

at Prevent Child Abuse-New Jersey Supporting Hudson, Essex, Mercer, Middlesex, Monmouth, Ocean & Somerset Counties

A NEWSLETTER FROM YOUR TECHNICAL ASSISTANCE CENTER

BEST BUSINESS PRACTICES IN HIGH QUALITY EARLY CHILDCARE PROGRAMS

Employee Retention and Satisfaction

March 2018

Volume 3

Issue 1

IN THIS **NEWSLETTER...**

<u>Addressing Staff Turnover</u>

Preparing for the Storm that **Leads to Staff Turnover**

Standards 5.3.8 and 5.4.4 Staff turnover occurs fairly regularly in early childhood programs. Sometimes

employee turnover in a center can be beneficial; the employment of new

Addressing Staff Turnover

feel the sense of stability and continuity of care that they need. As we build quality programs, we must have the foundation of an effective, stable workforce, and staff frequently leaving can indicate that something needs to be addressed. In the field of early childhood education in the United States, the average turnover rate is 30%. However, it is generally accepted among other businesses that any rate over 10% indicates that changes may need to be made. To learn more about this and determine whether the turnover at your center is healthy or unhealthy, take a moment to read the following articles: https://www.childresearch.net/projects/ecec/2012 04.html http://news.gallup.com/businessjournal/316/truth-about-turnover.aspx. Tracking the frequency of turnover and the reasons staff leave can help you

begin to address the issue. How do we track turnover? Once you determine the time-frame that you'd like to track, a quarter or a year, for example, count the number of staff who left during that time frame and divide that number by the total number of employees. To find the percentage of turnover,

multiply that final number by 100. Click below for a sample turnover tracker:

Turnover Calculation.xls

It's also important to conduct an exit interview with the employee who is leaving in order to help determine the reasons for their departure. The questions in the interview should be designed to illuminate potential areas for your center to

change and grow. For sample exit interview questions, click below.

How to Conduct an Employee Exit Interview? What Can We Do to Prevent High Turnover? We can begin to prevent turnover by using the data we collect to inform our practices and to counteract the reasons why people leave our programs. For

example, some factors that affect turnover include whether your staff receive

benefits, (sick and vacation days, discounts on childcare, life insurance,

retirement plans, health insurance, and reimbursement for professional

development costs), whether they are acknowledged for their efforts, and whether they feel empowered or supported. The Program Administration Scale

(PAS) is a tool that helps to self-assess the benefits and supports that are given to staff members.

work was feeling appreciated for your work. This highlights that motivation for

staff members is less about monetary factors, which we have little control over, and more about feeling important and recognized for our efforts. Focusing on staff appreciation can go a long way to improve morale and maintain staff. To find out more about this study click below. **<u>Decoding Global Talent</u>** To nurture staff appreciation and reduce turnover, consider these ideas: Approach each task as an adventure. Your attitude will affect your staffs morale. Keep coffee, tea and light snacks stocked and available in a staff lounge.

Post motivational quotes and give "thank you" cards for staff's efforts.

Acknowledge when goals are acheived and celebrate even the smallest

· Survey the staff to see how they like to be acknowledged and apprecatedfollow their lead. Be selective when hiring; look for attitude and train for skill. Prepare for the Storm that Leads to Turnover Standard 5.4.4

Bruce Tuckman, a researcher on group dynamics, created the theory,

"Tuckman's Stages of Group Dynamics." Tuckman said that these phases are

all inevitable in order for a team to grow, face challenges, find solutions, and

Click below to find out about the phases of team dynamics and how they relate

Forming-Storming

Get the feedback you need before your staff leaves. The website below sends

one question a week to your staff to answer anonymously to provide feedback

Employee Engagement Survey

Budgeting Tools and Tips

on job satisfaction.

Budgeting Basics

Standards 5.3.3, 5.3.5, 5.4.5

professional development.

Budgeting Tips and Tools:

inefficiencies.

being spent appropriately.

· Collect annual registration fee.

Don't like your budget? Let's change it!

· Offer occasional weekend or evening care

· Research discounts on items you use the most.

For additional fundraising ideas, visit:

Within the Program Administration Scale (PAS), Budget Planning and Accounting Practices (Item 12 and Item 13) ask guiding questions to help you identify how your program's operating budget is prepared; whether payroll,

insurance, and taxes are paid on time; and how accounting records are

reviewed. Please refer to the PAS for a complete list of guiding questions.

Running a business requires owners to carefully plan and review their

finances using reliable budgeting and accounting practices. Your Child Care

same financial practices in order to run effectively. A budget is an overview of

being spent. Creating a budget annually helps project your expected needs.

Having a clear budget also allows you to determine employees' salaries and

offer benefits such as vacation time, health insurance, and reimbursement for

Center/ Family Child Care Home is a business and should operate with the

how much income is flowing into your business and where your funds are

Not in your budget? Don't buy it! • Create files for receipts (tuition/professional development, food, travel, supplies, etc.). • Enter income/expenses into the computer by category, as above.

Review categories of spending and look for overspending and

Have a second person review your expenses to ensure funds are

Not happy with the income earned? Here are ways to increase your income:

• Hold 2-3 fundraisers a year (i.e. baked goods, candy fundraisers, etc.)

Inventory your supplies and only order when there is a need. Check to

be sure consumable products are being used efficiently. Check your

http://www.childcarelounge.com/director-articles/fundraiser.php

Are your expenses too high? Where could you save money and reduce the monthly expenses? Here are ways to lower your expenses:

closets before placing an order.

Make homemade toys.

 Ask community partners to volunteer time and resources. The following resources can help you prepare a budget for a child care business: Center Cash Flow Projection Worksheet

Solicit donations from a wish list you and your teachers create.

Opinions Matter Standard 5.3.6 In order to improve anything, you must first have a measure of its current level.

If you're aiming to reduce your waistline, you have to know its current size; if

When it comes to improving the quality of your childcare program, you must obtain a measure of how well it is currently running. The most effective way of

doing so is to gather the opinions of your parents and your employees. Item

14 of the Program Administration Scale examines your usage of evaluations

Surveying parents, your customers, gives you the most accurate assessment

of the quality of service you are currently providing. Parent surveys create a

you want to have better credit, you have to know your current score.

in planning for and improving your program.

training opportunities.

Survey Says

General Guidelines:

• Give a deadline (ex. 7-10 days).

Content Ideas for Parent Surveys:

Staff friendliness/attentiveness.

Solicit feedback regularly (once or twice a year).

Standard 5.3.6

· Keep it short.

completion.

· Look for patterns.

• ACT ON THE RESULTS!

Physical environment.

 Family engagement activities. · Best aspect of the program. An area for improvement.

· Curriculum.

Webinars

Date: April 12, 2018

Date: April 19, 2018

Time: 1:00pm-2:00pm

Central Region

and Somerset counties.

Register Here

Learning Environment and Curriculum.

on ITERS-3, ECERS-3 and FCCERS-R.

North East Region - Save the Date

Location: Learning Resource Center, East Orange

Hudson County - May 8th - Save the Date

Check our website for registration updates.

Peer Learning Communities

Coming soon-check our <u>website</u> for scheduling updates.

Location/Time: North Bergen Library, Kennedy Branch, 12pm-2pm.

Date: Thursday, May 17, 2018 Time: 10:00AM - 2:00PM

Time: 12:00pm-1:00pm

Registration and Additional

by the Women's Center: TA Center South

Registry at https://www.njccis.com

BEST PRACTICES FOR SURVEYING YOUR

PARENTS AND STAFF

measure of your program's trustworthiness, sensitivity, capability, and physical and emotional environment. Positive responses from the surveys can be used as testimonials in marketing materials, leading to increase in enrollment. In addition, the surveys provide a basis for making improvements and allow parents to feel included in the decision-making process.

kewise, staff surveys empower staff to feel involved in the changes and

perspectives. They offer an opportunity for the staff to feel connected to, and valued by, the administration. Asking for and appreciating the opinions and

suggestions of your staff will lead to increased productivity, engagement, and

retention. Furthermore, the surveys can help you assess the dynamics of the

workplace environment, the level of staff satisfaction, and the need for further

Allow the survey to be anonymous and consider offering an incentive for

• Prefered communication methods (email, text, phone, in-person, etc.).

To see a sample Family Assessment Survey from NAEYC, click below.

Family_Survey_Self Assessment.pdf

Survey Tips from Childcare Marketing

Solutions

Upcoming TA Center Events

Information: https://attendee.gotowebinar.com/register/7118000073698639105

High Order Thinking, Beyond Open/Close Questions:

Registration and Additional Information: Register through the NJ Workforce

Regional Networking Meetings

The Grow NJ Kids Technical Assistance Center (Central Region) presents "Growing Connections", a networking meeting for all GNJK enrolled providers in the Central region. The meeting is open to family child care providers, teachers, directors and administrators in Mercer, Middlesex, Monmouth, Ocean

All participants will receive 3-hours of professional development through the NJ

Workforce Registry. Core Knowledge Areas Addressed: Child Wellness,

This event will feature a 1-hour training on Dietary Needs/Allergies (GNJK Standard 4.3.5); Poster Presentations by local teachers and providers highlighting best practices in curriculum, room/care space arrangement and other developmentally appropriate practices; and Networking Activities focused

Developing Language, Creativity and Thinking

Effective Coaching with ITERS & ECERS Hosted by the Central NJ Family Health Consortium: TA Center North

 Include items with a rating scale and open-ended questions. Provide space for additional feedback/suggestions.

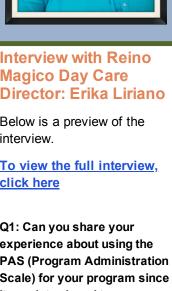
operations of the program while giving you insights on your staff's

Basic Budgeting Tools and teachers often allows for new ideas in your center and new connections for your staff. However, when frequent turnover takes place, hiring and training costs are endured, staff relationships may not have a chance to build, and children may not

Tips: Building Your <u>Business</u>

<u>Parents</u> Interview with Erika Liriano,

About PCA-NJ



Since we are a smaller program, I didn't view our "small center" comparable to a franchise or a Head Start. But using the PAS, I realized that not only can the business side of my company run as a

franchise, but our center can also provide quality care for our children, its families, and the

community it serves. The

quality of care given at the center is attainable by

teach our children, becoming more developmentally appropriate. Also using the PAS, I can structure the program to encourage the staff in continuous professional development and guide incoming employees. This overall will help our program continue in achieving quality care for our children and their families. Q2: Are there any specific subscales and items that really stand out for you? How did they help you to make changes in your program management? Can you elaborate on that? In the PAS subscale Program Planning and Evaluation, item 14 Program Evaluation really stood out. We understand how valuable family feedback can be to the program, but did not realize that staff feedback could

reaching goals, and what we can improve in classroom environment. During the year, we are meeting with the staff to discuss the progress of goals stated and how we can help them accomplish these goals. Also, the PAS subscale Human Resource, item 1 Staff Orientation guided us in organizing how we manage staff recruitment, hiring, training, and staff professional development. On a recent hire, we followed the guidelines it has stated regarding probationary period, monthly meetings, orientation of written policies in program, and receiving feedback regarding policies. Many of these steps were already taking place at the program, but there wasn't a clear policy written down. Based on the PAS, we were able to define these policies. Read the full interview here! Subscribe to our Newsletter **Prevent Child Abuse** New Jersey PCA-NJ operates a broad range of preventative services designed to support the improvement and quality of professional workforces and programming, resulting in significant positive impacts on family functioning and health in all 21 counties. PCA-NJ programs include:

Parenting Connection Parent Education and Technical Assistance For more information visit

Parent Linking Program

Enough Abuse

Crying

Prevention

Children

The Period of Purple

Human Trafficking

Middlesex County

Council for Young

Essex Pregnancy and





Best Practices for Surveying Your Staff and

Director of Reino Magico **Day Care**

Upcoming Events

Interview with Reino Magico Day Care Below is a preview of the interview. <u>To view the full interview,</u> click here

Q1: Can you share your experience about using the it was introduced to you as part of the Grow NJ Kids program? Using the PAS in my program has been very helpful in placing things into perspective.

also improve the quality of Before PAS, our program ran a yearly survey asking parents to give us feedback. This year using the PAS, we have

introduced two family surveys;

one given in the beginning of

expectations of the program

and encouraging them to

the year, we ask parents to

the year asking parents on their

become involved. At the end of

detail their personal experience with our curriculum, our staff,

the activities we do throughout

 Grow NJ Kids TA Center Healthy Families Parents as Teachers



In addition to using exit interviews and the PAS, research by The Boston Group and The Network shows that the single element that contributes to happiness at

embracing family involvement and improving the way we

the year, our forms of communication, and the center's environment. We have also introduced 2 new staff surveys; one given in the beginning of the year to discuss expectations, goals, and classroom environment. And another at the end of the year to discuss meeting expectations,

www.preventchildabusenj.org



Date: Saturday, April 21, 2018 Time: 9:30 AM - 12:30 PM Location: Middlesex County Fire Academy 1001 Fire Academy Drive, Sayreville, NJ 08872

Mercer County - May 1st - Register Location/Time: Childcare Connection, Trenton, 1pm-3pm

Date: June 6, 2018

Essex County

Location/Time: VNA Toms River, 1pm-3pm

practices and other topics as requested to meet your needs.

(Middlesex, Mercer, Monmouth, Ocean & Somerset counties)

Education. Every quarter we will be hosting an on-line forum to reflect on best

Open to: Directors/Administrators of GNJK programs in the Central Region



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Middlesex and Somerset Counties Coming soon-check our <u>website</u> for scheduling updates Monmouth County - April 24th - Register Location/Time: Oceanport Preschool, 3:30pm-5:30pm **Virtual Learning Community** Join us from the comfort of your office to discuss Grow NJ Kids related topics, Continuous Quality Improvement and leadership in the field of Early Care and

Ocean County - April 25th, Register

Time: 1:00pm-2:00pm **Registration and Additional Information:** https://pcanj.wufoo.com/forms/sigvfx808yp0sq/

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CONTACT US ANY TIME!



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