



Location: The Registry

Resources: *Executive Director's Report, Registry Financials spreadsheet, Agency Updates*

10:05- Establish Quorum – Call to order

Attendance – Patty Castillo, Chris Moldenhauer, Angel Stoddard, Josh Vick, Nicole Lopez, Katy Love, Peter Deakman, Brian Kluender, Tammy Dannhoff, Pam Boulton, Janet Mincks, Ashley, Emily Finnerud, Betzaida Vera-Heredia, Chenoa Ruecking

10:07- Minutes- Chenoa presented the Minutes from April 20, 2017 Board Meeting for approval. Call to a vote. All approve minutes approved.

10:10- Executive Director's Report

- **Matters for Approval**

Brian Kluender- Presented financial report for FY16-17 and the budget for FY17-18. Good news is that our budgeted revenue has almost been met for this fiscal year. The DCF membership coupons are helping to increase membership applications and renewals. Additionally we are piloting a project with DPI to collaborate with preschool teachers entering their education and training into the Registry. The bad news is that our budgeted expenses have already been expended for the fiscal year, partly due to moving expenses, tech support that was needed and New World Now consultant fees. With the increase in revenue we are still \$47,000 in black and will expect to stay in the black. Discussion Brian- The financial committee is proposing a 3% cost of living wage increase for the WI staff effective in October. The MN staff already received this increase in July.

Pam- Do we have the money to make it retro-active to July? Brian- No, however we are budgeting for the increase in the FY 17-18 budget that we have presented.

Pam- I make a motion to approve the cost of living increase included in this FY 17-18 budget. Tammy- 2nd. Call to vote, all approve, motion carried.

Brian- Additionally the audited statements through 2016 have been audited and approved.

Nicole- I request that the sick day be changed to a paid time off category. This will give staff more flexibility for requesting paid time off.

Discussion

Janet- I make a motion to change the terminology to the paid time off days. Angel- 2nd the motion. Discussion- Will there continue to be a separate vacation category? Yes, we will still have the vacation time and this change will allow staff more flexibility. Patty- Call to a vote, all approve, motion carried.

10:30-Committee Updates- Credential Committee- Chris- Presented credential data. The Infant-Toddler Credential has now surpassed the Administrator Credential as the most awarded credential. There are a number of providers who have commissioned but haven't submitted their final transcripts to the Registry. Discussion. We have implemented a new change to the commission process. Videos for commission will only be accepted via YouTube. We created and sent out instructions in the student toolkit. Also we are writing a confidentiality letter for student to use with their families to get appropriate parent approvals. We have been working on updating all of the credential portfolio guides and adding commission rubrics. In our outreach efforts we have created and distributed an instructor tool kit and our next instructor newsletter is set to come out this month. We have an instructor website with additional materials that is password protected. We are presenting at the National Conference on the topic of credentials as degree pathway. We have updated the curriculum within the Family Child Care Credential and embedded licensing requirements into course one. Now once a provider has completed course #1, they have completed the educational requirements to open their family child care program. The Preschool Capstone/ Practicum hybrid course is still at the WTCS level for approval. Additionally the WTCS is working to update their Preschool Credential courses and once approved we will have some work to align. The Inclusion Credential update work has started and we've added the Inclusion Classroom Profile assessment. This concrete assessment piece will be embedded into each course with a reflection piece in the capstone. We are working on Program Development course updates with UW-Milwaukee. The Graduation Gala is scheduled for March 3rd at the Milwaukee Zoo. We will be able to give out discounted zoo tickets

that day and I'll be sending out a save the date soon. Future forecasting-TEACH scholarships are currently at a halt and we're not sure about the future effect on the credential programs here in Wisconsin. UW-WW is also running into roadblocks with their pathway to a degree program. Discussion -We are working on additional opportunities for collaboration for the future.

11:00- Marketing Committee- Josh- We have experienced some tech issues recently with the Fax lines and phone lines going out unexpectedly, we also had a planned outage for system maintenance. We were able to send out some good communication messages to our audience when these outages happened. Our recent instructor email blast had a great open rate of 42%. We have also put out some videos for instruction and communication on our YouTube channel, Facebook and other social media is doing well and growing. The PDAS newsletter and Registry App communications have gone out. Then our DCF coupon communications went out on Friday morning and then by lunchtime, the phones were ringing. In just a few days, we have received 1670 memberships and have expended 35% of the coupons.

Janet and Josh met with the Registry ambassadors who helped with the vision for the marketing committee. Want to add a digital/online social aspect to connect to the members. Want to know what the audience/childcare providers from across the state and MN are hearing, what do they need from The Registry? How can we serve our field better? Janet- We'd like to create more online conversations, allow members to post reviews, or send comments to one another. We had a really good conversation with the four ambassadors. Josh- Presented a handout with the service metrics, showing how many calls are received and the average call length. The office has a new computerized phone system and it will give you metrics as to when calls are received and if they go to voicemail. Our calls average a little over 3 min. in length and our office has become the 411 for the field. Emily with the Develop help desk has a specific point of contact to serve the MN Develop customers. Nicole- I wanted to share this data with the board to show what a great job our staff is doing at responding to calls and providing customer service. Discussion.

11:30 Break

11:35 ED Updates- Nicole- Working with DPI on a pilot program to offer a specialized pathway for PK- 3rd grade teachers to be entered into the Registry system. DCF has issued \$200,000 in coupons to support YoungStar childcare providers Registry memberships. Working with MI to help with new Registry system. Presented at the NAEYC Professional Development Conference on the Language Endorsement. Will be presenting at the Alliance Conference about the background checks. Working on a TEACH/ WECA + Registry Partnership for the National, “Moving the Needle on Compensation Project” as a part of the “Power to the Profession” NAEYC movement and have met some great national leaders in the field. Working on a shared services model. Nicole handed out a graph of the strategic plan items showing what has been completed, what is in process, and what is yet to be started. Nicole also handed out copies of two letters in response to the changes in the Registry career levels. One letter was from WHSA and one was from WECA and both letters contained some suggestions for change. The board agrees with some of the suggestions and a response will be drafted.

12:30- Career Recognition Systems Committee- Angel- The T-TAP work group met and we have two new members of the committee, Nora from WAA and Barb from WHSA. We are needing a good overview video of what the Registry all about, and a tutorial on how to enter training or become a trainer. Discussion. Also the committee is wondering if we should have more representation from MN or other states. We’d like to engage in more inter-state/ inter-agency knowledge sharing.

12:40- WI Registry Membership- Katy Love- We are working to maintain the optimal processing time for application processing. We want to make sure that with a high volume we are not losing accuracy and we want to maintain the best processing speed. Nicole—We have restructured our communication plan for the intake process to make sure that the communications are happening earlier in the process and that document requests are happening on the front end of the process. This has streamlined the document processing. Katy- The new process is working well and it is giving us more time to educate and empower the individual applicants. For example we have more early communications with customers to see if they might consider waiting to renew until they have finished their current coursework. This is improving the quality of our registry level verification product and improving customer service. We are reaching out to individuals

early to make sure that they have the required documentation before the level is determined. The Registry is moving toward only accepting official university transcripts directly from the universities. Starting in 2018 the Registry will only accept sealed, mailed transcripts or electronic emailed transcripts coming directly from the University issuing the transcript.

12:45- Lunch break

1:20- Verna joined by phone

Report

- Final Financial Statements 2015-2016 – *Scott Haumersen* (Wegner CPA)- Presented financial statements with supplementary information for the year ending Sept. 2016. He also presented a 1-page summary document of the auditor's report. Scott- The good news is that we have completed the audit of FY 15-16 and we are presenting an unmodified opinion and there were no questioned costs. However, the audit does contain some recommendations for improvement. The management has already implemented many of the recommendations. Discussion.

2:00- Data Committee- Peter Deakman- The biggest update is that we have transitioned to version 6.5 of the Registry system. We had between 3-4 hours of downtime and received a number of updates. We have moved servers to Azure Cloud services for a modern cloud-based system, there is more protection and scalability in performance, it was necessary to update our technology and there were a number of bug fixes. There have also been refinements to data collection and data pulls which are now faster and improved. New options are available which could be implemented such as the ability to broadcast new trainings, new interest categories that members could choose to receive information about, framework to choose or receive multiple memberships (for example renew your Registry membership and choose to renew your WECA membership). There is the possibility to deliver online trainings from the Registry. There is an e-learning attendance button to host online trainers. Reciprocity with other states. MT has the highest levels of requirements for childcare providers. There is the ability to offer multiple languages, choose your language, a translation of the screens, ability to offer automated training evaluation forms after a training, or individualized professional development plans, there are other granular

improvements in the system that help our users and are so important. These are all things to think about for the future. How can we offer these services to our partners? The next change will be a sea change with the 7.0 system coming in January. Each person will need a unique individual email address and the summary page will be simplified. There will be significant changes to the employment page and the course work to higher ed. Record, better longitudinal data- to see whole PD pathway of members, one sign-on to access multiple types of accounts (such as individual and organization) we will have additional new products to offer to our partners.

2:40- MN Aspire / Develop- Betzaida- Shared Documents- The processing time data charts- we are processing applications in about 4 weeks and keeping a good flow of processing. The trainer applications are coming along with documentation submitted within 15 days, the Relation-Based Professional Development Personnel (TAs) applications are also moving forward. Emily- We need to review and approve events and sometimes there are bottlenecks of large numbers of trainings coming in at one time. Our MN work plan continues with the same type of work we were doing before with the addition of the technical assistants. We answer the Develop questions in-house with one point of contact. Develop has its own business rules and advisory committee for approving courses. We need to respond to the 13 recommendations included in the national report, “Developing the workforce” and show how the Registry can meet the recommendations.

2:50- Additional Committee Reports

- Patty- We have a vacancy in the VP role and Tammy Dannoff will be filling that role. Angel has agreed to stay in the Recognition Committee role and continue her work with the T-TAP group and Pam will continue her work with the Credential Committee. This leaves openings in the Data Committee position, and the Contracts Committee positions.
- **Board Nominating Committee** -Chenoa Ruecking- I have three recommended candidates interested in serving on the board, Cynthia Perry-Edgewood College, Michele Turner- UW-Platteville,

and Abbe Braun- Supporting Families Together Association. They are all highly qualified and committed to the early childhood field. If anyone would like to recommend another candidate before our next board meeting please let me know, otherwise I will be reaching out to the candidates to ask them which position they would like to fill. Then we will vote at our meeting in November.

Angel- Do we need to have more MN representation? Could we recommend that the contract position and committee take on some of the membership/ registry system work with in WI, MN, etc.? Pam- We need to look at the duties of each committee and board position. Discussion. Patty- We are going to need to table this issue as it is past 3:00 and some members need to leave.

3:15 Motion to Adjourn- Angel, Tammy- 2nd, All approve, Adjourn