Overview Kansas Child Care Licensing June 2021

Kansas Child Care Licensure Flow Survey Details

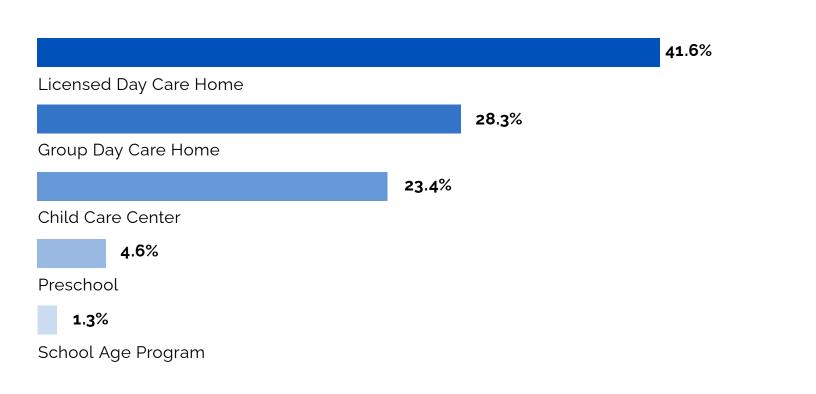
Number of Respondents

389

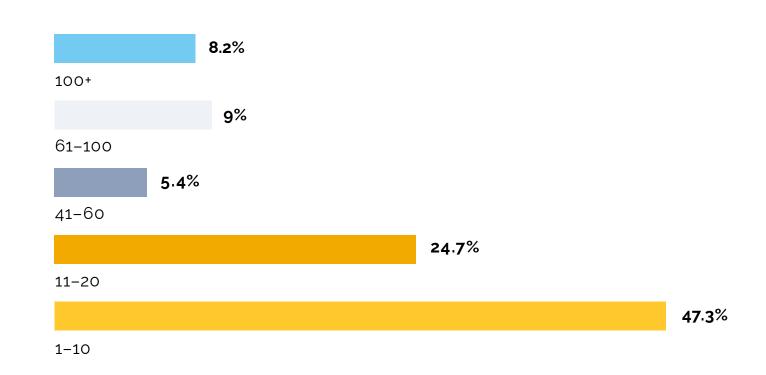
Completion Rate Percentage

43.1

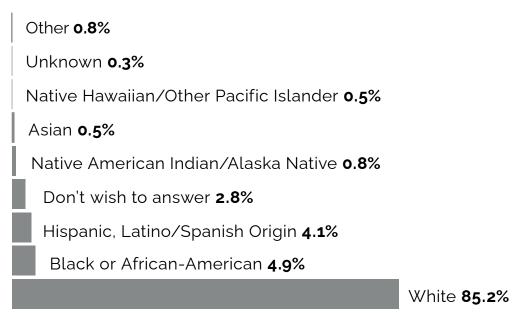




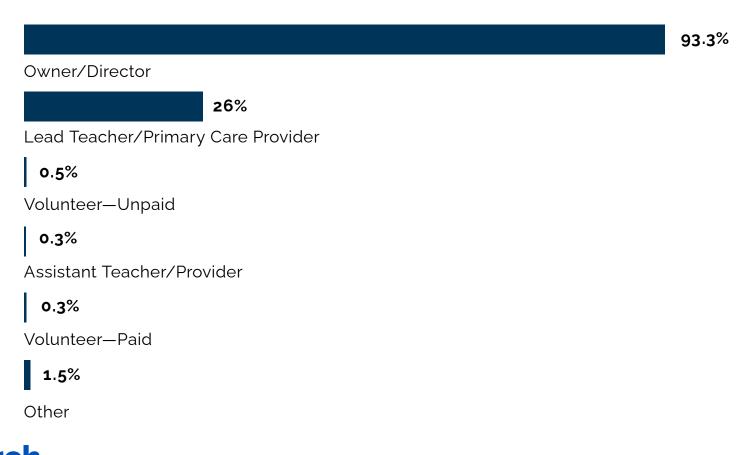
Facility License Capacity



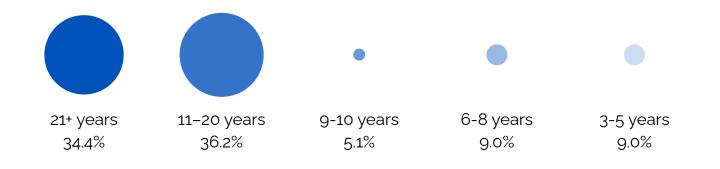
Respondent Ethnicity



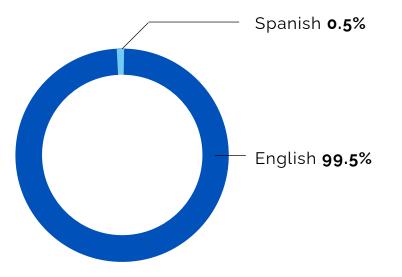
Respondent Role



Provider Years in Child Care Setting



Respondent Primary Language



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Kansas Child Care Licensure Flow Findings

Part 1	Desktop research of context
Part 2	Preliminary journey map
Part 3	Survey (Spanish & English)
Part 4	Co-creation session (90 mins)
Part 5	Individual interviews
Part 6	Analysis, refined journey map, identify opportunities

Kansas Child Care Licensure Flow Findings

Number of Respondents

Completion Rate Percentage

Owner/Directors as Percentage of Respondents

389

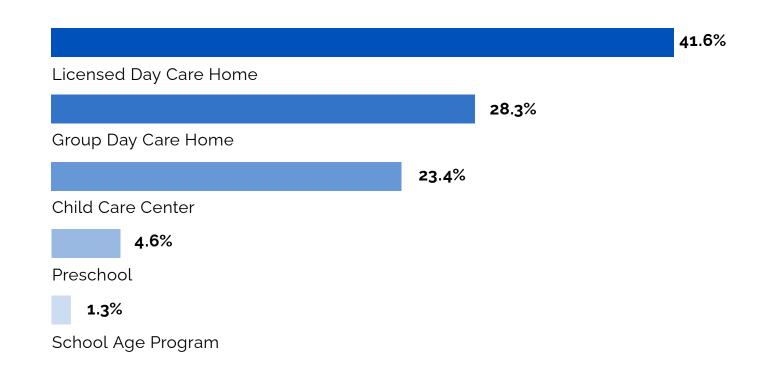
43.1

93.3

Provider Years in Child Care Setting



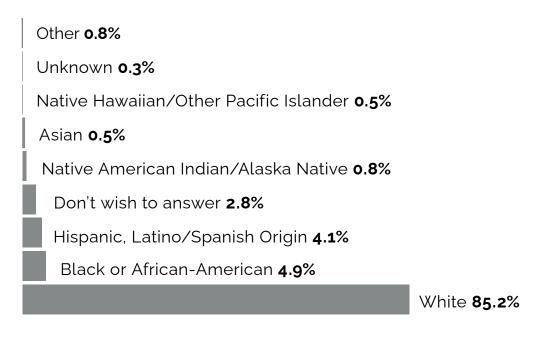
Facility License Type



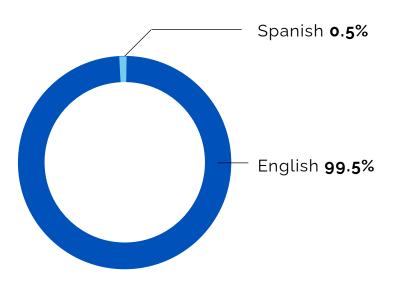
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Kansas Child Care Licensure Flow Findings

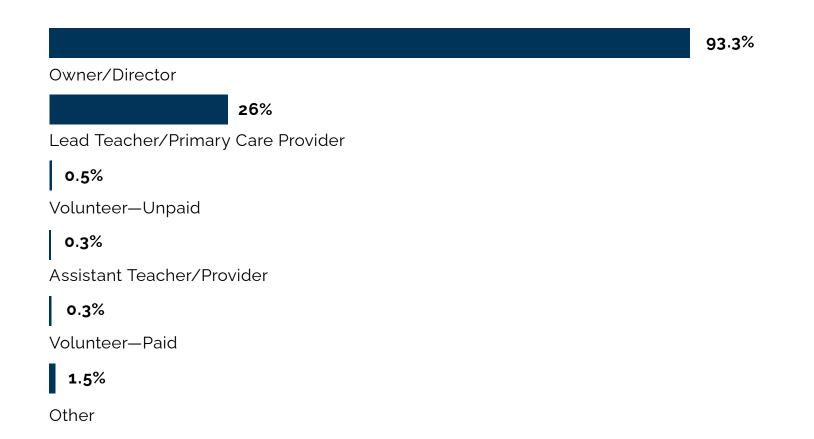
Respondent Ethnicity



Respondent Primary Language



Respondent Role



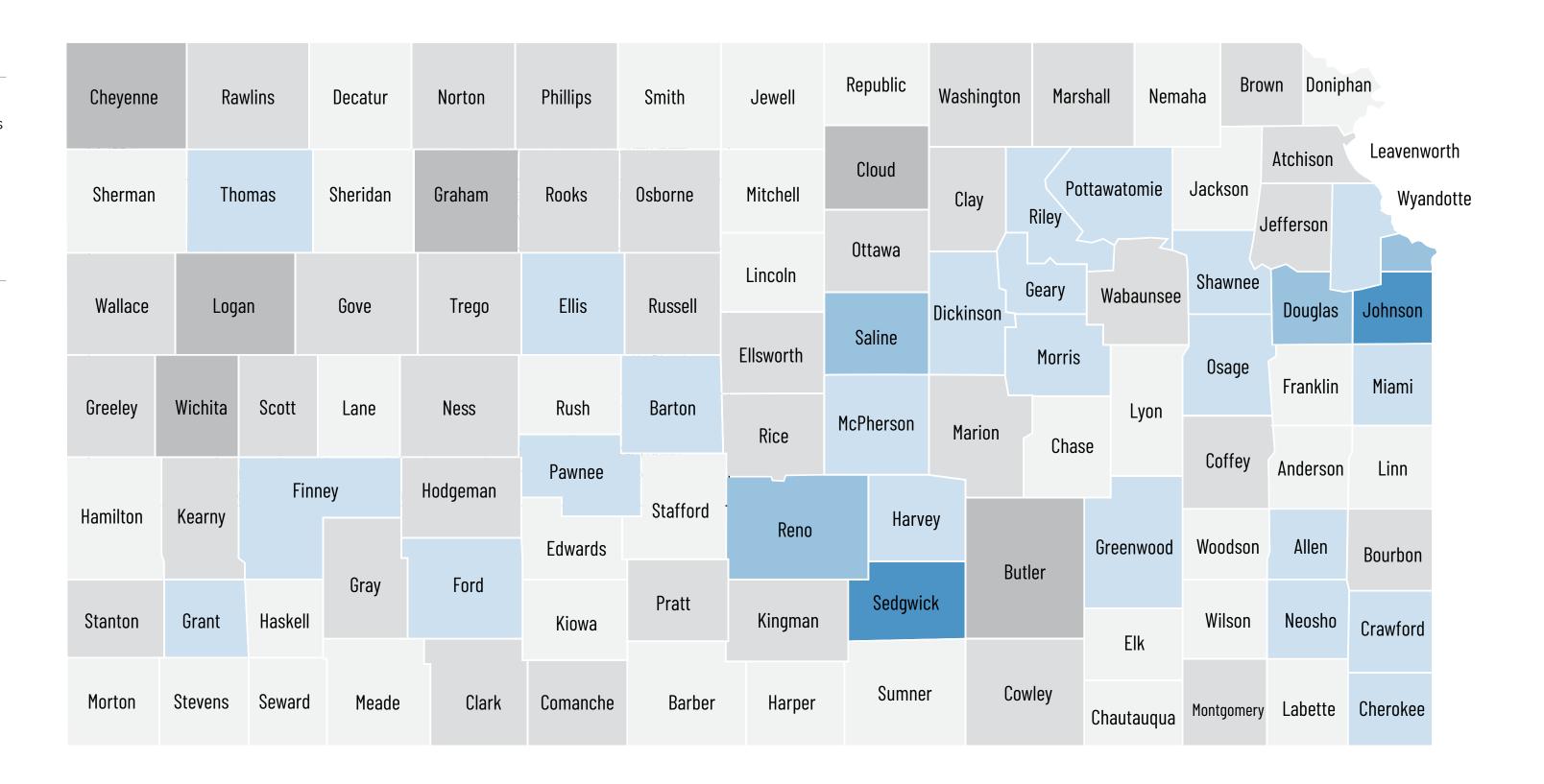
Kansas Child Care Licensure Flow Survey Details

of child care respondents struggled with understanding where to start, supports available to them, and the licensing application process.

of child care provider respondents reported that they received or are receiving county or local level support from their surveyor.

of child care provider respondents indicated that children, kids, or families were the bright spots in their childcare provider experience.

Response Rate by County



Kansas Child Care Licensure Flow In Providers' Own Words

Pre-licensing

"I was a stay at home mom and the opportunity came up to watch a friend of mine's newborn. I decided that it would be a good opportunity and so I became licensed." "I have no kids at home. All my children are adults. I do have grandchildren and one of my adopted daughters had gotten pregnant and she had said to me, "mom, I don't know what I'm going to do when I go back to work." And I said, "you're not going to have to worry about it. I'm going to open a daycare." So that was one of the main reasons I opened the daycare and because I love children."

"Just getting everything taken care of and all the requirements and waiting for people to email you back, it was a very long process. And well, it's no wonder they're short of people by the time they get you cleared, you can't afford to continue to wait."

"I worked in a center for years but it's not possible to support yourself if you're single working in a center, so I went out on my own" "For me, just getting started only occurred because things kind of fell in place. And I already knew the right people who could tell me and show me the route to go, because I may not have started if I wouldn't have had people that already said, Hey, you need to do this and this and this. That was just by happenstance."

"We have two children of our own at two and a half year old and then a three and a half month old. So part of our conversations for wanting to start a in-home childcare center was so one of us could be full-time home with our kids."

"There wasn't many daycares in my area that were legal, the process was expensive. I was very lucky my husband was working to pay for it."

"Our community [Pittsburg, Kansas] just finished a survey for our County specifically, uh, last month. And for every one childcare that spot that comes open, there are 15 to 20 kids waiting to fill that spot. So we know there's a massive need."

"It'd be nice to have a little bit of funding to start up because there's a lot of things that we have to buy and do. I mean, let alone the cost of the trainings. Like the orientation costs a hundred something dollars. We each have to take CTR. Um, first aid that costs, there's only one available right now and that costs a hundred dollars. So we each have to do that, but the 18 hour course I referenced was \$20 each license. And then there's like licensing fees and all this other stuff. It's just expensive."

POSITIVE EXPERIENCE

NEGATIVE EXPERIENCE

"We got business insurance and through getting business insurance, we found that our homeowners insurance will no longer cover us because of doing childcare.It would have been helpful if it was spelled out in some sort of toolkit would be like check with your homeowners insurance to make sure they won't drop you."

CONNECTIONS

"I actually did foster care and because

I worked at a center, I didn't make

enough money to adopt the foster

children I had had for four years. So

I kinda got mad and decided to do

in home instead, which then I made

enough money to adopt, but you can't

have two licenses. So I can't do foster

know, it was kind of a loss either way."

care because I do daycare. So, you



RESOURCES



PROCESS



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"When I first started, I was a group daycare.

have six kids. I did it by myself. I got burned

out really quick. Cause I did six kids during

day. Um, I hated it. I, I mean, I love the work.

I love working with the kids, but at the end

Back then you could be registered and

the day and six kids at night. Um, I got

of the day, I was just like bored. I was, I

didn't like it anymore."

bored. I was by myself talking to kids all

Kansas Child Care Licensure Flow In Providers' Own Words

Licensing

"I feel like it [running a HeadStart Center] is more paperwork and more requirements, but it does allow our center to reach a higher goal of quality for our families. And it also allows a more diverse population to be given access to a quality care facility."

"Well, I definitely wouldn't say easy and seamless. Um, so it's been very confusing actually there, we got connected, Childcare Aware. They have a program for new providers that has been helpful. It's not really formal. It's just like they offer different trainings and stuff."

"When we had that initial orientation, that's where they cover, like everything you need to do, but then, you have the entire legislation document about requirements for childcare licensing, but you're really on your own once you do that orientation."

> "I've read through some of them [rule books for providers] and I just kind of laugh. I'm like, okay, it's kind of like when you think about parenting books, Oh, somebody who doesn't have a kid wrote this or books about women."

"The very first thing you have to do is attend this orientation training. They cover everything you have to do, but it's like a two hour training: so much information."

"I think it was just learning what you can do for each family. Because families are so unique and different in every way possible. I mean, anywhere from a single parent to a level of income, to a family that needs intervention for their children. So I think the biggest challenge was just gathering that information and knowing what to do with that information to best help and then learning how to help your staff too, because they're just as important as your families are."

"I wish there was just a document that was all the steps needed and the recommended way you go through those steps and kind of like a new provider's toolkit that would be, would really spell out all the things you have to do, because we're just piecing it together on our own."

POSITIVE EXPERIENCE

NEGATIVE EXPERIENCE

"We take them because we need the hours to be credited. Most of them we do it because we have to, because it's required, a lot of them have been in it for lots of years. So for them, it's just kind of, I'm sitting here twiddling my thumbs, waiting for the two hours to be up so I can get my certificates."









PROCESS



Kansas Child Care Licensure Flow In Providers' Own Words

Post-license

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"I think that our relationship with our surveyor has improved since we changed the surveyors in the past few years. So we feel more comfortable reaching out to the surveyor now. "The online trainings are great. "During COVID, we got a lot We've had to reach out to them a lot during this pandemic You can take them over and over "I think we've been fortunate in Johnson County they've been more emails from our surveyor because we didn't know, you know, what the next steps were." again and get to know surveyors." "The Kansas Network doing child care zoom meetings where if you want to get on that were more detailed and Facebook page is a there, they will update. So I feel like here we are very much understandable." great resource." helped and covered, and we've been given a lot of information about the Hero grant and all of those things through that. So I feel like here we have been very fortunate." POSITIVE EXPERIENCE NEGATIVE EXPERIENCE "You know what happens when you have "The surveyors can shut us down "It doesn't seem like the communications there to deal with the state: you have to leave so it's stressful." with the state. Um, one like your surveyors to a voicemail or get put on hold!" say one thing. And then when you ask them something about something that has taken place, well, they don't know because KDHE doesn't necessarily communicate with them" "I think the biggest gap is us having different surveyors or different " I felt dumb that I, I got those emails and I just deleted them. "I think a lot of them [providers] just kind of feel like County health departments, because, my friend [in Johnson county] I could have had help, but I didn't understand it enough. I they got to deal with things on their own, especially is getting all this information per COVID and stuff like that while I'm in thought, well, that's way out of my reach. I'm a home daycare. if they're a family childcare and they don't have help Osage County. And when COVID hit, we got zero information from our That's not, that's not for me. That's for facilities or, you know, coming from outside. It's kind of a lonely thing." health department and we got zero information from our surveyors and I that's not, I don't know how to write a grant. How would I do had to go out and find grants." that? So I just would ignore it."

PROCESS

RESOURCES

CONNECTIONS

OPPORTUNITIES

Kansas Child Care Licensure Flow Providers' Journey Stage of Stag

Pre-licensing

	Identify information needs		Find information
Stage of Journey	1 Determine if child care is right for you	2 Determine what kind of provider you want to be	3 Address your operational tasks
Key Considerations	 Financial situation Personal support system Community ties Prior experience Temperament/mental health Physical health 	 Group Day Care Home Care Day Care Home On-Site Child Care Center Care Head Start Preschool Care 	 Policies & Procedures Housing & Zoning Regulations Taxes & Banking Insurance Misc. legal Budget Business plan Staff
User Activity Thinking	Do I have the personal traits needed to be good at running a child care business?	 What kind of professional experience do I need? What works best for me? What does my community need? Will I join an existing franchise? Will I have any religious affiliation? 	 Do I need help with this? Do I know all that I need to do? What does my type of CC center require? This is a lot to think about
User Activity Feeling	A bit anxious & daunted	 Determined A bit overwhelmed 	
User Activity Doing	Consulting family & friends	Trying to determine eligibility	 Research local laws & regulations Write drafts of plans & policies Assess costs & create a budget Purchasing insurance Conduct Interviews Advertising Register with IRS
Information Touchpoints	Family & friends	 Community members KDHE 	 KDHE HOA IRS Accountant SBA Existing Contacts General Public Local government

Kansas Child Care Licensure Flow Providers' Journey

Opportunities Pre-licensing

Opportunities	 Early Childhood Education Tuition reimbursement or loan forgiveness for child care education Scholarships for parents to go toschool Flexible learning programs Electives in high school/vocational training Unemployment office job training program 	 Outreach & Attraction to Career Rebrand child care provider as entrepreneurs Unemployment office Community centers & churches Supplemental Nutrition Program forWomen Infants and Children (WIC) Doctor's offices School districts United Way DMV / County buildings Public library Paid acquisition / PSAs Child care districts Job shadowing / internships 	 Incentives Certification (Professional body to harmonize pricing) Get started grant for licensing costs Stipend for each child Outline of supports and connections as a child care provider Community fund
Key Questions	 What stage of life?HS, College, young mothers Is taking care of your own kids a key driver? 	 How do we make this job less hard? The Daily episode How does this tie-in to CIT? Change perceptions of what it's like? 	 Would certification handicap some smaller centers? What is the link between/barrier with foster care and early child care?

Kansas Child Care Licensure Flow Providers' Journey Stage of Apply for a license

Licensing

	Initiate process			
Stage of Journey	4 Apply for a license	Training	Background checks	Pay fees
Key Considerations	Size restraintsHealth & safety protocolFood considerationsRecord-keeping	StaffYou	StaffYou	
User Activity Thinking	 What is required formy type of center? What if I forget something? What happens if I don't pass? 	 What classes are required? Who needs to take these classes? Are there any non-required classes myself or my staff should take? 	 Who needs this? What if I or my staff doesn't pass? How much does this cost? Will I have to do this again in the future? How long will this take? 	 Do I have to pay for all of this? Is there any financial support available?
User Activity Feeling				
User Activity Doing	 Applying online Fulfilling site requirements Keeping records 	Registering, taking, and paying for classes	Getting fingerprinted	Sending money
Information Touchpoints	 KDHE Licensing Department County Health Department Child Care Aware KA 	 KDHE Child Care Aware KA KCCTO The Family Conservatory 	 KDHE Local approved fingerprinting center 	KDHE

Kansas Child Care Licensure Flow Providers' Journey

Opportunities Licensing

Opportunities	 Access to resources Centralized hub Step-by-step guide by providers for providers Training for grant application (how, where) Dedicated help desk Peer mentorship program (a "coach" is assigned to you that is outside your district, counts towards hours) 1-on-1 Ask Me Anything or small group info session 	 Onboarding & Training Update the mode of delivery for onboarding training Clarify training requirements (one login per person) Developing a business plan and other business building training HR & operations frameworks Highlighting home based centers' needs and FAQs Child and Adult Care Food Program Support group / cohort-style bi-weekly meetings 	 Surveyor Relationship Surveyor official / celebration intro Opportunities for more direct contact / feedback loops with providers More digestible version of rule book and changing rules Surveyor updates on changes in regulation 	 Surveyor Best Practices Formal process for transition when a new surveyor takes over Guidelines on channels, frequency and nature of communication from surveyors Best practices for surveyors and for oversight of quality of service provided to providers Surveyor group office hours Sharing of resources between surveyors in different counties
Key Questions	 Fast tracking of previously licensed who change facilities? How do we handle competition between providers? 	 When there is lack of support, are there inefficiencies How can we improve cross- office communications 	 How can we give surveyors more time to give attention? Do surveyors have direct child care experience? How do you build trust? 	 What qualifications for surveyors? What onboarding and overview of surveyors (QA)? Why high turnover? What recourse if the relationship is not good?

Kansas Child Care Licensure Flow Providers' Journey Set up operational & management of the contact of the cont

Post-License

	Set up operational & maintenance sys	Set up operational & maintenance systems			
ge of rney	5 Launch center	6 Ongoing operations Annual inspection	Other		
siderations			 Professional Development & Training New Regulations Curiculum & Program Development Family Assistance Staff Taxes 		
ty nking	Will people come? How do I get the word out? Am I forgetting anything?	 When will this be? What do I need to do to prepare? 	 Who should be taking classes? What do I need to be learning? Where can I find new resources? Is there financial support? How to I make my care more accessible for low income families? 		
ty ing					
y g	Advertising Day to Day Care	Community members	 Researching Reaching out to fellow Child Care Providers Applying for financial aid Applying to offer subsidies 		
nation points	Community members	County Health Department	 KDHE Child Care Aware KA KCCTO The Family Conservatory 		

Kansas Child Care Licensure Flow Providers' Journey

Opportunities Post-license

Opportunities	 Peer Mentorship & Human Support Peer groups / online or not Buddy system Off Facebook masterminds Moderated Facebook groups Provider pairing Best practices 	 Staff Attraction, Retention and Training Mental health and behavioral issues training Updated training for experienced providers Wage subsidies Group benefits for professional organization Union option for providers Stipends or bonuses tied to continuing ed or education level Incentivize businesses to have in-house child care Collaborate with other organizations to access more resources or more benefits (cooperatives) Incentives for staff sharing 	 Children & Families Tours to show educational program component Resource list of applications to use to manage parent communications Campaign to highlight value of child care Incentives for alternate times of care to minimize inequalities in system (24 hour centers) Running a center that runs in the day with an extra shift at night (other org or just 2 shifts)—ie sharing spaces to maximize unused slots
Key Questions	 How to handle un-licensed folks? How to minimize provider complaints? 	How to handle competition and scarcity mindset?	Opportunity for military

Survey Questions and Raw Data

Kansas Child Care Licensure Flow Survey Questions—General

What is your facility license type?

389 out of 389 answered

Licensed Day Care Home	41.6%
162 responses	
Group Day Care Home	28.3%
110 responses	
Child Care Center	23.4%
91 responses	
Preschool	4.6%
18 responses	
School Age Program	1.3%
5 responses	
Head Start	0.8%
3 responses	
Drop-in Program	0.0%
0 responses	

How long have you worked in Kansas licensed child care settings?

389 out of 389 answered

11-20 years	36.2%
141 responses	
21+ years	34.4%
134 responses	
3-5 years	9.0%
35 responses	
6-8 years	9.0%
35 responses	
9-10 years	5.1%
20 responses	
1-2 years	3.1%
12 responses	
Less than 1 year	3.1%
12 responses	

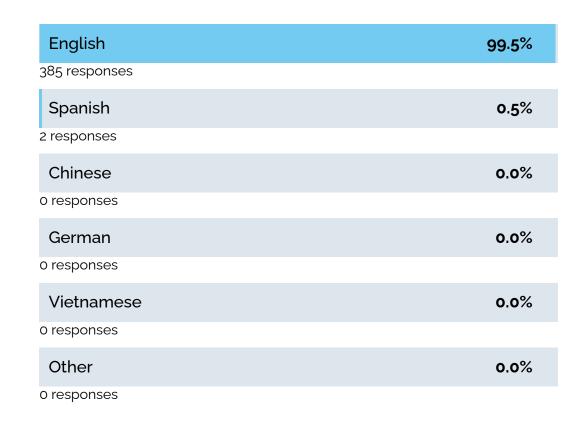
What is your role?

Owner/Director	93.3%
363 responses	
Lead teacher/Primary Care Provider	26.0%
101 responses	
Volunteer—unpaid	0.5%
2 responses	
Assistant Teacher/Provider	0.3%
1 responses	
Volunteer—paid	0.3%
1 responses	
Other	1.5%
6 responses	

Kansas Child Care Licensure Flow Survey Questions—General

What is your primary language?

387 out of 389 answered



How would you describe your ethnicity?

White	85.2%
329 responses	
Black or African American	4.9%
19 responses	
Hispanic, Latino, or Spanish origin	4.1%
16 responses	
Don't wish to answer	2.8%
11 responses	
Native American Indian or Alaska Native	0.8%
3 responses	
Asian	0.5%
2 responses	
Native Hawaiian or Other Pacific Islander	0.5%
2 responses	
Unknown	0.3%
1 responses	
Other	0.8%
3 responses	

Kansas Child Care Licensure Flow Survey Questions—Pre-licensing

What connections did you make during this time?

387 out of 389 answered

Child Care Licensing Department within KDHE	74.9%
290 responses	
County Health Department	59.2%
229 responses	
Local Child Care Licensing Surveyor	49.6%
192 responses	
Kansas Fire Marshall	48.1%
186 responses	
Child Care Aware of Kansas	40.8%
158 responses	
Kansas Department for Children and Families	38.2%
148 responses	
Child and Adult Care Food Program	37.5%
145 responses	
Other Child Care Providers	33.3%
129 responses	
Kansas Child Care Training Opportunities	26.9%
104 responses	
The Family Conservancy	11.6%
45 responses	

Other Organizations	11.1%
43 responses	
Kansas State Department of Education	10.6%
41 responses	
Child Care Aware of Eastern Kansas	9.0%
35 responses	
Child Start	8.5%
33 responses	
Kansas Association for the Education of Young Children	7.2%
28 responses	
Child Care Providers Coalition of Kansas	4.7%
18 responses	
None of the above	3.6%
14 responses	
Links to Quality	3.1%
12 responses	
Kansas Quality Network	0.8%
3 responses	
Kansas Child Care Health Consultant Network	0.5%
2 responses	

What resources or supports were missing or did not meet your needs in helping with obtaining your child care business license? This question is required.

None, I was able to find everything I needed	35.9%
139 responses	
Understanding where to start and the supports available to me	30.2%
117 responses	
Developing a business plan	26.4%
102 responses	
Securing insurance	24.0%
93 responses	
Obtaining a Federal Tax ID	21.7%
84 responses	
Establishing professional goals	17.8%
69 responses	
Understanding and/or assuring my space met local zoning requirements	11.9%
46 responses	
Locating a physical space or assuring my home met requirements	10.1%
39 responses	
State and local fire codes	9.6%
37 responses	
Completing orientation pre-application with my county Child Care Surveyor	7.8%
30 responses	
Determining my eligibility to be a provider	6.5%
25 responses	
Identifying which type of provider I would be	5.2%
20 responses	
Other Control of the	3.6%
14 responses	

Kansas Child Care Licensure Flow **Survey Questions**

What were the most challenging processes that you experienced during this time? 387 out of 389 answered

Understanding where to start and the supports available to me	40.1%
155 responses	
Ensuring I had the funding to open my child care business	30.5%
118 responses	
Developing a business plan	21.4%
83 responses	
Securing a physical space or assuring my home met the requirements	16.5%
64 responses	
Securing Insurance	14.5%
56 responses	
Meeting state and local fire codes	14.0%
54 responses	
Navigating local zoning challenges	9.6%
37 responses	
Registering with the IRS for my Federal Tax ID Number	6.5%
25 responses	
Determining my eligibility to be a provider	5.7%
22 responses	
Identifying which type of provider I would be	5.7%
22 responses	
Other	7.0%
27 responses	

Kansas Child Care Licensure Flow Survey Questions—Licensing

Were there any parts of getting licensed that were difficult to find help for? If yes, please select from the list below or choose Other and describe your own.

387 out of 389 answered

507 out of 509 answered	
None, I was able to find everything I needed	46.8%
181 responses	
Navigating the Kansas Department of Health and Environment online portal	30.7%
Understanding the licensing application process	18.9%
73 responses	
Filing an application with the Kansas Department of Health and Environmen	t 11.6 %
45 responses	
Meeting state and local fire codes	9.8%
38 responses	J
	0 =9/
Paying the licensing fee	8.5%
33 responses	
Completing the background check	7.8%
30 responses	
Finding my local child care surveyor	5.2%
20 responses	
Determining which type of ligance I peeded	4 49/
Determining which type of license I needed	4.4%
17 responses	
Other	5.2%
20 responses	

What connections did you make during this time?

Child Care Licensing Department within KDHE	69.5%
269 responses	
County Health Department	52.7%
204 responses	
Child Care Aware of Kansas	34.4%
133 responses	
Kansas Department for Children and Families	29.7%
115 responses	
Other Child Care Providers	21.7%
34 responses	
Kansas Child Care Training Opportunities	21.4%
33 responses	
Child Care Aware of Eastern Kansas	8.0%
31 responses	
None of the above	7.5%
29 responses	
Child Start	7.2%
28 responses	

Other Organizations	7.2%
28 responses	
The Family Conservancy	7.2%
28 responses	
Kansas State Department of Education	6.7%
26 responses	
Kansas Association for the Education of Young Children	5.7%
22 responses	
Child Care Providers Coalition of Kansas	3.4%
13 responses	
Links to Quality	1.6%
6 responses	
Kansas Child Care Health Consultant Network	0.8%
3 responses	
Kansas Quality Network	0.3%
1 responses	

Kansas Child Care Licensure Flow Survey Questions—Licensing

What were the most challenging processes that you experienced during this time? 387 out of 389 answered

Navigating the Kansas Department of Health online portal	40.1%
155 responses	
Understanding the licensing application process	31.5%
122 responses	
Filing an application with the Kansas Department of Health	12.4%
48 responses	
Paying the licensing fee	12.1%
47 responses	
Completing the background check	9.8%
38 responses	
Determining which type of license I needed	7.5%
29 responses	
Finding my local child care surveyor	5.4%
21 responses	
Other	15.8%
61 responses	

Kansas Child Care Licensure Flow Survey Questions—Post-licensing

What parts of the process, if any, related to launching and operating your child care business were challenging or were difficult to navigate? This question is required.

387 out of 389 answered

Securing substitutes so that my staff can attend professional development	34.6%
134 responses	
General Business practices (i.e. budgeting or records)	32.6%
126 responses	
Hiring and retaining staff	31.8%
123 responses	
Staying up to date with the new regulations	30.7%
119 responses	
Creating policies for the facility (payment, supervision, emergencies, safe sleep, etc.)	26.6%
103 responses	
Locating quality and affordable professional development	24.5%
95 responses	
Advertising	19.1%
74 responses	
Enrolling children	19.1%
74 responses	
None, I was able to find everything I needed	15.5%
60 responses	
Compliance with annual inspection requirements	13.2%
51 responses	
Enrolling in subsidy programs such as Child and Adult Care Food Program	12.4%
48 responses	

Maintaining my physical building to meet health and safety requirements	12.4%
48 responses	
Coordinating with organizations that meet the needs of children (WIC, DCF, etc.)	11.6%
45 responses	
Meeting the needs of children with special health care needs	7.5%
29 responses	
Engaging with parents and families of children	4.1%
16 responses	
Other	0.8%
3 responses	

What connections did you make during this time?

387 out of 389 answered

387 out of 389 answered	
Child Care Licensing Department within KDHE	63.0%
244 responses	
Child Care Aware of Kansas 187 responses	48.3%
County Health Department 173 responses	44.7%
Kansas Department for Children and Families	37.7%
146 responses	
Kansas Child Care Training Opportunities 118 responses	30.5%
Other Child Care Providers 92 responses	23.8%
	•
Child Care Aware of Eastern Kansas 51 responses	13.2%
Other Organizations	12.7%
49 responses	
The Family Conservancy	12.1%
47 responses	
Kansas State Department of Education	11.4%
44 responses	
None of the above 43 responses	11.1%
Child Start 39 responses	10.1%
Vancas Association for the Education of Voung Children	7 F°/
Kansas Association for the Education of Young Children 29 responses	7.5%
Child Care Providers Coalition of Kansas	7.0%
27 responses	
Links to Quality	5.2%
20 responses	
Kansas Child Care Health Consultant Network 12 responses	3.1%
12 1 3 3 PO 1 1 3 GO	
Kansas Quality Network 3 responses	0.8%

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Kansas Child Care Licensure Flow Survey Questions—Post-licensing

What challenges/barriers did you experience or are you experiencing along your journey? 384 out of 389 answered

Using or navigating online state agency systems (i.e. KDHE licensing portal, subsidy application)	40.9%
157 responses	
Experiencing burnout and/or compassion fatigue	40.4%
155 responses	
Capacity and/or ability to attend appointments or trainings related to being a child care provider	34.4%
132 responses	
Securing and/or sustaining funds for operating my child care center	29.2%
112 responses	
Having time and/or ability to complete administrative or documentation requirements (i.e. annual inspections, adhering to staffing requirements)	22.1%
85 responses	
Sustaining quality of services (ie. consistent staffing, ratios, etc.)	19.3%
74 responses	
Being aware of other child care providers in my area	19.0%
73 responses	

Securing funds for the fees associated with applications and licensing	15.9%
61 responses	
Connecting with someone who is able to provide mentorship or peer support	15.6%
60 responses	
Accessing appropriate technology (i.e. computer, internet or Wi-Fi)	14.8%
57 responses	
None	13.8%
53 responses	
Having the ability to adequately support the families and children I serve	9.6%
37 responses	
Understanding the language or terms used in materials associated with licensing, regulations, and/or accessing subsidy	8.6%
33 responses	
Locating material associated with licensing, regulations, and/or accessing subsidy in my primary language	1.8%
7 responses	
Other	0.8%
3 responses	