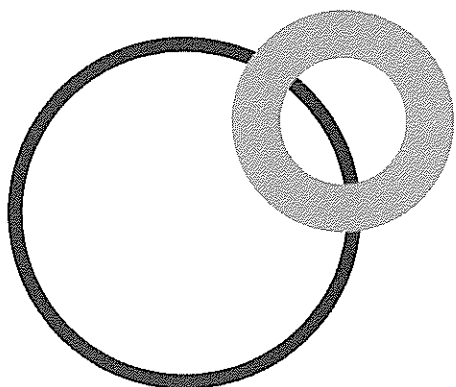
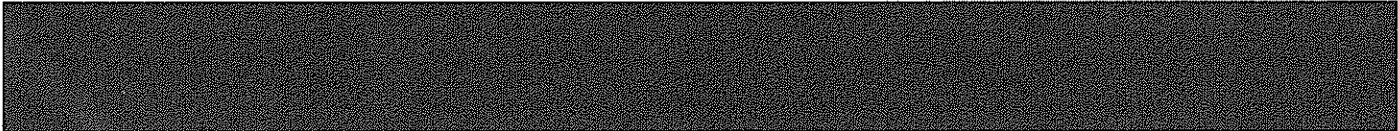




Session IV:

Staff Recruitment & Retention for Family Child Care Providers





Session IV: Staff Recruitment & Retention for Family Child Care Providers

Strengthening Business Practices for Family Child Care



Notes:

Objectives

- Recognize best practices related to recruiting, interviewing, and hiring new employees.
- Develop a framework for building an effective orientation plan for new employees.
- Describe the components of an employee handbook.

Strengthening Business Practices for Family Child Care

Notes:

Objectives

- Identify strategies for providing feedback to employees.
- Develop documents, policies, and procedures that reflect best practices related to recruiting, interviewing, and hiring new employees.

Strengthening Business Practices for Family Child Care

Notes:

Introductions



Strengthening Business Practices for Family Child Care

Notes:

Employee Recruitment and Retention

- Effective job descriptions
- Recruiting talented employees
- Conducting interviews
- The hiring process
- New employee orientation
- Importance of an employee handbook
- Evaluating performance
- Leadership's role



Strengthening Business Practices for Family Child Care

Notes:

Definitions

Assistant

- "Assistant" or "child care assistant" means a person (whether a volunteer or an employee) who assists a licensed home caregiver in the operation of the day care home

Substitute

- An individual meeting DCFS licensing requirements who is serving as a replacement for the actual FCC provider more than 30 days within a calendar year

Strengthening Business Practices for Family Child Care

Notes:



Effective Job Descriptions



Strengthening Business Practices for Family Child Care

Notes:

Effective Job Descriptions

- Title
- Summary of position
- Essential functions of position
- Qualifications required for position
- Classification of the position
- Work environment
- “Additional related duties assigned as needed”
- Optional: Salary or salary range and description of business

Strengthening Business Practices for Family Child Care

Notes:

Conducting Interviews



Strengthening Business Practices for Family Child Care

Notes:

Protected Classes Governed by Federal Law

- Race or color
- Religion, belief, spirituality
- Ethnicity and national origin
- Sex
- Age
- Disability
- Military status
- Gender
- Pregnancy

Strengthening Business Practices for Family Child Care

Notes:



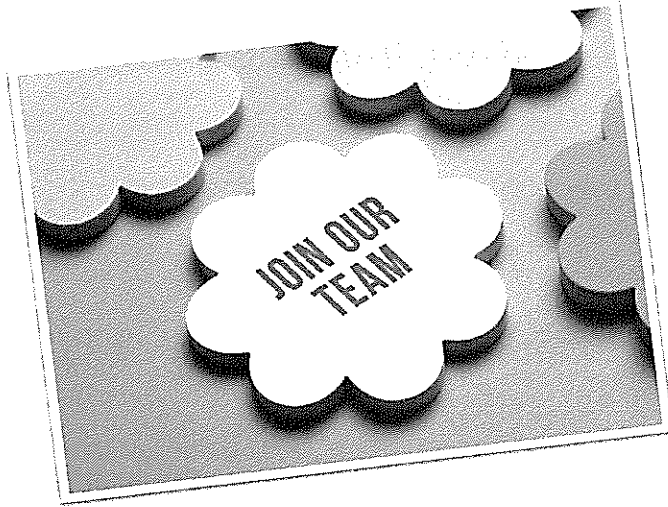
Interview Process

- Conduct phone interviews. Bring the strongest candidates in for a face-to-face interview.
- Determine interview questions in advance.
- Apply the same interview process to all candidates.
- Use an interview scoring system to assess each candidate on the same qualities.

Strengthening Business Practices for Family Child Care

Notes:

The Hiring Process



Strengthening Business Practices for Family Child Care

Notes:



New Employee Orientation



Strengthening Business Practices for Family Child Care

Notes:

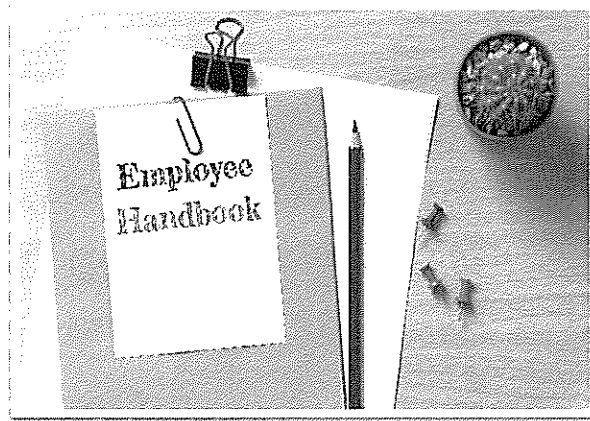
New Employee Orientation Plan

- Day 1
- Week 1
- Month 1
- Month 3

Strengthening Business Practices for Family Child Care

Notes:

The Importance of the Employee Handbook



Strengthening Business Practices for Family Child Care

Notes:

What Have We Covered?

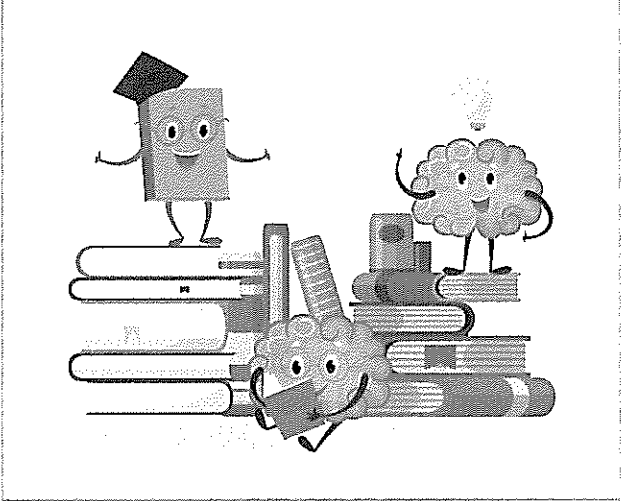


- Effective job descriptions
- Recruiting talented employees
- Conducting interviews
- The hiring process
- New employee orientation
- Importance of an employee handbook
- Evaluating performance

Strengthening Business Practices for Family Child Care

Notes:

Taking the Training Home



Strengthening Business Practices for Family Child Care

Notes:



Taking the Training Home

List three things you learned from this training session that you will follow up-on when you get back to your program:

1.

2.

3.

Strengthening Business Practices: Online Resources

Resource	Human Resources and Staff Development			Who Will Benefit	Nonprofit or For-profit
	Fiscal	Marketing	Development		
Association for Early Learning Leaders (formerly National Association of Child Care Professionals)	✓	✓	✓	Family child care providers and center-based providers	Nonprofit
Child Care Aware of America	✓	✓	✓	Family child care providers and center-based providers	Nonprofit
Child Care Exchange	✓	✓	✓	Center-based providers	For-profit
Child Care Marketing Solutions	✓	✓	✓	Center-based providers	For-profit
Early Childhood Investigations Webinars	✓	✓	✓	Family child care providers and center-based providers	For-profit
Early Head Start–Child Care Partnerships, Head Start Early Childhood Learning and Knowledge Center (ECLKC)	✓	✓	✓	Family child care providers and center-based providers	Nonprofit
First Children's Finance	✓	✓	✓	Family child care providers and center-based providers	Nonprofit
McCormick Center Research and Resources Library	✓	✓	✓	Family child care providers and center-based providers	Nonprofit
National Association for the Education of Young Children (NAEYC): Technology Based Learning			✓	Center-based providers	Nonprofit
New Horizons Director's Toolbox			✓	Center-based providers	For-profit
Small Business Administration	✓	✓	✓	Family child care providers and center-based providers	Nonprofit
Tom Copeland's Taking Care of Business	✓	✓	✓	Family child care providers and center-based providers	For-profit



Review — Projecting Revenue

Projecting Revenue

- How many children are required for a break even? To make a profit?
- Time/Space percentage - Any rooms off-limits or used 100% for business?
- Are all hours working in the home tracked?

Strengthening Business Practices for Family Child Care

Notes:



Review — Information Tracking

How do you track the following information?

- Daily attendance
- Payments from parents and food program reimbursements
- Business expenses
- Child care contracts
- Federal and state tax obligations

Strengthening Business Practices for Family Child Care

Notes:

Review — Employee Tracking

Do you have employees?

If so, how do you track the following:

- Payroll records
- Personnel records
- Training records
- Tax records

Strengthening Business Practices for Family Child Care

Notes:



Review — Marketing

- Focus on BENEFITS – not Features
- How can your local CCR&R assist you with marketing?
- What marketing activities can you do monthly?

Strengthening Business Practices for Family Child Care

Notes:

Assessment of Learning

- Turn to page 146 of your participant manual.
- You will complete the Business Plan for your program using either current practices or plans for future practices you have learned in this training.

Strengthening Business Practices for Family Child Care

Notes:

Blank Business Plan

.....
Instructions: Fill in the blanks and check the boxes that apply to you, adding any further details or explanation as needed. To answer "no" to a question, simply leave that box unchecked.
.....

Family child care business plan for _____

Hopes and Goals

Hopes

Goals

Marketing Plan

Program Benefits

1. _____
2. _____
3. _____

Child Care Resource and Referral (CCR&R) Updates

I have updated my CCR&R in the last six months about my openings.

My last CCR&R update was on _____

Market Rate Information Survey

	Infants	Toddlers	Preschoolers	Schoolagers
Home 1	_____	_____	_____	_____
Home 2	_____	_____	_____	_____
Home 3	_____	_____	_____	_____
Home 4	_____	_____	_____	_____
Home 5	_____	_____	_____	_____
Center 1	_____	_____	_____	_____
Center 2	_____	_____	_____	_____
Center 3	_____	_____	_____	_____

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Marketing Activities

January	_____
February	_____
March	_____
April	_____
May	_____
June	_____
July	_____
August	_____
September	_____
October	_____
November	_____
December	_____

Feedback

I will ask my clients to complete a written evaluation this year in _____.

I will collect feedback about my program this year from my

- CCR&R *When* _____.
- Food Program sponsor *When* _____
- Government subsidy program *When* _____
- Child care licensor *When* _____

Insurance Plan

Homeowners Insurance Policy

Insurance company _____ Policy # _____

Insurance agent _____ Phone # _____

- I have written proof that my home is fully covered while I am operating a business in my home.
- I have written proof that my homeowners policy fully covers the contents of my home used in my business (my business property).

Business Property Insurance Policy

My homeowners policy doesn't fully cover the contents of my home used in my business. My business property insurance coverage is provided by

Insurance company _____ Policy # _____

Insurance agent _____ Phone # _____

Vehicle Insurance Policy

Insurance company _____ Policy # _____
 Insurance agent _____ Phone # _____

- I have written proof that I am fully covered for all business uses of my vehicle, both when transporting children and on other business trips.

Business Liability Insurance Policy

- I don't have this insurance; I'm not covered for business liability risks.

Insurance company _____ Policy # _____
 Insurance agent _____ Phone # _____

Disability Income Insurance Policy

- I don't have this insurance; I'm not covered for loss of income due to disability.

Insurance company _____ Policy # _____
 Insurance agent _____ Phone # _____

Program Plan

Purpose or Mission Statement

Program Choices

Goal for number of children in each age group:

	Full-time	Part-time
Infants	_____	_____
Toddlers	_____	_____
Preschoolers	_____	_____
Schoolagers	_____	_____

- Any rooms off-limits to children (*list*) _____
 Any rooms used 100% for business (*list*) _____
 Plan to hire any employees

Child Care Curriculum

- Self-designed curriculum
 If not, source of curriculum _____

Professional Development Plan

My Background, Training, and Skills

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Professional Development Goal for the Coming Year

Professional Organizations

- Member of local family child care association

Name of association _____

- Member of National Association for Family Child Care

- Member of any other professional organizations (*list*)

Record-Keeping Plan

I will track the following information (*describe where you record or file the information and how often you update your records*):

- each child's daily attendance _____

- payments from parents _____

- Food Program reimbursements and claim forms _____

- _____

- business expenses (receipts, cancelled checks, credit or debit card statements) _____

- _____

- hours worked in my home _____

- business insurance policies _____

- child care contracts _____

- federal and state tax returns and quarterly estimated tax payments _____

- _____

- monthly bank statements (business and personal accounts) _____

- _____

- I have a separate business checking account.

Name of bank _____ Account # _____

- I have employees. I track my payroll records (tax records, personnel records, training records) by _____

- My business is incorporated. I keep records of my corporate bylaws and other corporate records by _____

- Other records (*list*) _____

Financial Plan

(Attach a copy of your budget; you can use the blank budget in appendix C as a guide.)