benefits & Compensation strategy
  - Put it in writing, include tangible & intangible benefits
  - Showcase what makes the program a wonderful place to work

Early Childhood Education Salary Scale Sample

Early Childhood Education Salary Averages*

	High School Diploma	High School + CDA	A.A. in ECE	B.A. in ECE	M.A. in ECE
Classroom Aide	**21,000**	**21,500 - 22,000**	N/A	N/A	N/A
1-2 years experience	21,000	21,500			
3-5 years experience	21,000	22,000			
Assistant teacher	**21,000 - 22,500**	**21,000 - 23,500**	N/A	N/A	N/A
1-2 years experience	21,000	21,000			
3-5 years experience	22,500	23,500			
Classroom Teacher	N/A	N/A	**26,500 - 27,000**	**30,500 - 31,000**	**32,500 - 33,500**
1-2 years experience			26,500	30,500	32,500
3-5 years experience			27,000	31,000	33,500
Lead Teacher	N/A	N/A	**28,500 - 29,000**	**29,500 – 32,000**	**32,500 - 35,000**
1-2 years experience			28,500	29,500	32,500
3-5 years experience			29,000	32,000	35,000
Master Teacher	N/A	N/A	N/A	**32,000 – 34,000**	**34,000 – 36,000**
1-2 years experience				32,000	34,000
3-5 years experience				34,000	36,000
Program Director	N/A	N/A	N/A	**35,000 – 38,000**	**38,000 - 42,000**
1-2 years experience				35,000	38,000
3-5 years experience				38,000	42,000
Assistant Director	N/A	N/A	N/A	**35,000 – 45,000**	**45,000 – 60,000**
1-2 years experience				35,000	45,000
3-5 years experience				45,000	60,000
Executive Director	N/A	N/A	N/A	N/A	**45,000 – 85,000**
1-2 years experience					45,000
3-5 years experience					65,000 - 85,000

*Hypothetical in a particular geography; for illustrative purposes only.

ABC Learning Center
Teacher
Benefits & Compensation

Salary
- Teacher Salary - $15 / hour
- Annual performance increase (dependent upon performance)
- Overtime

Paid Time Off
- 9 sick / personal days / year
- 5 vacation days year 1
- 10 vacation days year 2 - 4
- 15 vacation days year 5+

Employer Subsidized Benefits
- Telemedicine/Docs by Phone for you & immediate family
- Group Health
- Group Dental / vision insurance
- Retirement/401k with 3% employer match

Professional Development
- Job shadowing plan
- Leadership training
- NAEYC membership
- Paid attendance at 5 local training/pd events annually

Onboarding & Engagement Success
- 90 day Orientation Plan
- One year on-going engagement success plan
- Mentor/partner assigned from day one

Other
- VIP Teacher Mentor program
- Staff emergency /crises fund
- Flexible work schedule
- Paid planning time
- Longevity bonus - $500 after 5 years; $1,000 after 10 years of service

Optional
- Workplace Safety Committee Participation
- Welcome Committee
- Staff Activity Committee
- Family Bulletin Board Leader

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Acquire4Hire

The Nuts & Bolts for Sponsors

- Sponsoring organization receives state specific job board
- Monitoring dashboard
  - Businesses registered
  - Jobs posted
  - Jobs active and open
  - Job views
  - Applications received
- Built in job descriptions and option to add state specific

The Nuts & Bolts for Businesses

- Self service tools
- Built in ECE specific jobs
- FAQ tips to help job post stand out
- One click distribution to 15+ job boards
- Manage applicants in a single dashboard
- Customizable workflow = equity in the process
- Basic Level of Acquire4Hire is free to users in ECE Shared Resources Network

Acquire4Hire - Georgia

Hiring:
Job Descriptions, Interview Guides, Job Posting Service

Retention: Building Staff Culture

Employee Handbook, Performance Appraisals

Mandatory HR Forms and Postings

Compensation & Benefits

Aquire4Hire- Nevada

- Promote: Housed & Community Partners and Social
- 66 Current Users
- 241 Jobs Posted

Donna Einspahar

Mountain View Lutheran

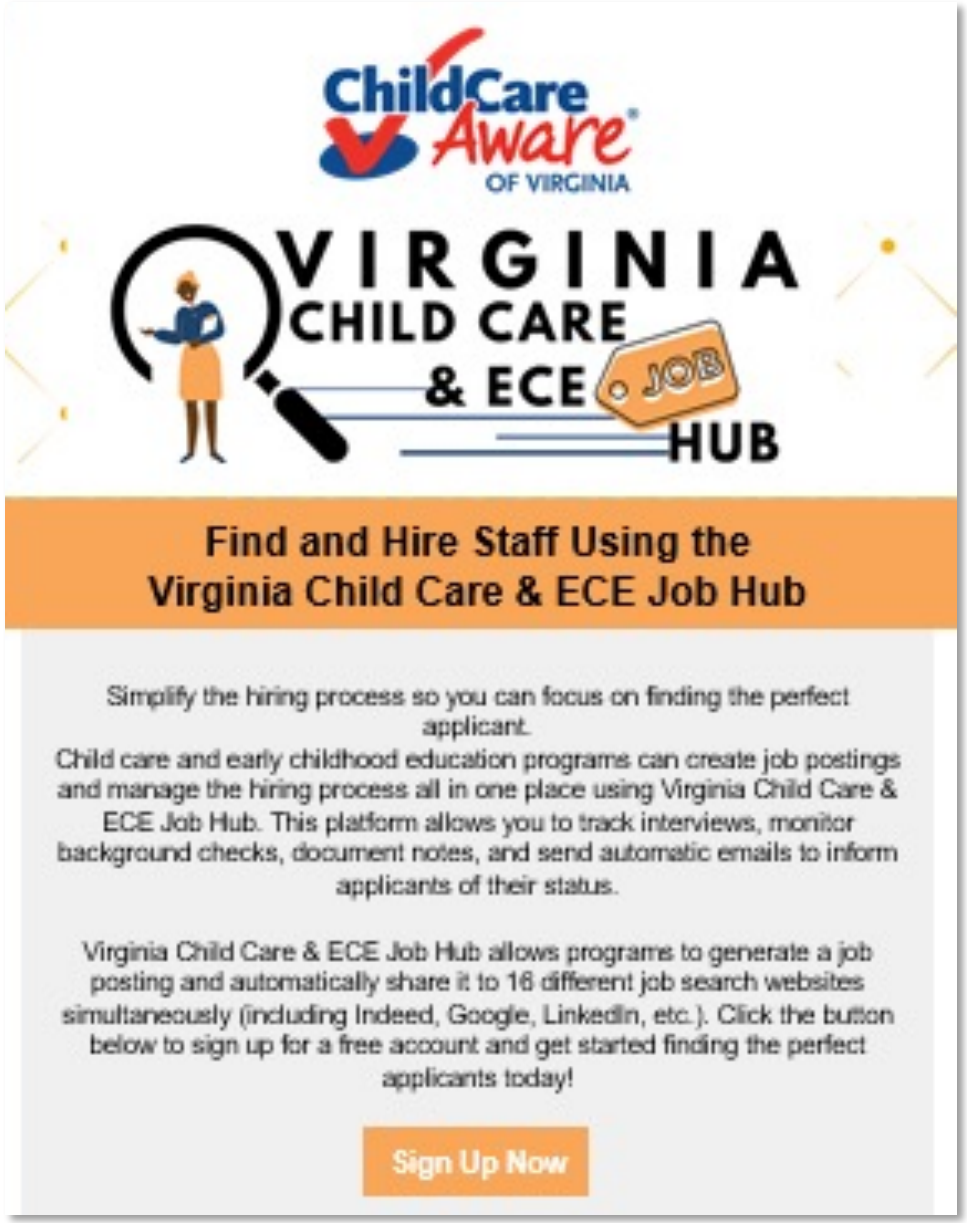
I enjoy the convenience of the service. The process is easy, and I like the pre-set job templates. We advertise for teachers and aides and received several responses. I love the email notifications when people apply, it is a great time saver.

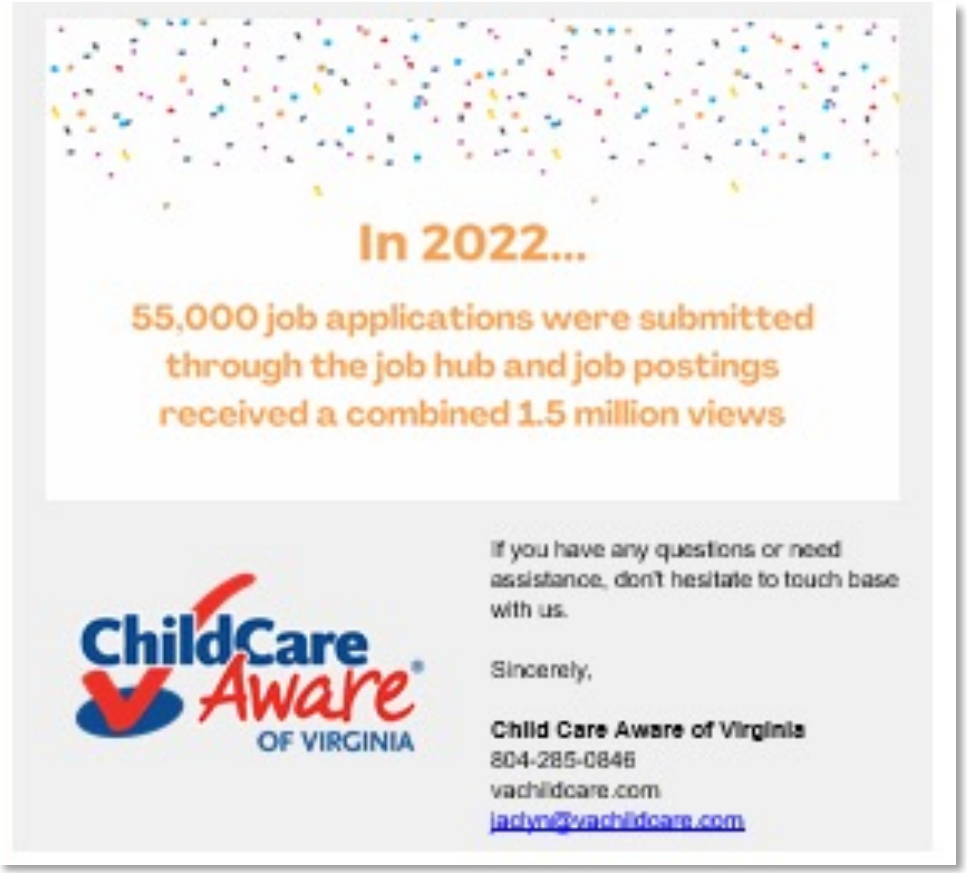
Acquire4Hire - Virginia

Hundreds of providers report hiring new staff through the job hub.

Cost savings allows programs to invest in better wages.

July 2023
300 jobs posted
209K job views
9K+ applicants


ChildCare Aware
OF VIRGINIA
VIRGINIA
CHILD CARE
& ECE JOB
HUB
Find and Hire Staff Using the
Virginia Child Care & ECE Job Hub
Simplify the hiring process so you can focus on finding the perfect applicant.
Child care and early childhood education programs can create job postings and manage the hiring process all in one place using Virginia Child Care & ECE Job Hub. This platform allows you to track interviews, monitor background checks, document notes, and send automatic emails to inform applicants of their status.
Virginia Child Care & ECE Job Hub allows programs to generate a job posting and automatically share it to 16 different job search websites simultaneously (including Indeed, Google, LinkedIn, etc.). Click the button below to sign up for a free account and get started finding the perfect applicants today!
Sign Up Now


In 2022...
55,000 job applications were submitted through the job hub and job postings received a combined 1.5 million views
ChildCare Aware
OF VIRGINIA
If you have any questions or need assistance, don't hesitate to touch base with us.
Sincerely,
Child Care Aware of Virginia
804-285-0846
vachildcare.com
jadyn@vachildcare.com

Acquire4Hire

Meaningful Impact

"I love the job board. I have hired several applicants who turned out to be awesome!"

Tralana Keaton, VA

"The Shared Services platform is vital to my success as a director. The last few hires for my center were found through the EC Jobs VT so I am incredibly grateful to be able to post jobs for free on this site."

Beth Workman, VT

"122 childcare programs posted 526 jobs saving an estimated $315,000 they would have paid to post these jobs on other job boards."

Jackie Cowell – NH

"Helping our efforts in strengthening the workforce through the job board and the hiring tools."

Robin Schotter, KY

"Acquire4Hire has been a strong support for providers who are desperately looking for staff."

Susanne Rakes, VA

January - July 2023

63K+ applicants

More than double growth over 2022

Acquire4Hire

Hiring Features

Everything from Basic Features plus:

- Prescreen Questions
- Personality Test for Candidates
- Expanded Automated Email Messages for:
  - Candidate communication updates (tied to workflow)
  - Pending job interviews
- Google Calendar Integration

Onboarding Features

Coming in 2024

Everything from Basic Features plus:

- SMS text messaging reminders
- Customizable Job Offer Letter and "What to Expect on Your First Day" Letter
- New Hire Documentation Dashboard
  - Hiring manager can upload preemployment forms and send them to candidate
  - Ability to create checklists so hiring manager can see what they have sent candidate

Preparing for Onboarding & Orientation

© CCA for Social Good | ECE Shared Resources

Onboarding

Address New Employees Social & Emotional Needs

IN THIS SECTION

Employee Orientation Toolkit

- Best Practices in Onboarding
- Communication to Staff & Families
- General Care & Communication
- Orientation Checklists ›

RESOURCES & TOOLS

- Onboarding Best Practices
- Best Practice Tips for Engaging New Employees

Tips for Checking In
- At 3 months
- At 6 months
- At 12 months

Orientation

Check All the Boxes

IN THIS SECTION

Orientation Checklists

Day 1-HR & Workplace Safety Requirements

General Care & Communication

Health

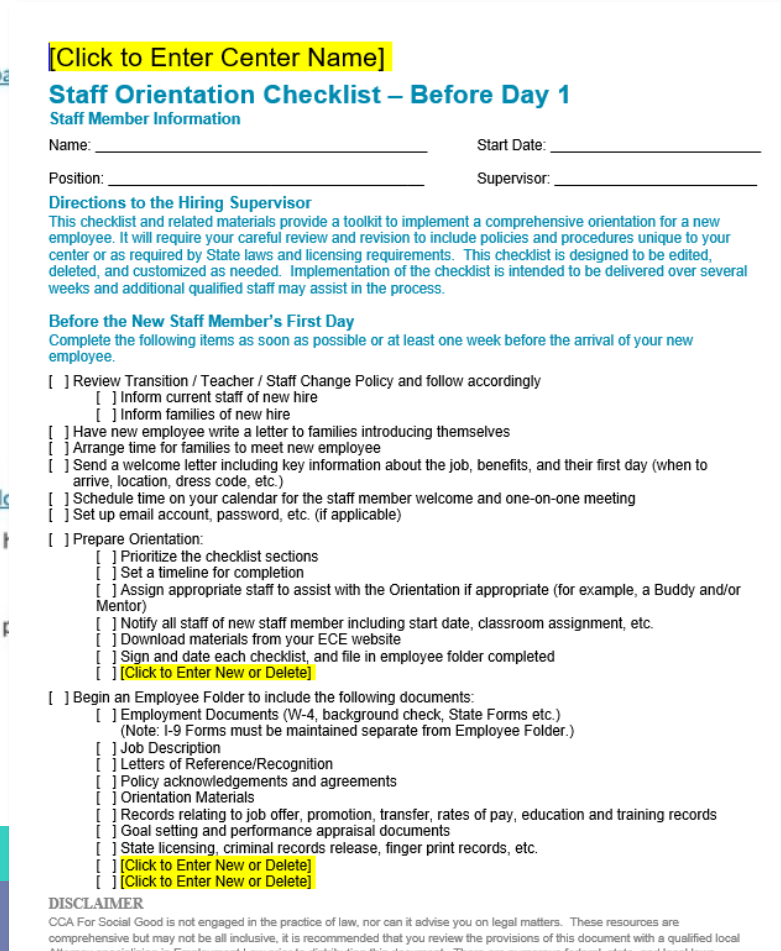
Program Operations & Professionalism

Supervision & Safety

RESOURCES

The following resources align with the subjects in the Human Resources portion of the orientation.

- Benefits for ECE Professionals - Sample (English) (Spa
- Compensation / Salary
- Goals
- Health Risk Disclosure Form
- Occupational Safety & Health
- OSHA Hazard Communication Fact Sheet
- Organizational Chart – Chain of Command
- Performance Appraisals
- Staff ID Template
- Affordable Care Act
  - FAQ on the Affordable Care Act Notice to Emplo
  - Model Notice for employers who do not offer a h
    - (English) (Español)
  - Model Notice for employers who offer a health p employees
    - (English) (Español)
- Workplace Safety Plan & Compliance Resources



[Click to Enter Center Name]

Staff Orientation Checklist – Before Day 1

Staff Member Information

Name: _____ Start Date: _____

Position: _____ Supervisor: _____

Directions to the Hiring Supervisor

This checklist and related materials provide a toolkit to implement a comprehensive orientation for a new employee. It will require your careful review and revision to include policies and procedures unique to your center or as required by State laws and licensing requirements. This checklist is designed to be edited, deleted, and customized as needed. Implementation of the checklist is intended to be delivered over several weeks and additional qualified staff may assist in the process.

Before the New Staff Member's First Day

Complete the following items as soon as possible or at least one week before the arrival of your new employee.

[ ] Review Transition / Teacher / Staff Change Policy and follow accordingly
  [ ] Inform current staff of new hire
  [ ] Inform families of new hire
[ ] Have new employee write a letter to families introducing themselves
[ ] Arrange time for families to meet new employee
[ ] Send a welcome letter including key information about the job, benefits, and their first day (when to arrive, location, dress code, etc.)
[ ] Schedule time on your calendar for the staff member welcome and one-on-one meeting
[ ] Set up email account, password, etc. (if applicable)

[ ] Prepare Orientation:
  [ ] Prioritize the checklist sections
  [ ] Set a timeline for completion
  [ ] Assign appropriate staff to assist with the Orientation if appropriate (for example, a Buddy and/or Mentor)
  [ ] Notify all staff of new staff member including start date, classroom assignment, etc.
  [ ] Download materials from your ECE website
  [ ] Sign and date each checklist, and file in employee folder completed
  [ ] [Click to Enter New or Delete]

[ ] Begin an Employee Folder to include the following documents:
  [ ] Employment Documents (W-4, background check, State Forms etc.)
    (Note: I-9 Forms must be maintained separate from Employee Folder.)
  [ ] Job Description
  [ ] Letters of Reference/Recognition
  [ ] Policy acknowledgements and agreements
  [ ] Orientation Materials
  [ ] Records relating to job offer, promotion, transfer, rates of pay, education and training records
  [ ] Goal setting and performance appraisal documents
  [ ] State licensing, criminal records release, finger print records, etc.
  [ ] [Click to Enter New or Delete]
  [ ] [Click to Enter New or Delete]

DISCLAIMER

CCA For Social Good is not engaged in the practice of law, nor can it advise you on legal matters. These resources are comprehensive but may not be all inclusive, it is recommended that you review the provisions of this document with a qualified local

5 Records Required for Every New Hire

In order to comply with certain federal and state laws, an employer must complete new hire paperwork when bringing a new employee on board. ADP provides an overview of what new hire forms are required, and how employers can satisfy these requirements.

SEE OVERVIEW

In Practice - Virginia

CCAoVA PROFESSIONAL DEVELOPMENT OPPORTUNITIES

We offer a variety of learning opportunities including free live virtual and in-person training, low-cost on-demand classes for more than 160 topics, and one-on-one technical assistance for a variety of issues your program may be facing.

BECOME A SUBSIDY VENDOR

Grow your business and make a difference by becoming a subsidy vendor. Get started here.

STAFF VACANCIES? FIND QUALIFIED CANDIDATES

Post vacancies and manage job applications all in one place AT NO CHARGE on the Virginia Child Care & ECE Job Hub.

Summer breeze

We're here to help make running a child care and early childhood education business a breeze.

Child Care Aware of Virginia aims to increase the accessibility, availability, and quality of child care in Virginia through services for families, child care professionals, and the community. We are here to help you start or sustain a thriving child care business. This summer we are providing you with a variety of resources that will assist you in achieving your goals.

Read more about us

VIRGINIA SHARED SERVICES NETWORK

This web-based platform is available to assist all child care centers and family day homes. Access customizable templates for policies and procedures, lesson plans, business support, discounts on every day items and more by becoming a member today.

Virginia Shared Services Network

Shared Resources for Quality Child Care

An initiative of ChildCare Aware of Virginia

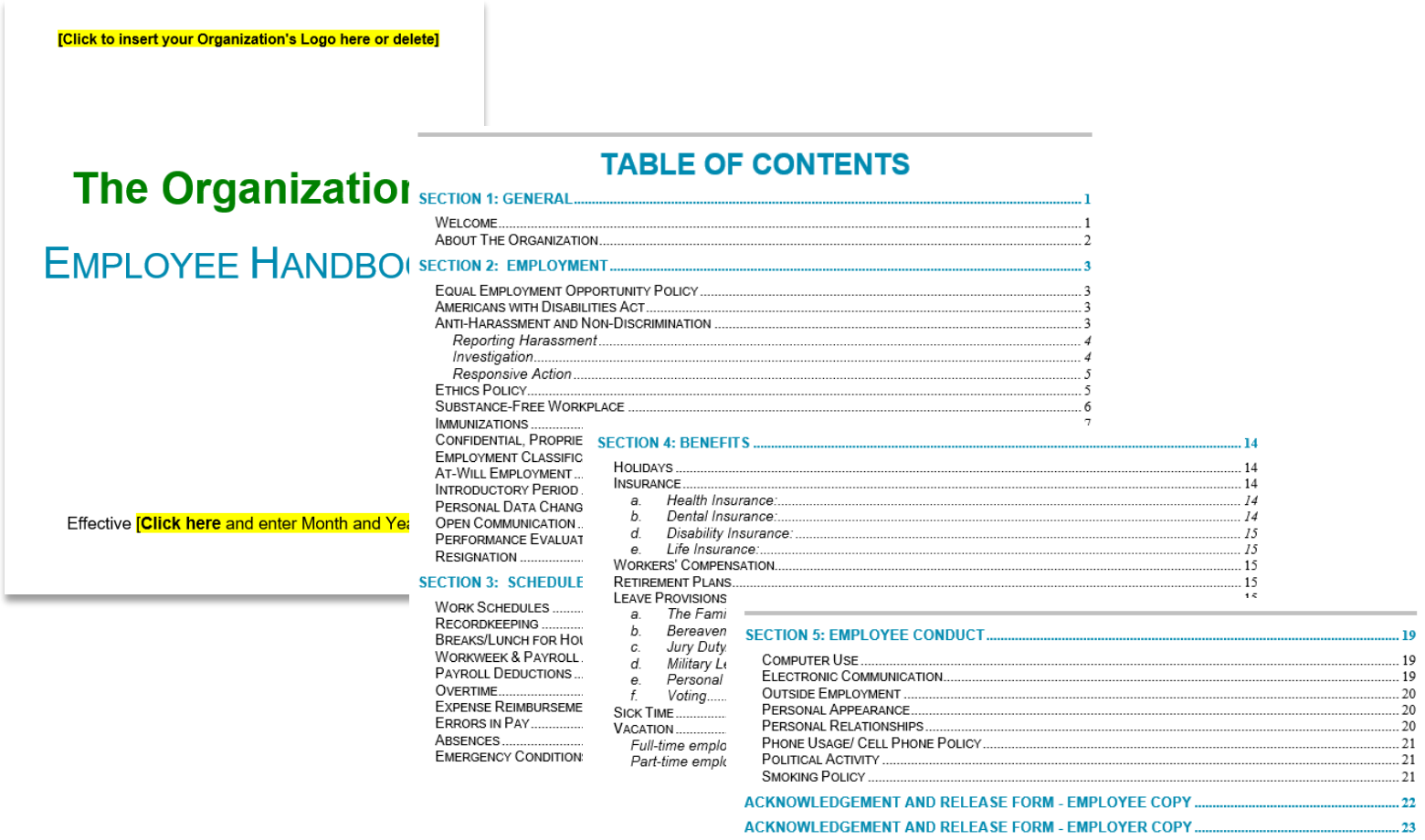
NEW AND NOTEWORTHY FEATURES:

An Employee Orientation Toolkit is available as well onboarding best practices to assist you with training and onboarding your new staff.

Learn more here

Orientation

Editable Tools, Templates & Policies



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EMPLOYEE HANDBO

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SMOKING POLICY 21
ACKNOWLEDGEMENT AND RELEASE FORM - EMPLOYEE COPY 22
ACKNOWLEDGEMENT AND RELEASE FORM - EMPLOYER COPY 23

RESOURCES & TOOLS

- Employee Handbook
  - Acknowledgement & Release Form
- Performance Appraisal
- Employee Warning Notice Form
- Workplace Safety Plan
- Workplace Survey

ACKNOWLEDGEMENT AND RELEASE FORM - Employee Copy

(Employee's Copy—to Remain in Handbook)

I understand that I am an at-will employee, and I therefore understand that my employment may be terminated at any time, with or without prior notice, and with or without cause or reason by **The Organization**. Likewise, I understand that I am free to resign at any time, for any reason. No employee, agent, or representative of **The Organization** other than its executive officers has authority to enter into any agreement guaranteeing employment for any specified period of time, or to make any representations, promises or agreements contrary to the foregoing. I further understand that any such agreement authorized by executive officers shall not be enforceable unless it is in writing and signed by both an executive officer and myself.

No employee handbook can anticipate every circumstance or question about policies. As **The Organization** changes, the need may arise to change policies described in this handbook. **The Organization** reserves the right to revise, supplement, or rescind any policies or portions of the handbook from time to time as it deems appropriate in its sole and absolute discretion. As soon as practical, **The Organization** will notify all team members of such changes, and they will be applicable even if I have not signed a new Acknowledgment and Release Form for them. This Handbook supersedes any previous Employee Handbook.

I understand and acknowledge that violation of the Employee Handbook or any other workplace rule may result in immediate disciplinary action against me, up to and including termination of employment.

My signature below indicates that I have read and understood this statement and have received a copy of the Employee Handbook. My signature further acknowledges and agrees that I will read and familiarize myself with its contents and follow the policies and rules indicated.

Employee Printed Name

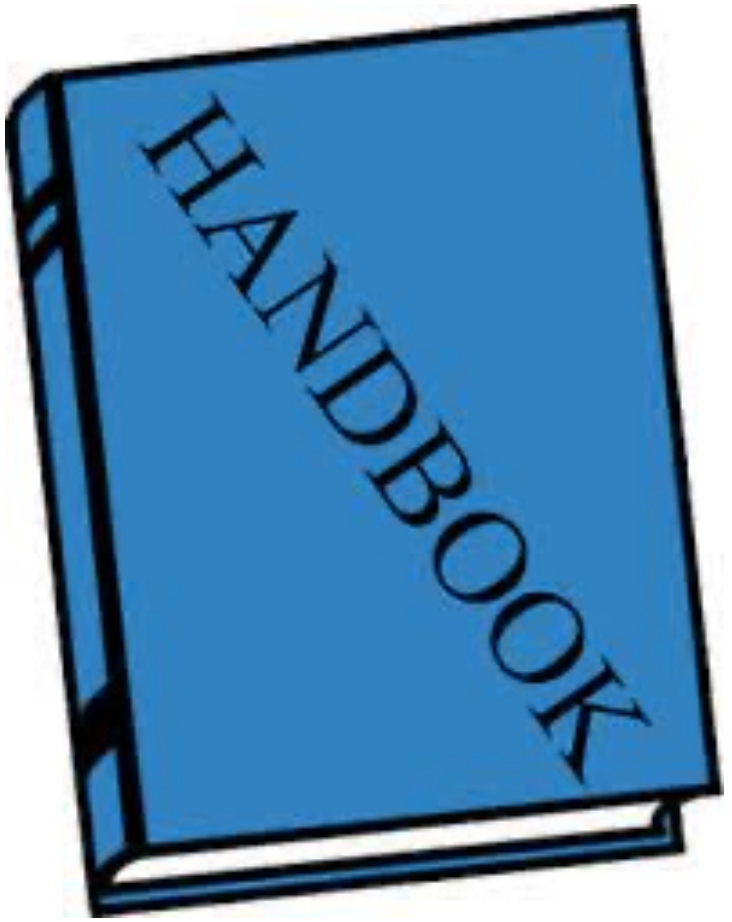
Employee Signature

Date

In Practice - Nevada

Training Aide

- Office of Early Learning & Development identified a gap
- NE Nevada AEYC (Association for Education of Young Children) mini conference
- Templates



In Practice - Virginia

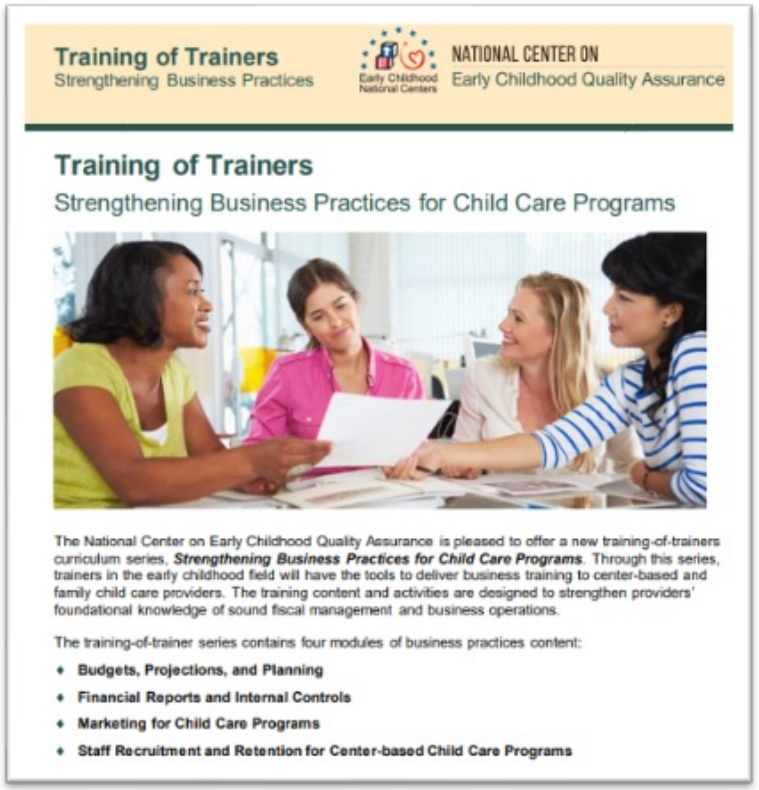
Director Forums

Gather routinely
Discuss what works in daily practice
Platform solutions & ECE Job Hub embedded

A focus on best practices in hiring & retaining quality teachers

In Practice - Virginia

Embedding the "How" into Training



Training of Trainers
Strengthening Business Practices

NATIONAL CENTER ON
Early Childhood Quality Assurance

Training of Trainers

Strengthening Business Practices for Child Care Programs

The National Center on Early Childhood Quality Assurance is pleased to offer a new training-of-trainers curriculum series, ***Strengthening Business Practices for Child Care Programs***. Through this series, trainers in the early childhood field will have the tools to deliver business training to center-based and family child care providers. The training content and activities are designed to strengthen providers' foundational knowledge of sound fiscal management and business operations.

The training-of-trainer series contains four modules of business practices content:

- **Budgets, Projections, and Planning**
- **Financial Reports and Internal Controls**
- **Marketing for Child Care Programs**
- **Staff Recruitment and Retention for Center-based Child Care Programs**

Module 4: Staff Recruitment & Retention - Objectives:

- Understand best practices related to recruiting, interviewing, and hiring new employees.
- Have a framework for building an effective orientation plan for new employees. Be familiar with the components of a staff handbook.
- Identify strategies for providing feedback to employees.

ECE Shared Resources Companion Tools to Support Implementation - The How:

- Becoming an Employer of Choice
- Recruitment & Retention Tips & Strategies
- Coaching Your Team for Higher Performance
- Compensation & Benefits
- Job Ads
- Job Descriptions
- Job Posting Tool
- Behavioral-Based Interview Questions
- Interview Guide on What You Legally May/May Not Ask
- Employee Handbook
- Employee Orientation Toolkit
- Onboarding Best Practices
- HR Hotline – guidance to address HR questions or challenges
- Performance Appraisal Tools
- Mindology Fitness – Emotion Regulation Tools
- Workplace Survey – Guide, Tips and Template
- Workplace Culture – Guides & Tip Sheets for Beating Burnout, Boosting Morale, Honoring Strengths as Differences, Tapping Team Wisdom

In Practice - Georgia

Promotion of the Provider Resource Hub

In Practice - Georgia

Member's Feedback

"As a high-quality early learning educator, we often seek resources from the community and the best tools are those that help us simplify our efforts while also extending our impact. The PRH has helped us with cost savings, provided simple and easy to use forms and policies (saving us the time in drafting them) and is one of our top resources for both the business and programmatic side of our work."

Executive Director, Scottdale Early Learning Inc.

"The Provider Resource Hub is an essential tool for directors, administrators, and owners. You get the benefits of support you would have when working for a larger organization, but the freedom to work the way you want to. We at GAEYC think that PRH addresses a need in our field that will ultimately lead to programs being able to provide higher quality care for children."

GAAEYC

Strong HR Management & Strategies that Support Retention

© CCA for Social Good | ECE Shared Resources

Building Workplace Culture

Where Staff Want to Stay

IN THIS SECTION

Workplace Culture

- Beating Burnout
- Boosting Morale
- Conducting a Workplace Survey
- Honoring Differences as Strengths
- Tapping Team Wisdom

RESOURCES & TOOLS

- Leadership Essentials – Building a Positive Workplace C
- Workplace Culture – A Step-by-Step Process for Engag
- Healthy Workplace Survey
- Tips for Conducting a Workplace Survey
- Comprehensive Guide to Conducting and Analyzing a S
- Healthy Workplace Survey - Memo to Staff

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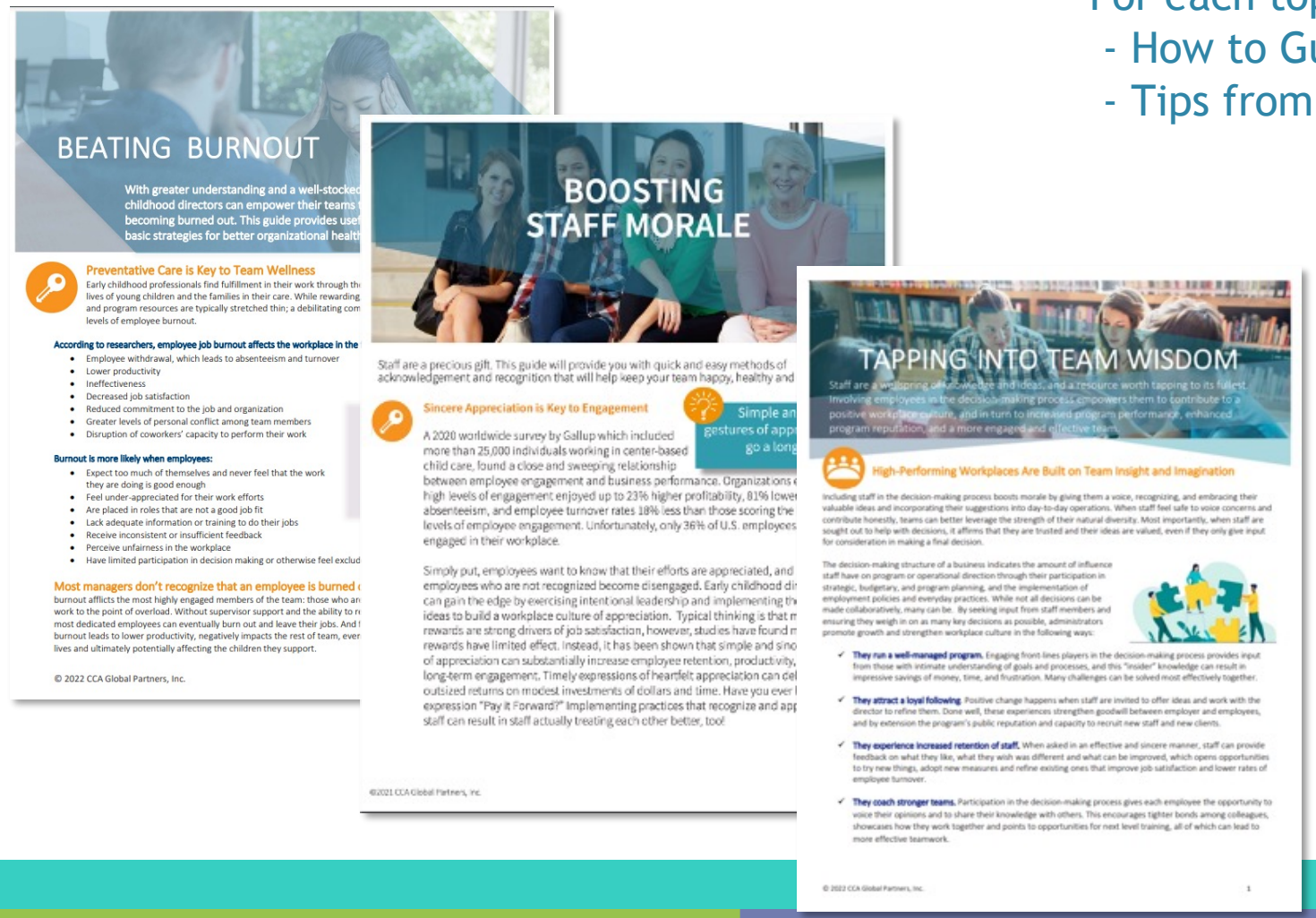
Workplace Culture Leadership Essentials

Enhancing Retention



For each topic
- How to Guide
- Tips from Low Time/Cost to More Time/Cost

Workplace Morale

Working with Multi-Generational Teams

RESOURCES & TOOLS

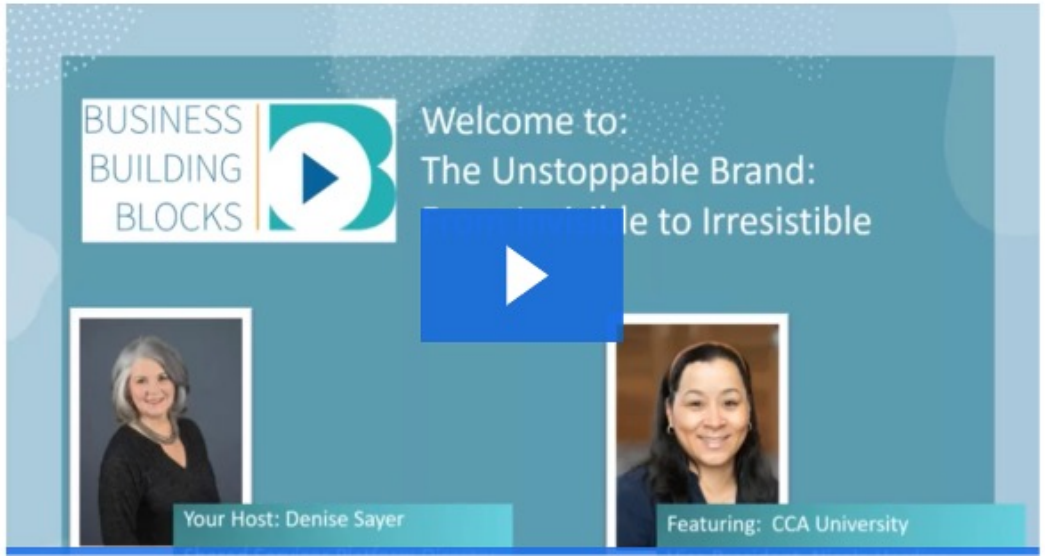
- How To Guide
- Tip Sheet
- Tactics for Leading Across Generations
- Leading with Generational Differences in Mind
- 6 Important Cultural Differences in Teams
- 15 Tips for Building Stronger Relationships
- Understanding and Adapting Your Leadership Style

Coaching

Coaching Your Team for Higher Performance

A Success Focused Framework

- Grow Coaching Workbook
- Grow Coaching Webinar slides



Goal

Reality

Options

Way Forward

HR Hotline

Unlimited HR Support for Everyday HR Challenges

HR management is a complicated part of managing a business. HR laws and regulations are extensive and complex. Having support from an HR expert will help ensure you respond appropriately when personnel matters and questions arise. This can help protect the business from liability and risk that occurs from mishandling an HR related issue.

"The HR Hotline is truly a game changer for us. We always seem to run into issues whether employee related, payroll, labor or just anything that may need a second opinion to ensure we are handling a situation properly. The answers we are provided over the phone are always followed up with a written response, most of the time with direct verbiage from the state or fed to address our needs. Can't imagine running a business without this support!"

Darla B, Medium sized child care business

THE CHALLENGE

Think about how many times in a week you are faced with HR questions that you could use guidance Where do you go for guidance?

Here are common issues that child care administrators frequently address:

- Have a conversation regarding job performance which is sensitive and can be difficult;
- Take disciplinary action regarding a performance concern which is serious;
- Handle an employee's safety concern which can be complex and must be addressed correctly.

Different States. Different Needs. A Platform for Everyone.

Interested in learning more? Reach out:

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www.oppex.org

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Phoenix, Arizona | October 2-4, 2023