

Overview

Kansas Child Care Licensing

June 2021

Kansas Child Care Licensure Flow Survey Details

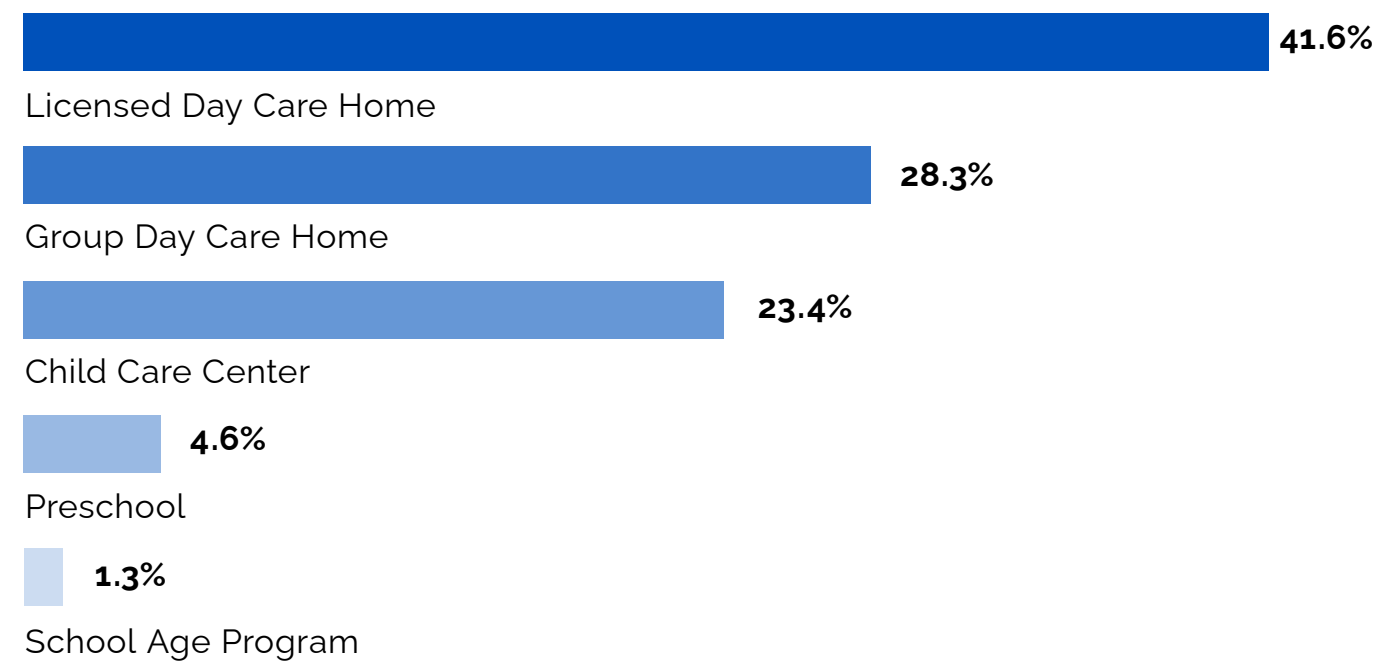
Number of Respondents

389

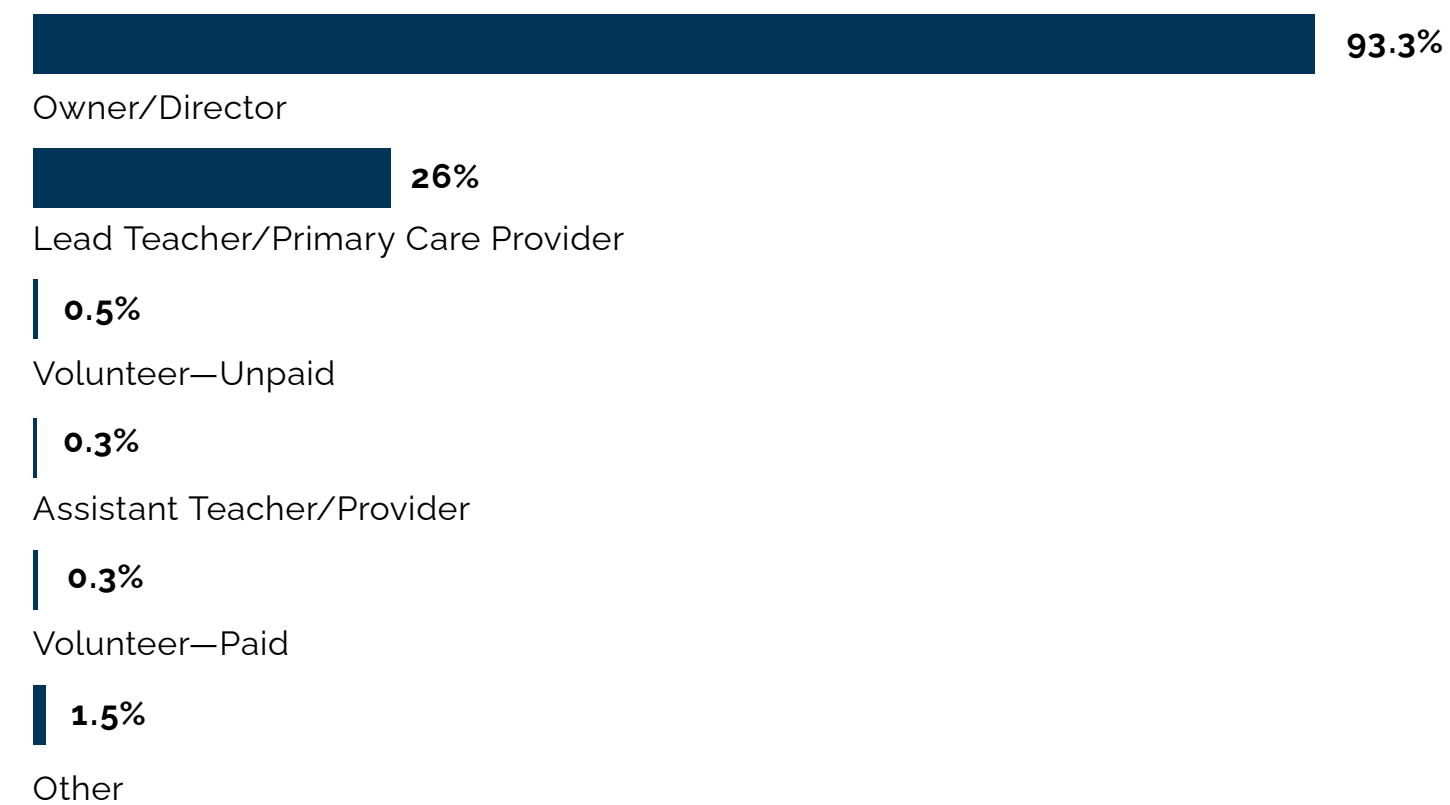
Completion Rate Percentage

43.1

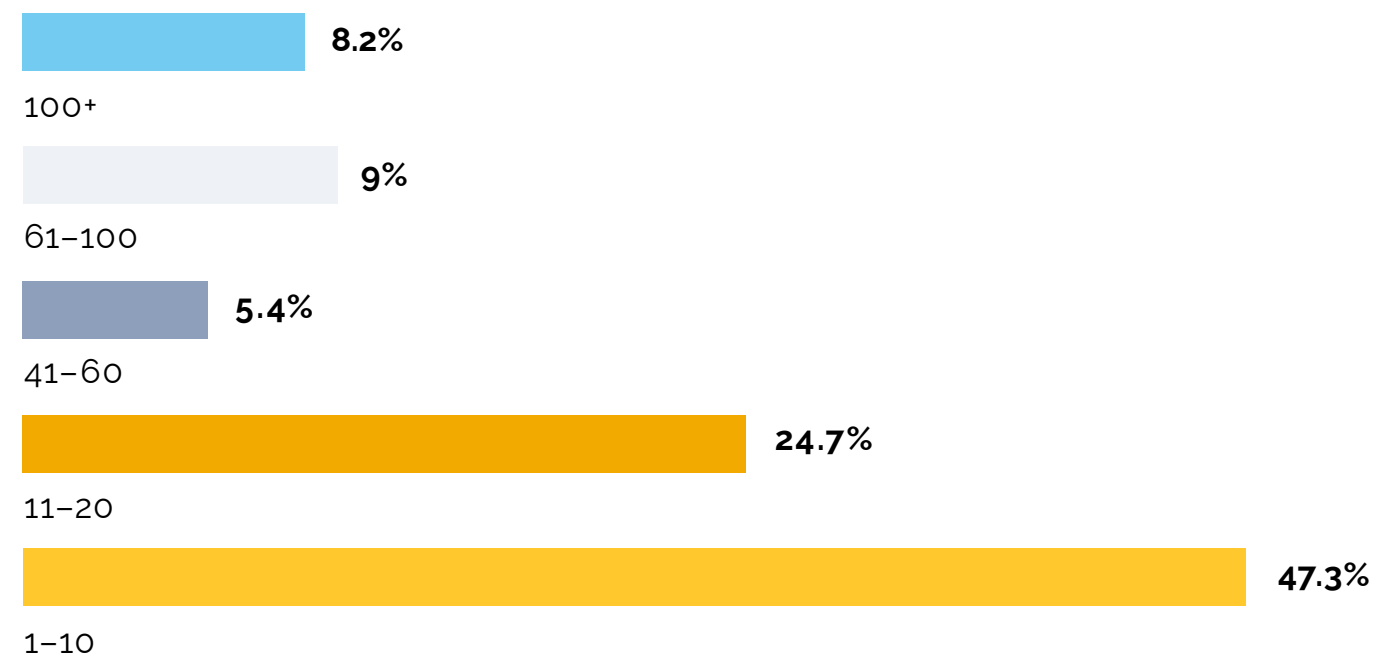
Facility License Type



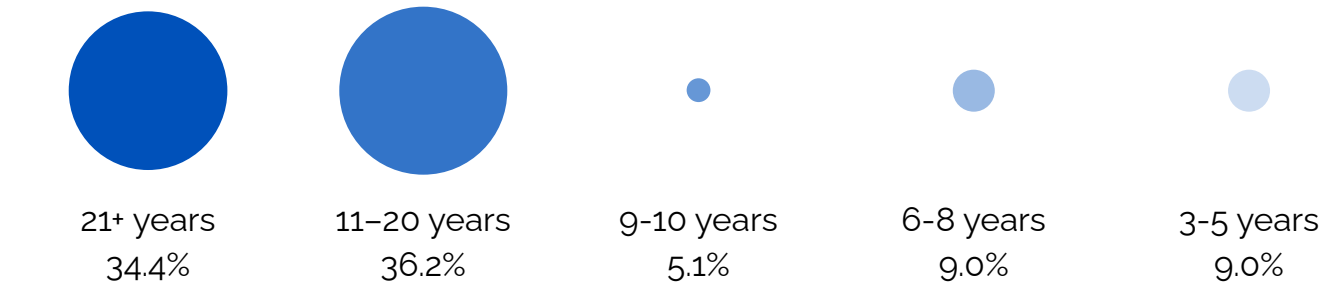
Respondent Role



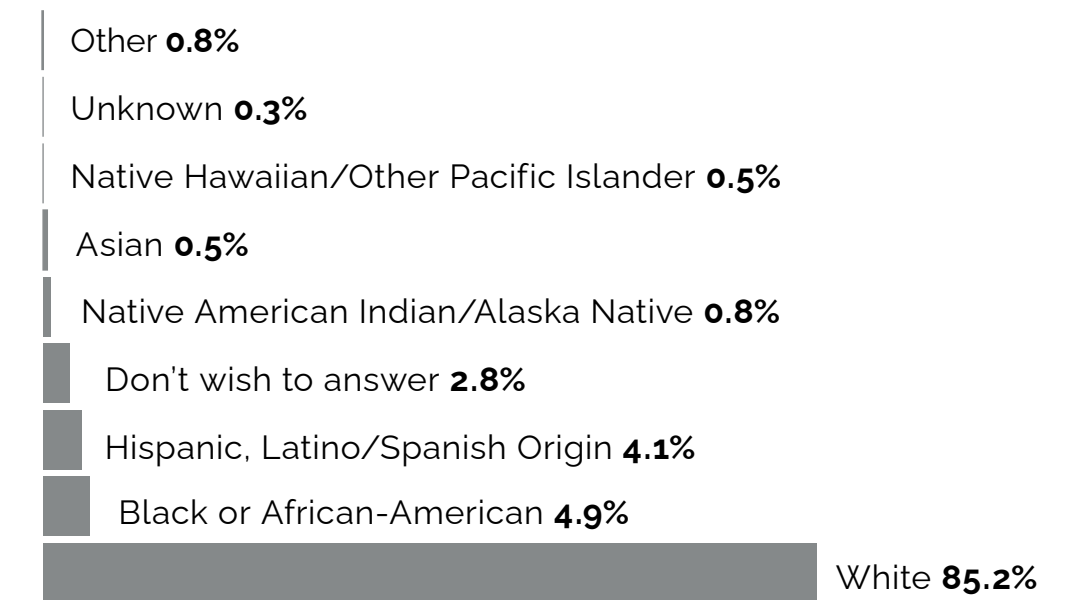
Facility License Capacity



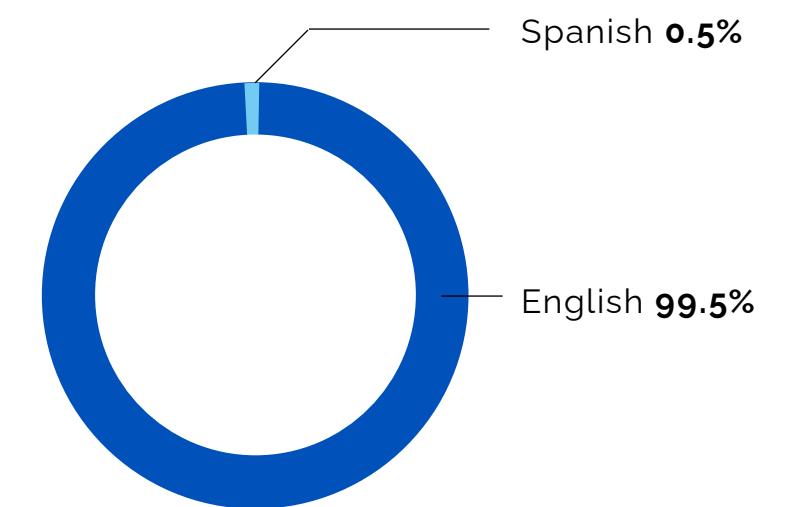
Provider Years in Child Care Setting



Respondent Ethnicity



Respondent Primary Language





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

389

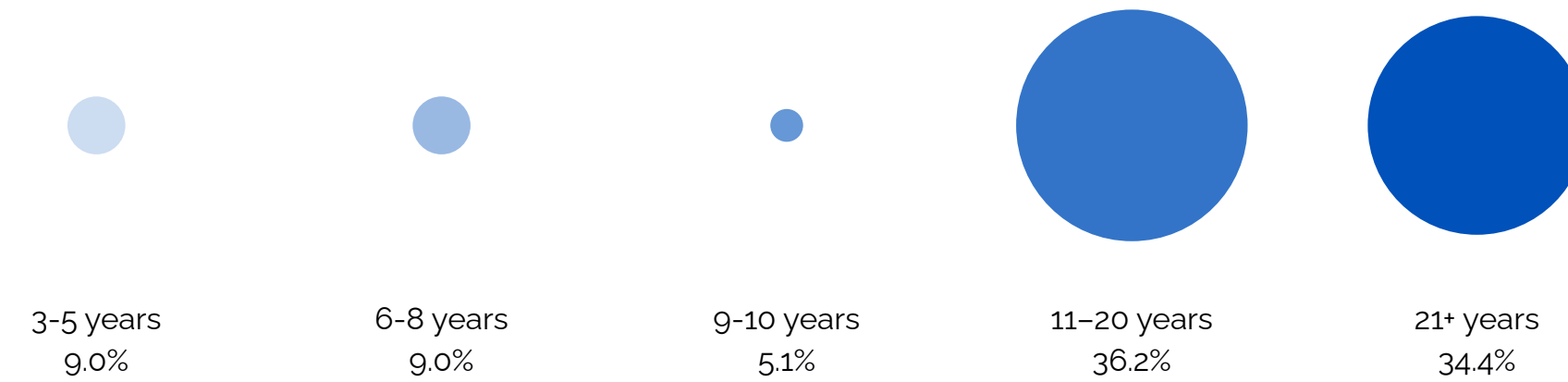
Completion Rate Percentage

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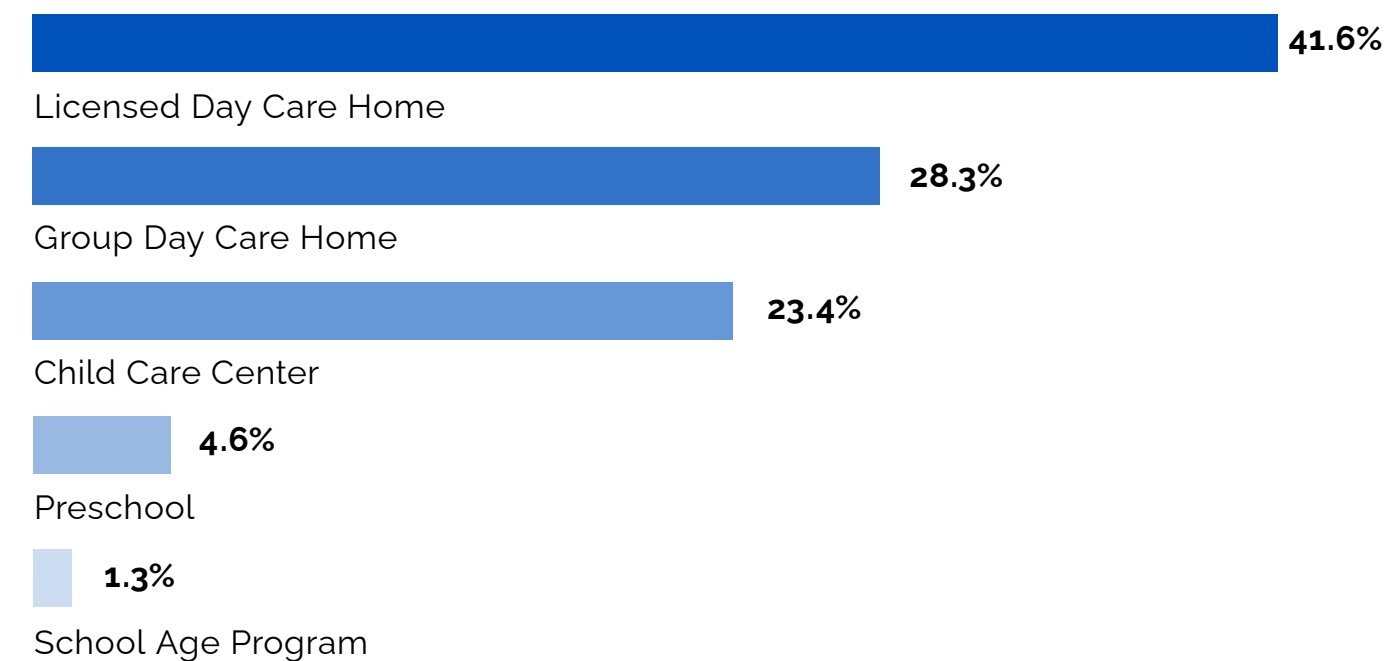
Owner/Directors as Percentage of Respondents

93.3

Provider Years in Child Care Setting

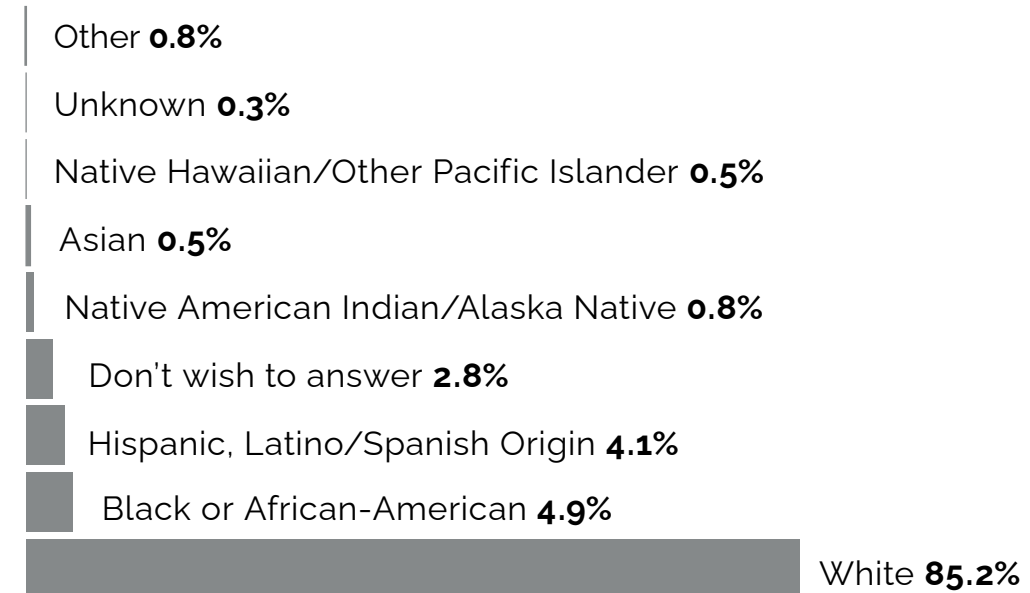


Facility License Type

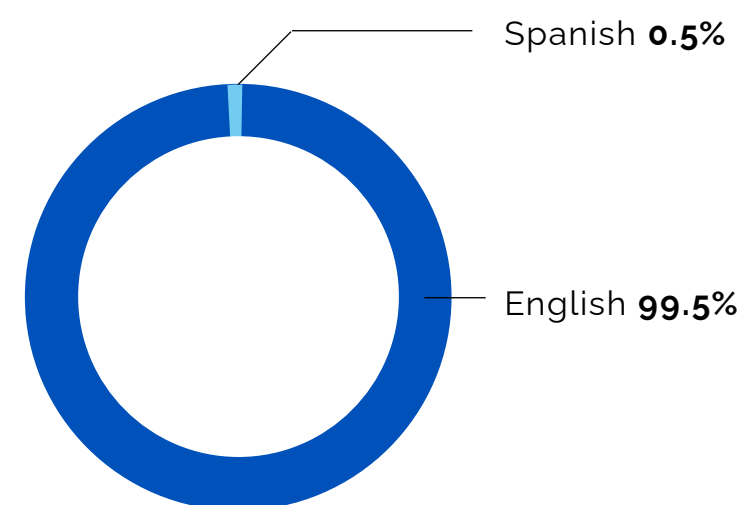


Kansas Child Care Licensure Flow Findings

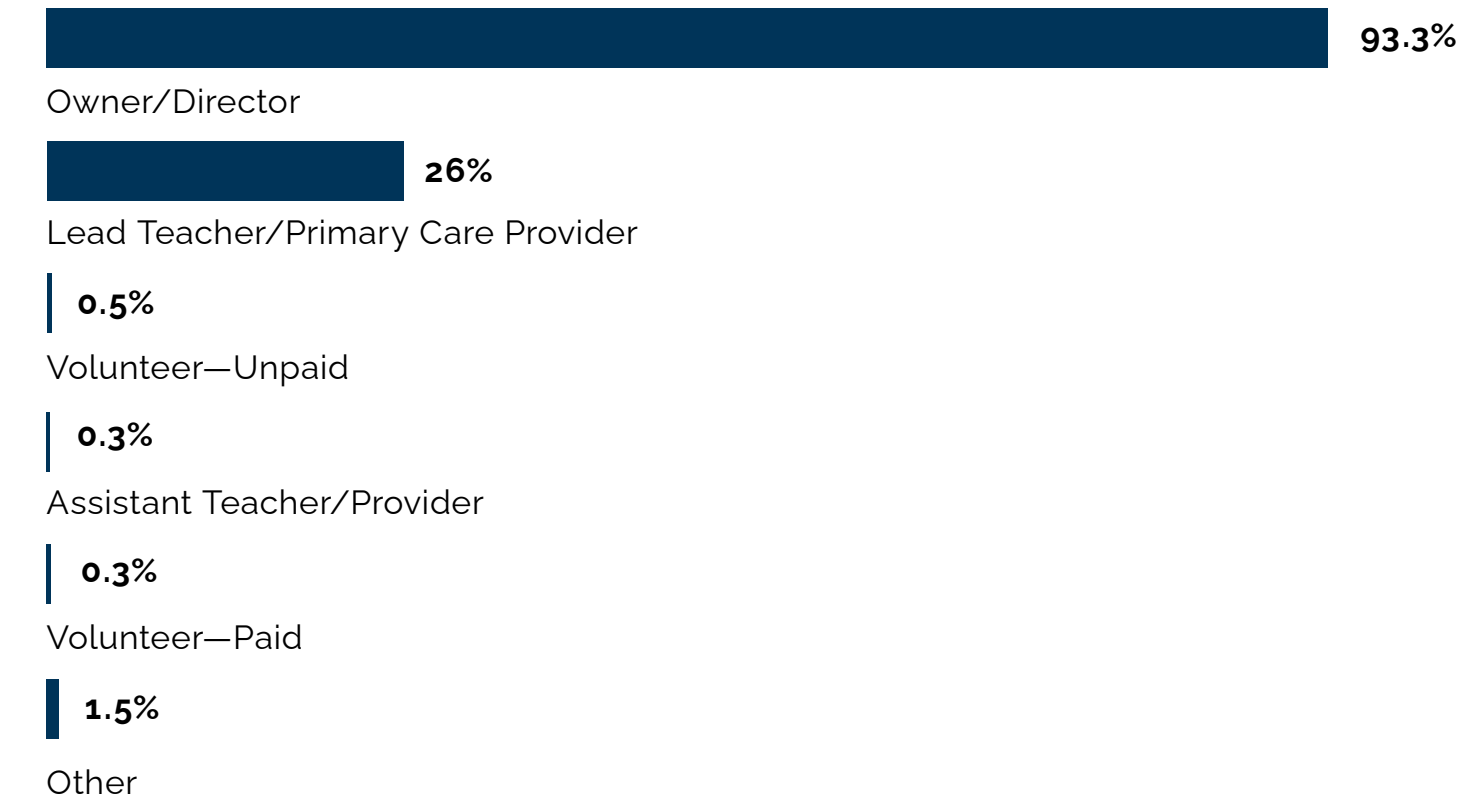
Respondent Ethnicity



Respondent Primary Language



Respondent Role



Kansas Child Care Licensure Flow Survey Details

35%

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

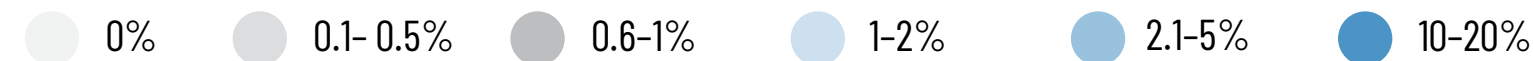
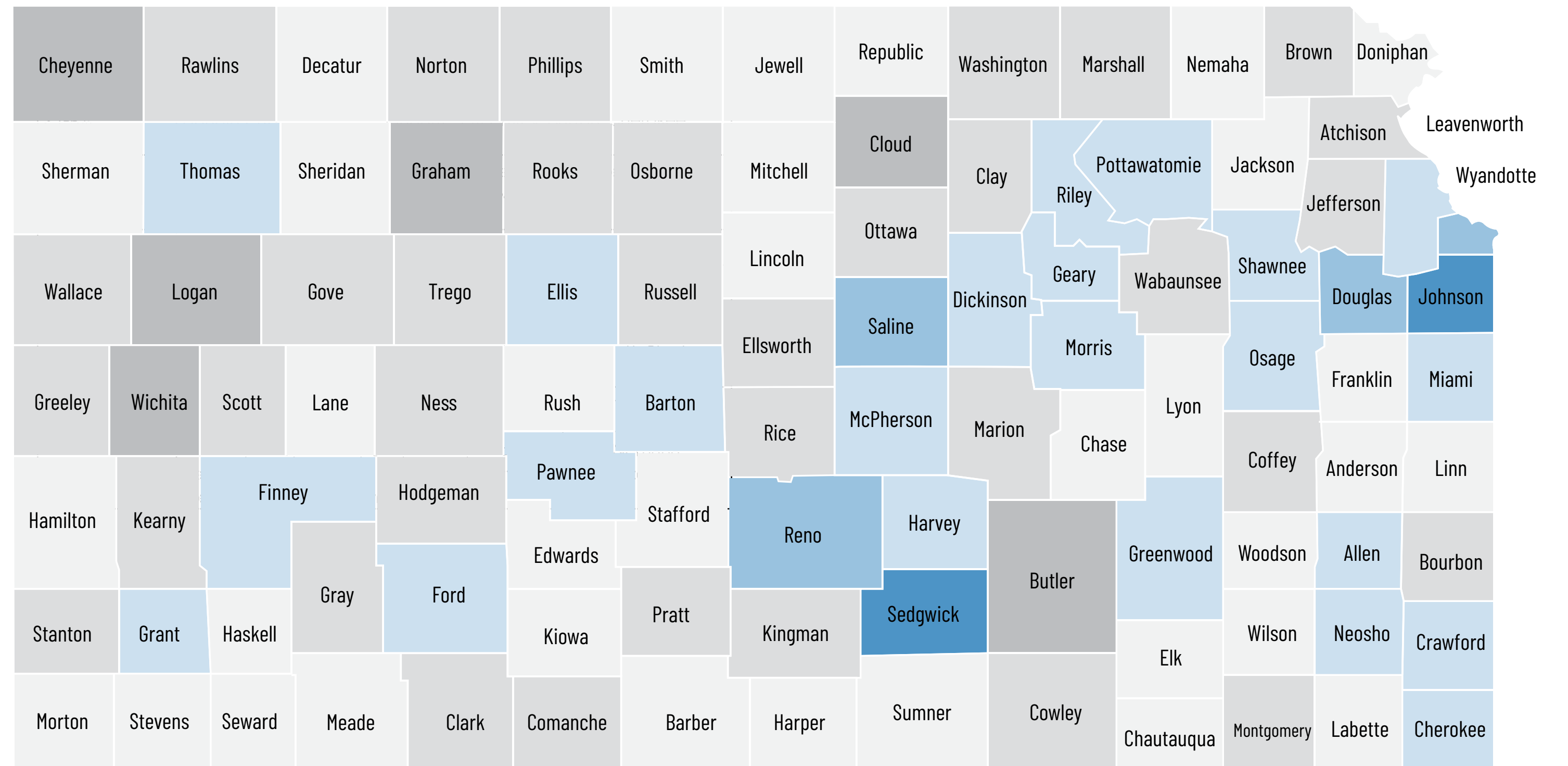
31%

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

93%

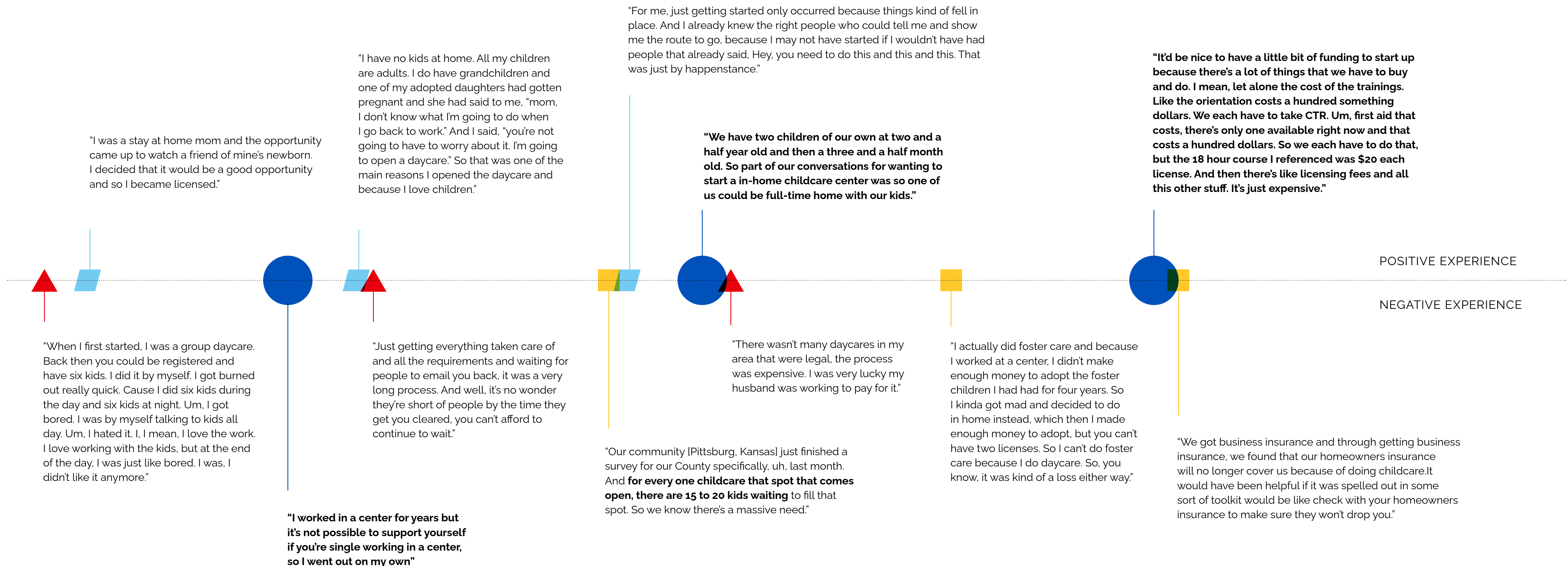
of child care provider respondents indicated that children, kids, or families were the bright spots in their childcare provider experience.

Response Rate by County



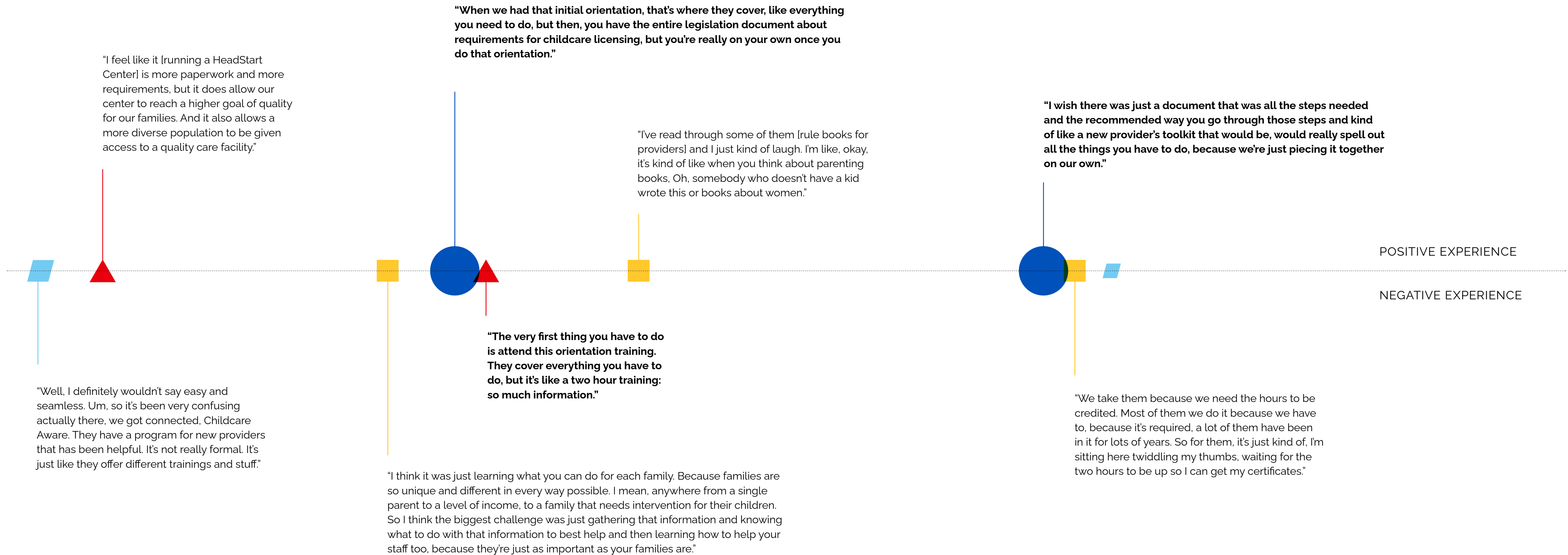
Kansas Child Care Licensure Flow In Providers' Own Words

Pre-licensing



Kansas Child Care Licensure Flow In Providers' Own Words

Licensing

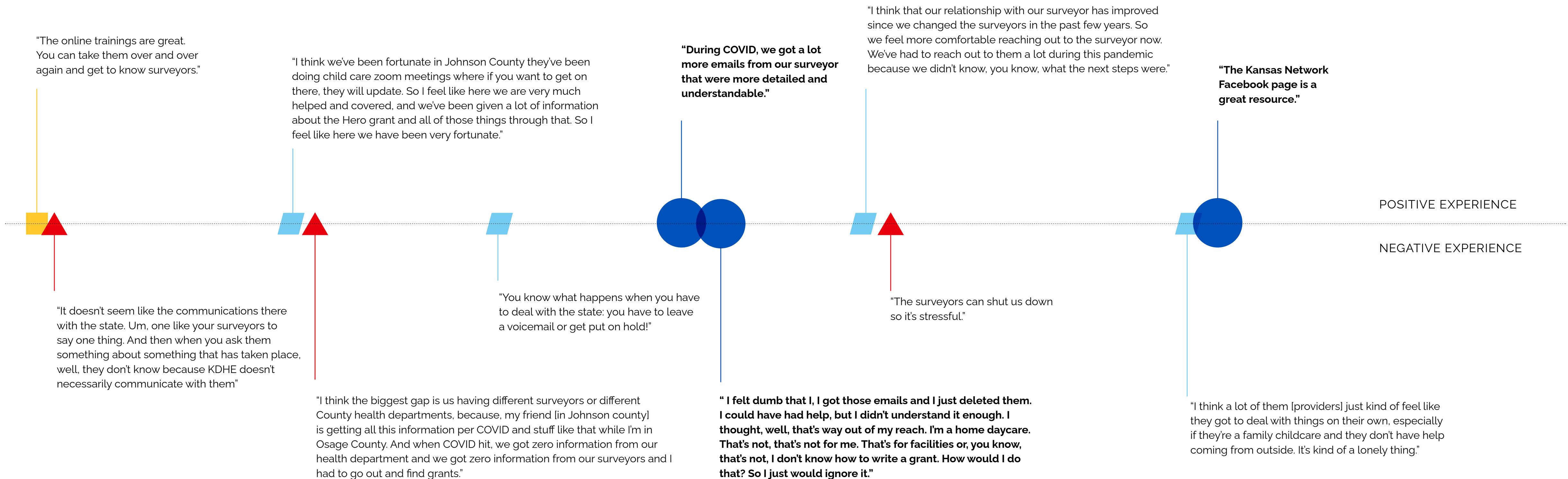


POSITIVE EXPERIENCE

NEGATIVE EXPERIENCE

Kansas Child Care Licensure Flow In Providers' Own Words

Post-licensure



Kansas Child Care Licensure Flow

Providers' Journey

Pre-licensing

Stage of Journey	Identify information needs		Find information
	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	<ul style="list-style-type: none"> Financial situation Personal support system Community ties Prior experience Temperament/mental health Physical health 	<ul style="list-style-type: none"> Group Day Care Home Care Day Care Home On-Site Child Care Center Care Head Start Preschool Care 	<ul style="list-style-type: none"> 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?	<ul style="list-style-type: none"> 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? 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Determined A bit overwhelmed 	
User Activity Doing	Consulting family & friends	Trying to determine eligibility	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Community members KDHE 	<ul style="list-style-type: none"> KDHE HOA IRS Accountant SBA Existing Contacts General Public Local government

Kansas Child Care Licensure Flow Providers' Journey

Opportunities Pre-licensing

<p>Opportunities</p>	<p>Early Childhood Education</p> <ul style="list-style-type: none"> • Tuition reimbursement or loan forgiveness for child care education • Scholarships for parents to go to school • Flexible learning programs • Electives in high school/vocational training • Unemployment office job training program 	<p>Outreach & Attraction to Career</p> <ul style="list-style-type: none"> • Rebrand child care provider as entrepreneurs • Unemployment office • Community centers & churches • Supplemental Nutrition Program for Women 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 	<p>Incentives</p> <ul style="list-style-type: none"> • 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
<p>Key Questions</p>	<ul style="list-style-type: none"> • What stage of life? HS, College, young mothers • Is taking care of your own kids a key driver? 	<ul style="list-style-type: none"> • 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? 	<ul style="list-style-type: none"> • 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

Licensing

Initiate process				
Stage of Journey	4 Apply for a license	Training	Background checks	Pay fees
Key Considerations	<ul style="list-style-type: none"> • Size restraints • Health & safety protocol • Food considerations • Record-keeping 	<ul style="list-style-type: none"> • Staff • You 	<ul style="list-style-type: none"> • Staff • You 	
User Activity Thinking	<ul style="list-style-type: none"> • What is required for my type of center? • What if I forget something? • What happens if I don't pass? 	<ul style="list-style-type: none"> • What classes are required? • Who needs to take these classes? • Are there any non-required classes myself or my staff should take? 	<ul style="list-style-type: none"> • 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? 	<ul style="list-style-type: none"> • Do I have to pay for all of this? • Is there any financial support available?
User Activity Feeling				
User Activity Doing	<ul style="list-style-type: none"> • Applying online • Fulfilling site requirements • Keeping records 	Registering, taking, and paying for classes	Getting fingerprinted	Sending money
Information Touchpoints	<ul style="list-style-type: none"> • KDHE • Licensing Department • County Health Department • Child Care Aware KA 	<ul style="list-style-type: none"> • KDHE • Child Care Aware KA • KCCTO • The Family Conservatory 	<ul style="list-style-type: none"> • KDHE • Local approved fingerprinting center 	KDHE

Kansas Child Care Licensure Flow Providers' Journey

Opportunities Licensing

Opportunities	Access to resources <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Fast tracking of previously licensed who change facilities? How do we handle competition between providers? 	<ul style="list-style-type: none"> When there is lack of support, are there inefficiencies How can we improve cross- office communications 	<ul style="list-style-type: none"> How can we give surveyors more time to give attention? Do surveyors have direct child care experience? How do you build trust? 	<ul style="list-style-type: none"> 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

Post-License

Set up operational & maintenance systems			
Stage of Journey	5 Launch center	6 Ongoing operations Annual inspection	Other
Key Considerations			<ul style="list-style-type: none"> Professional Development & Training New Regulations Curriculum & Program Development Family Assistance Staff Taxes
User Activity Thinking	Will people come? How do I get the word out? Am I forgetting anything?	<ul style="list-style-type: none"> When will this be? What do I need to do to prepare? 	<ul style="list-style-type: none"> 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?
User Activity Feeling			
User Activity Doing	Advertising Day to Day Care	Community members	<ul style="list-style-type: none"> Researching Reaching out to fellow Child Care Providers Applying for financial aid Applying to offer subsidies
Information Touchpoints	Community members	<ul style="list-style-type: none"> County Health Department 	<ul style="list-style-type: none"> KDHE Child Care Aware KA KCCTO The Family Conservatory

Kansas Child Care Licensure Flow Providers' Journey

Opportunities Post-license

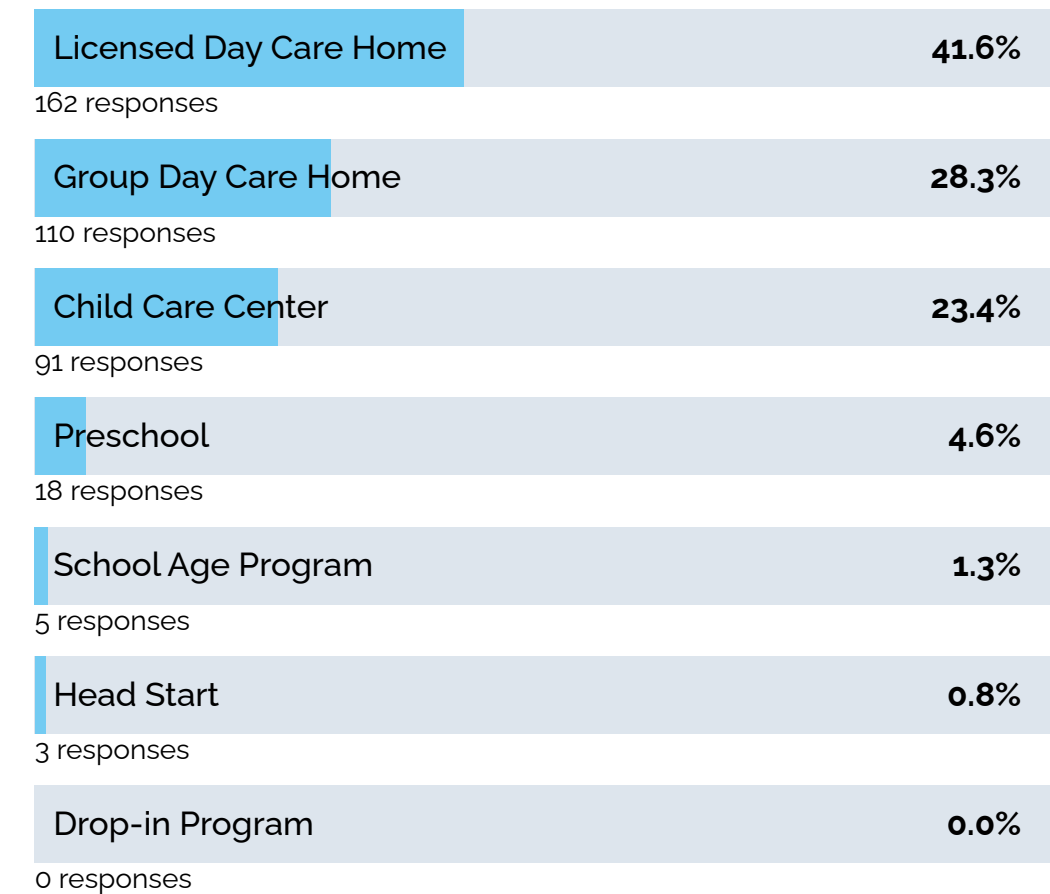
Opportunities	Peer Mentorship & Human Support <ul style="list-style-type: none"> • Peer groups / online or not • Buddy system • Off Facebook masterminds • Moderated Facebook groups • Provider pairing • Best practices 	Staff Attraction, Retention and Training <ul style="list-style-type: none"> • Mental 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 <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

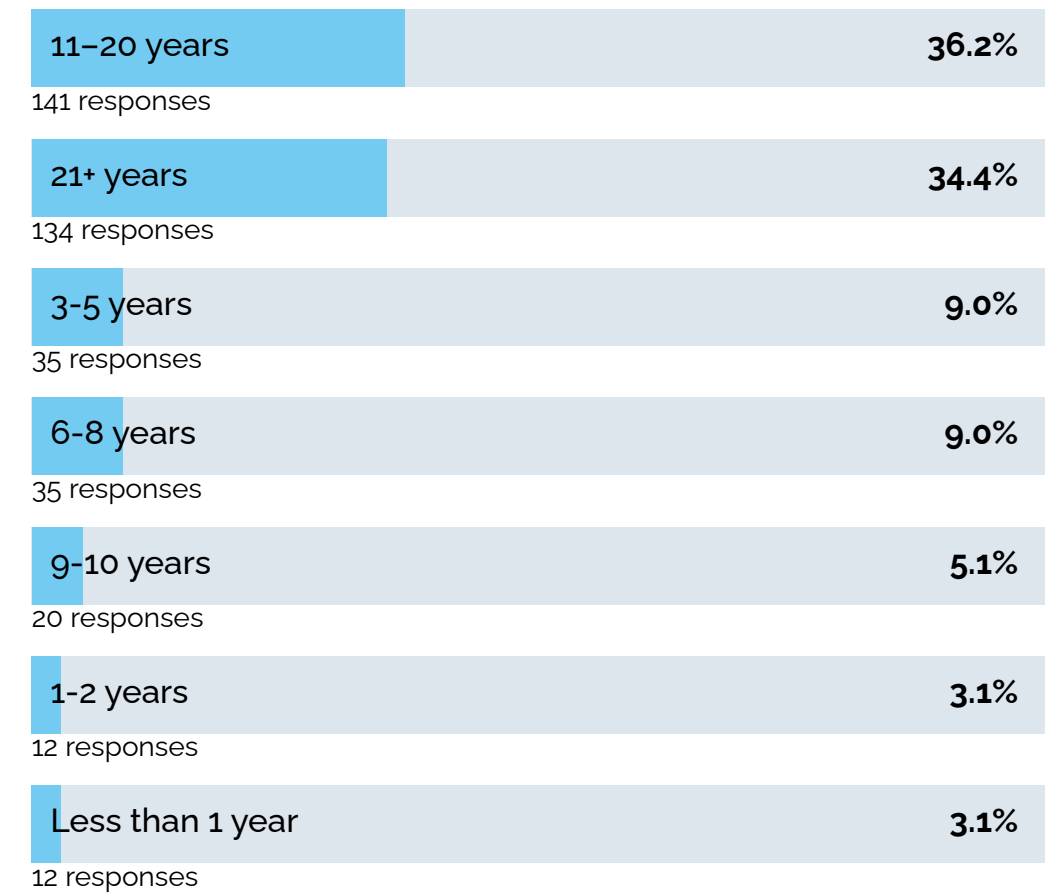
What is your facility license type?

389 out of 389 answered



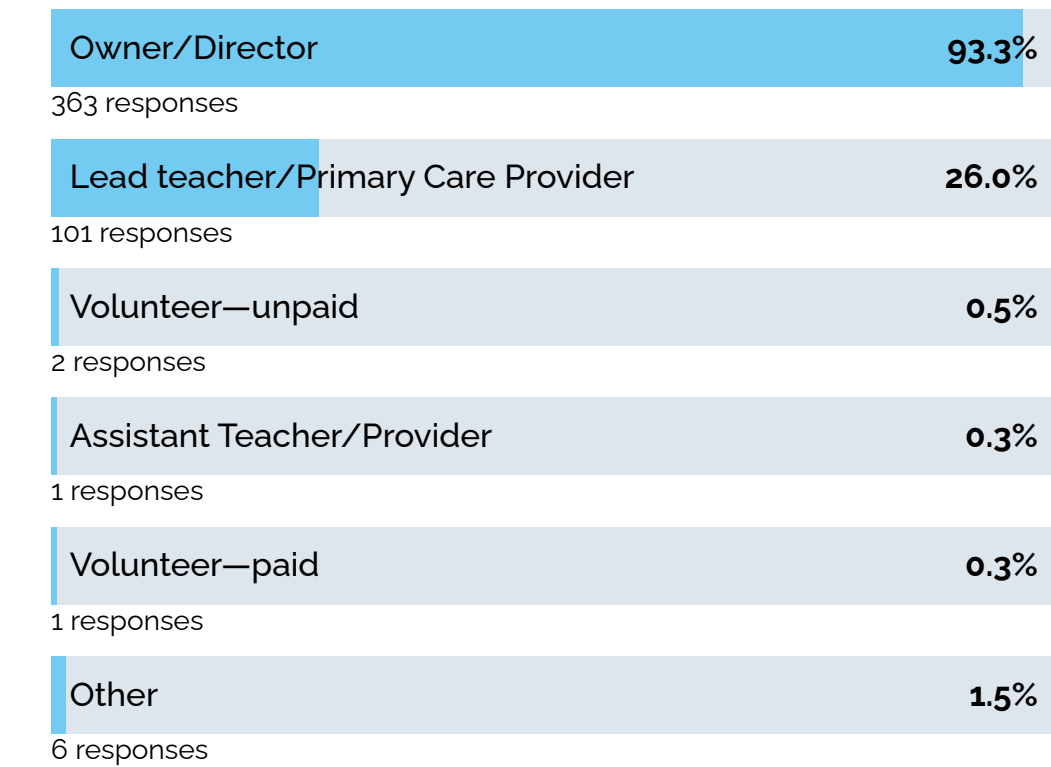
How long have you worked in Kansas licensed child care settings?

389 out of 389 answered



What is your role?

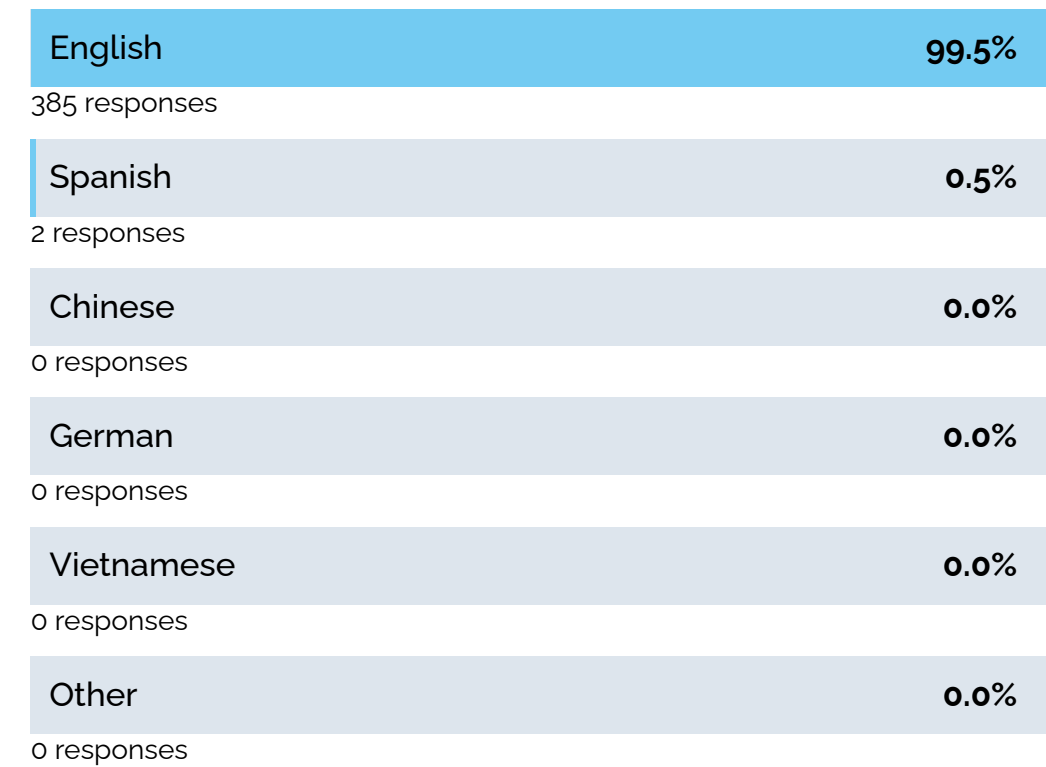
389 out of 389 answered



Kansas Child Care Licensure Flow Survey Questions—General

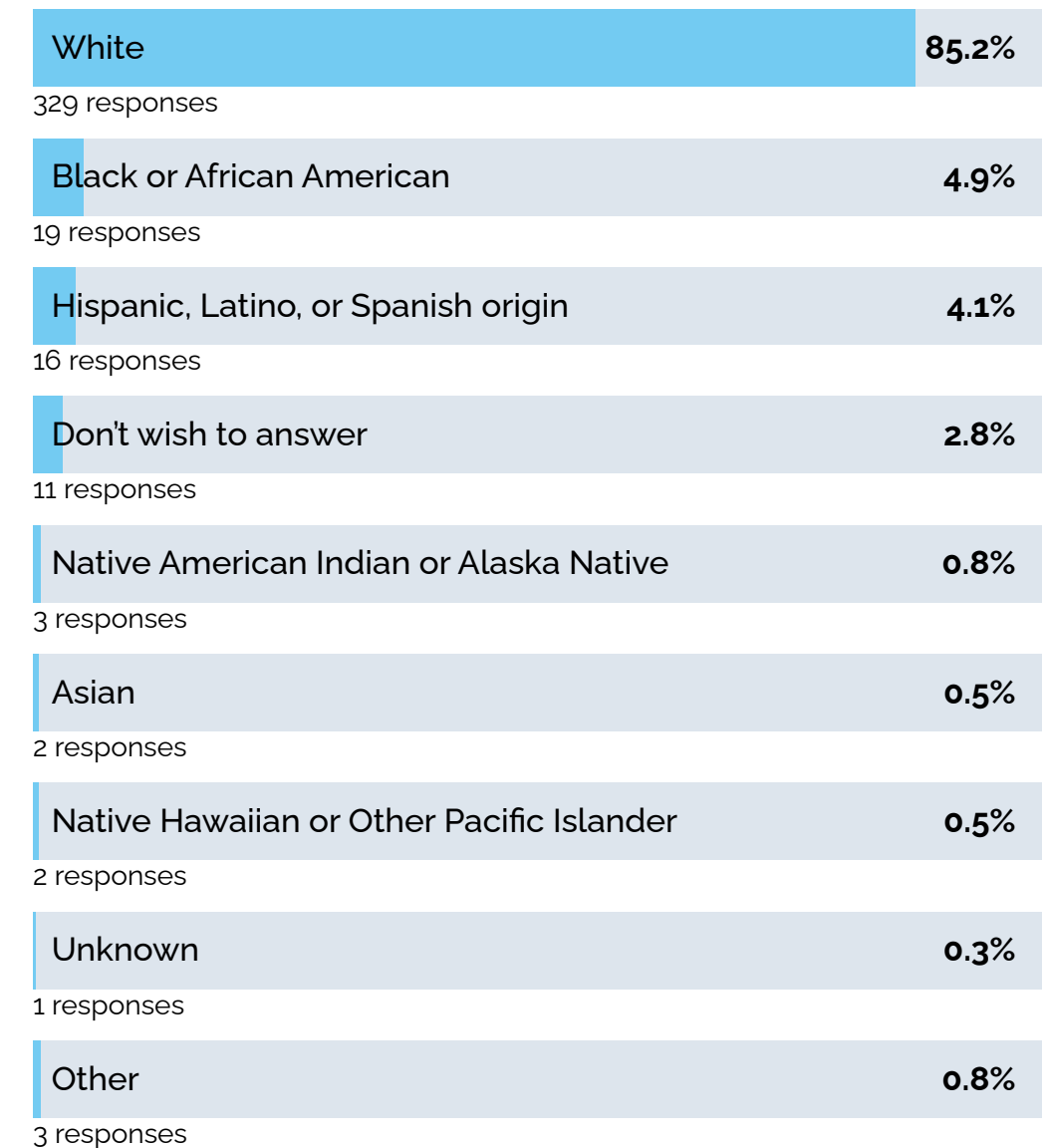
What is your primary language?

387 out of 389 answered



How would you describe your ethnicity?

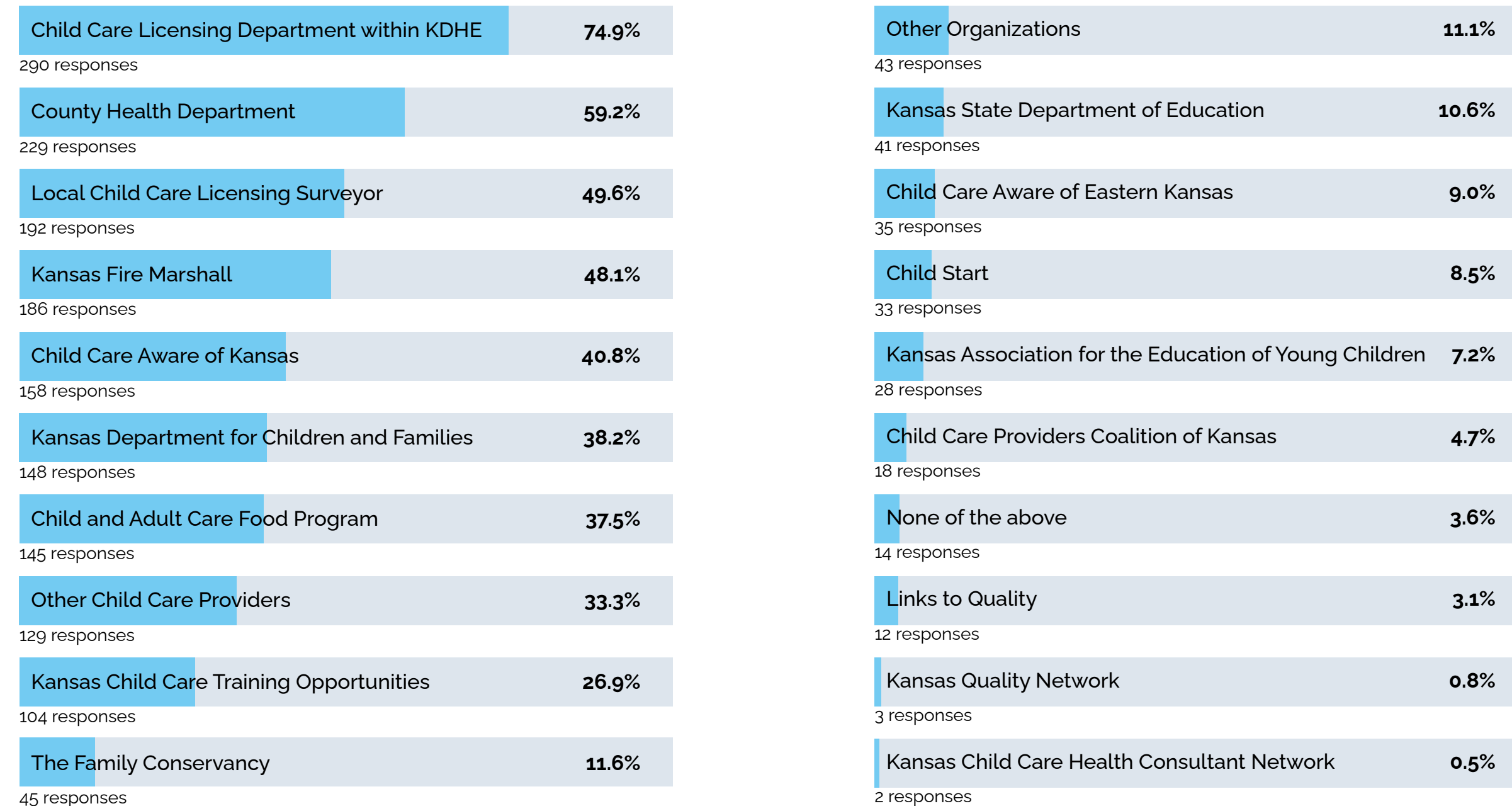
386 out of 389 answered



Kansas Child Care Licensure Flow Survey Questions—Pre-licensing

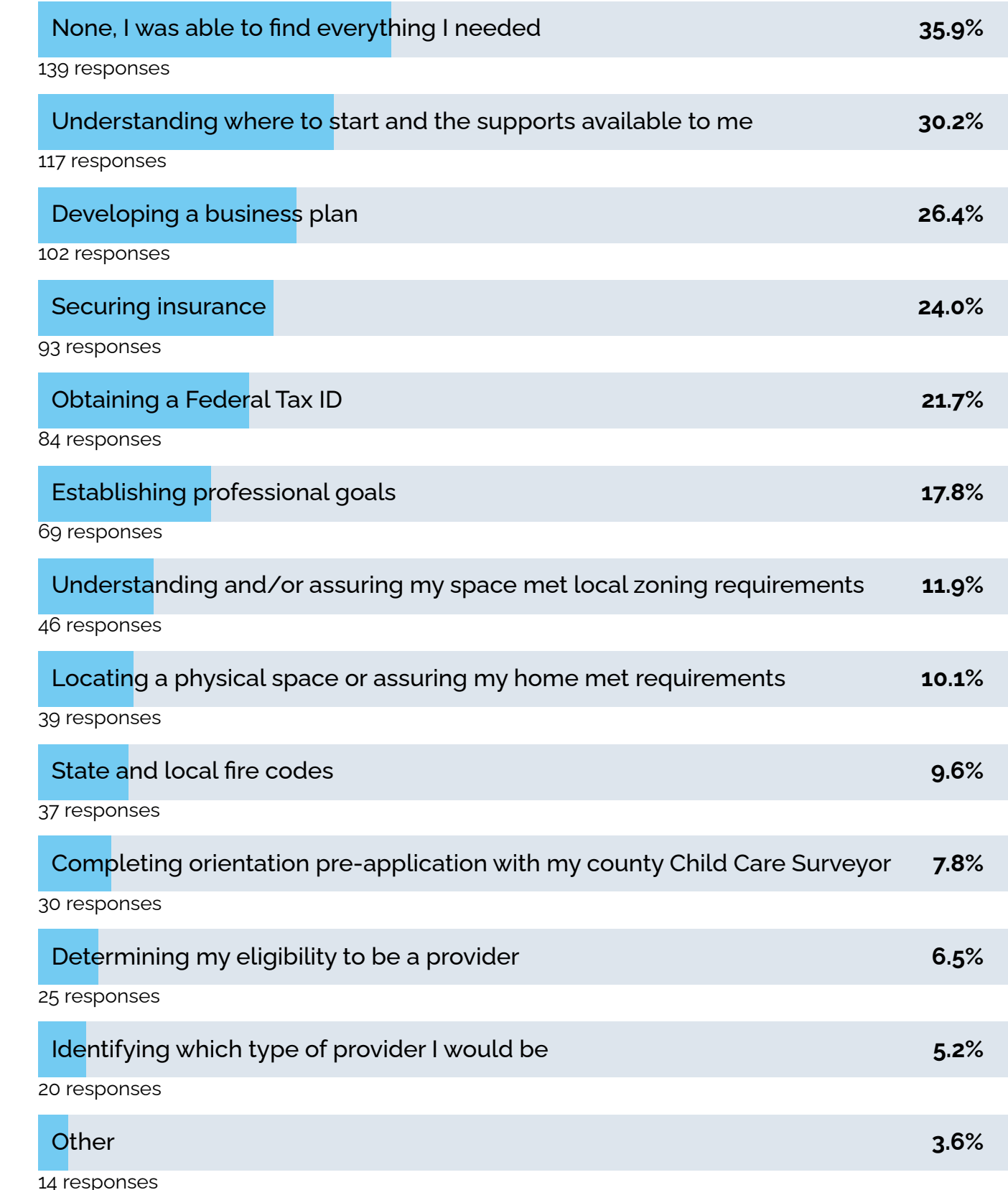
What connections did you make during this time?

387 out of 389 answered



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.

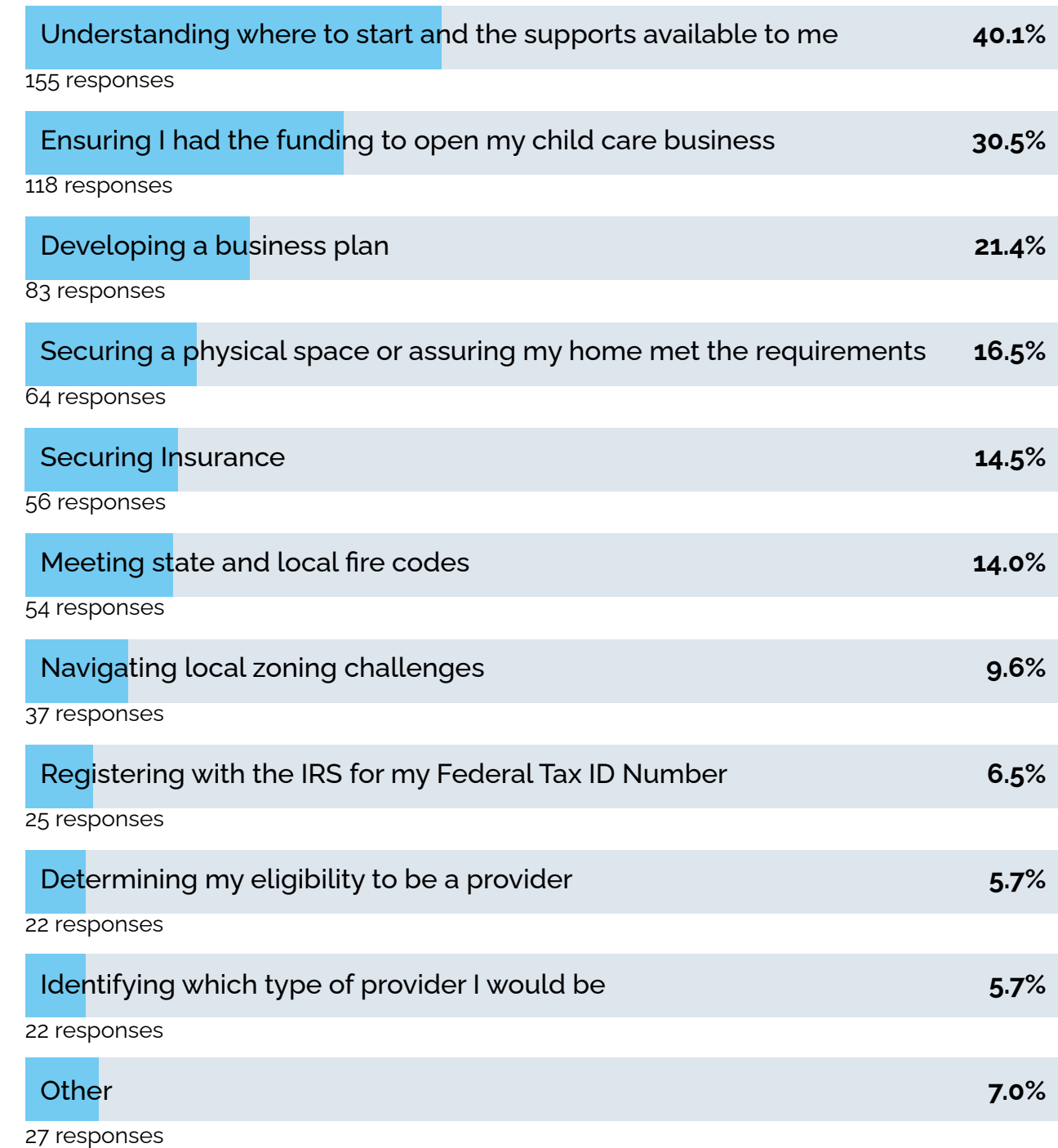
387 out of 389 answered



Kansas Child Care Licensure Flow Survey Questions

What were the most challenging processes that you experienced during this time?

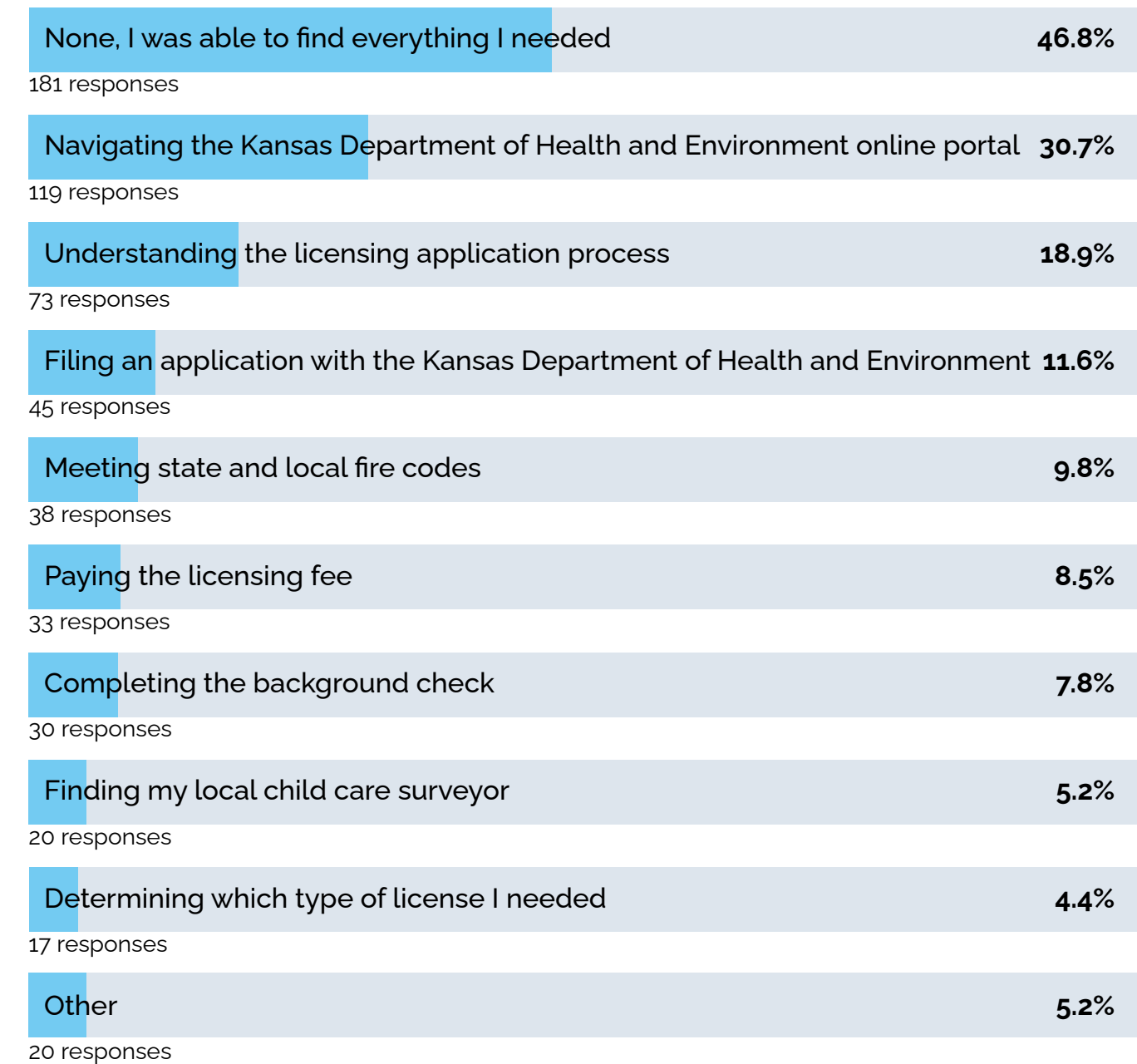
387 out of 389 answered



Kansas Child Care Licensure Flow Survey Questions—Licensing

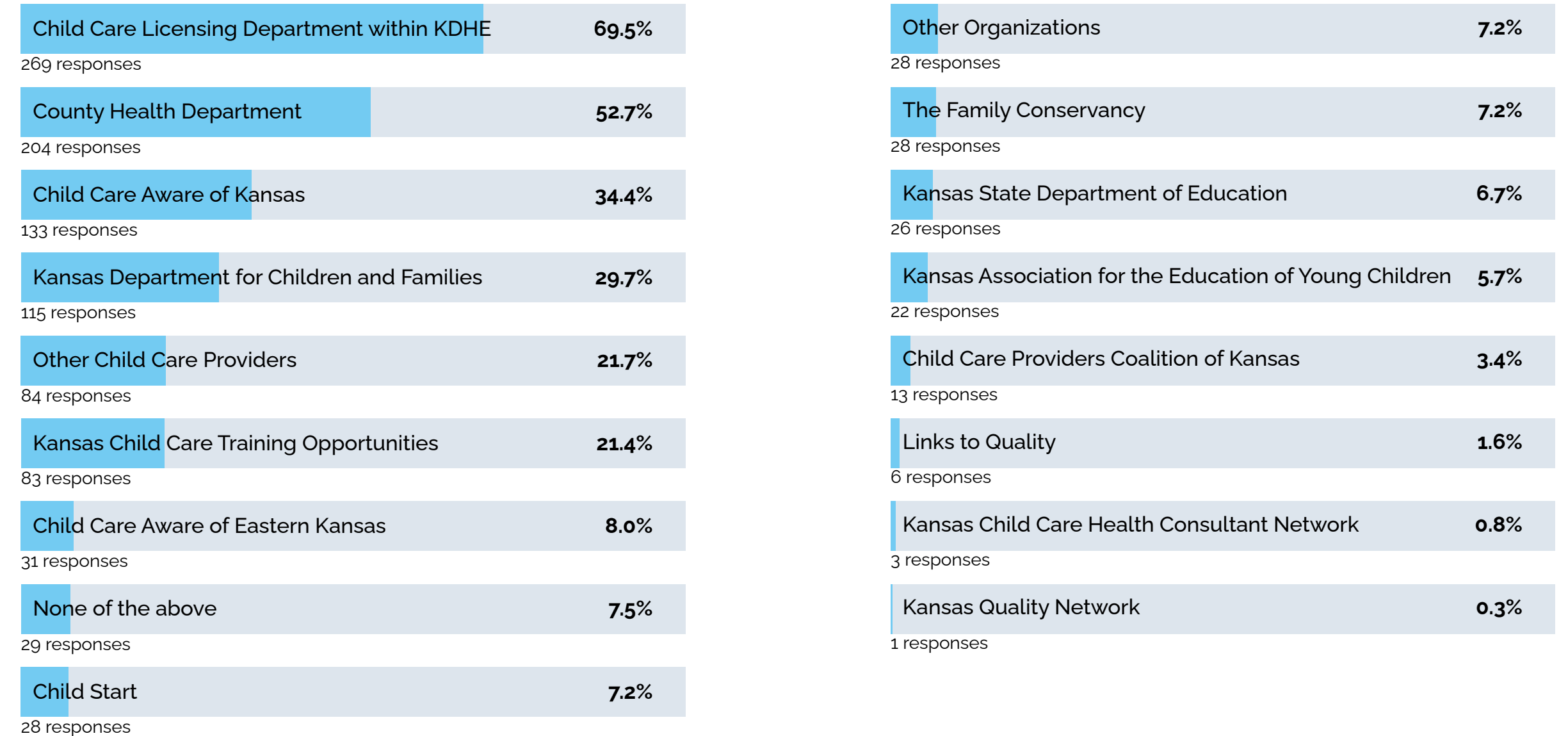
Were there any parts of getting licensed that were difficult to find help for? If yes, please select from the list below or choose Other and describe your own.

387 out of 389 answered



What connections did you make during this time?

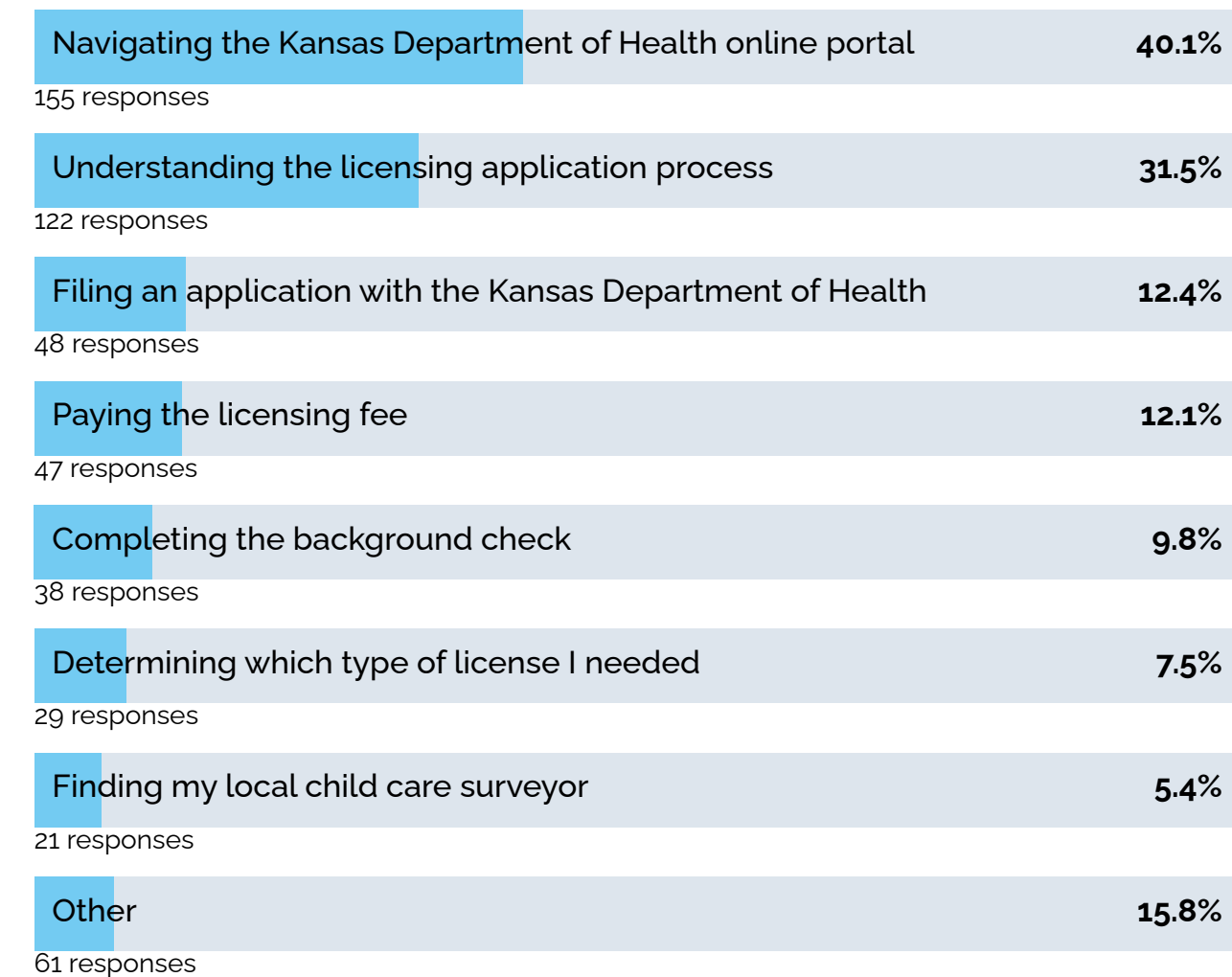
387 out of 389 answered



Kansas Child Care Licensure Flow Survey Questions—Licensing

What were the most challenging processes that you experienced during this time?

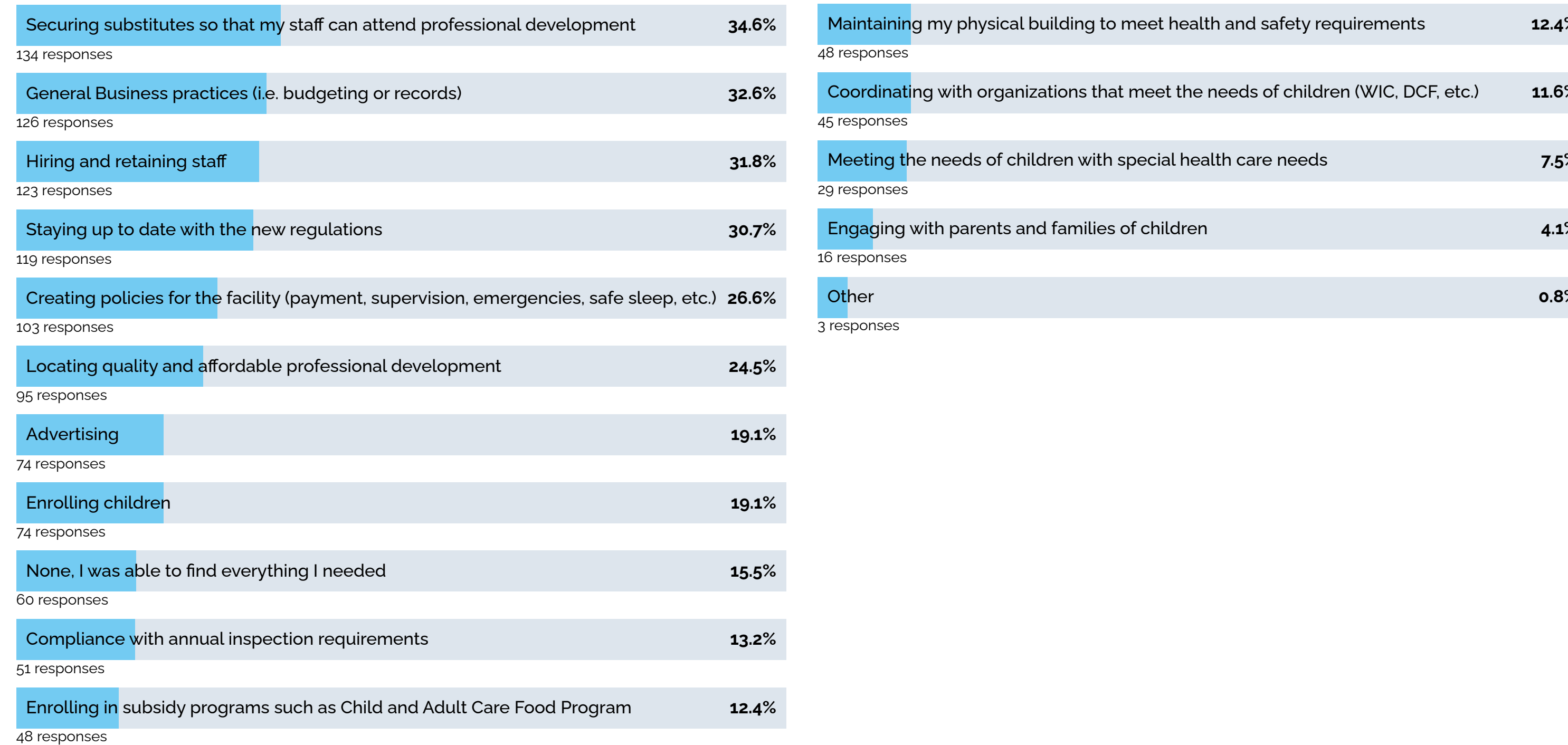
387 out of 389 answered



Kansas Child Care Licensure Flow Survey Questions—Post-licensing

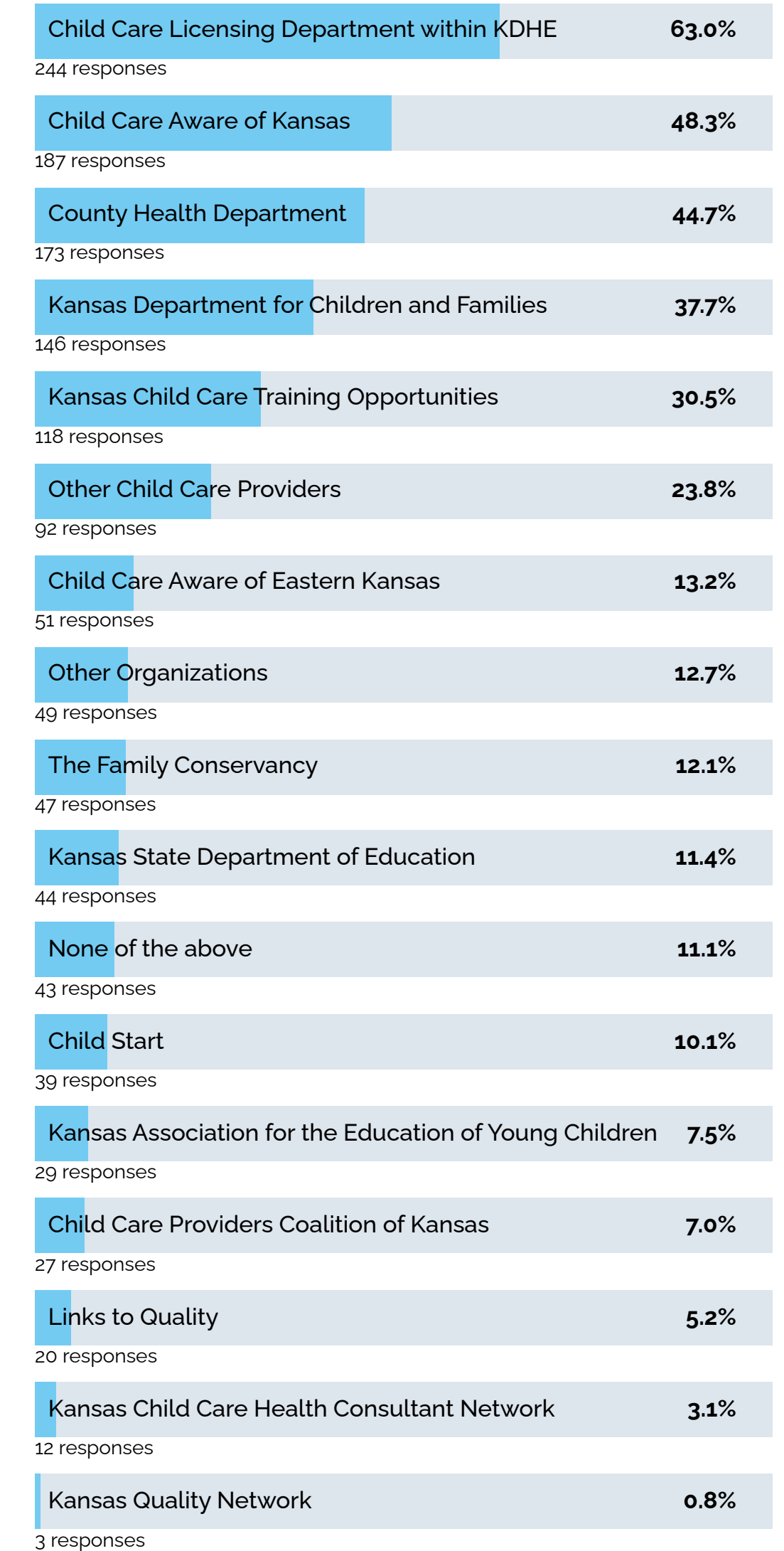
What parts of the process, if any, related to launching and operating your child care business were challenging or were difficult to navigate? This question is required.

387 out of 389 answered



What connections did you make during this time?

387 out of 389 answered



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

