

# PROVIDERS, WE HEAR YOU!

*Below is a summary of your stated business stabilization and expansion needs, as expressed by over 250 Pierce County Child Care & Early Learning Providers.*

## STAFFING

### PROVIDER NEEDS:

- Access to reliable experienced staffing
- Pay & benefit support
- Local substitute pools

96% of providers said **staffing** is an immediate ongoing need. Issues include potential staff not showing up for interviews, not showing up after hire, quitting without notice, having no substitute pool, & lack of pay and benefits to entice qualified candidates.

## TAX AND WAGE

### PROVIDER NEEDS:

- Industry Pay Scale Development
- Business Tax Support

98% of providers shared they make **below living wages**. An overhaul of the wage scale and introduction of benefits and tax support for annual filing is needed.

## PRE-LICENSING/LICENSING

### PROVIDER NEEDS:

- Support meeting licensing requirements
- Pre-licensing
- Year by year guidelines
- Notification in writing of changes

77% of providers asked for support meeting licensing requirements. Visits from licensors bring new information. Clear communication of changing requirements, in writing, prior to visits would help with success, trust building, and financial planning.

## FACILITIES COMPLIANCE

### PROVIDER NEEDS:

- Fire Code
- OSHA/WISHA
- Licensing Requirements

63% of providers are asking for support with meeting fire code, emergency preparation, facilities support related to licensing, and more.

## FINANCIAL DEVELOPMENT

### PROVIDER NEEDS:

- Grant writing
- Funding for 1:1 Work
- State Subsidy Access and Support
- Infant Room Funding
- Crisis Nursery Funding
- Extraneous Fee Support (Traffic, Utilities, Agriculture)

92 % of providers shared that **lack of funding** impacts their ability to operate at capacity and/or expand. Infant rooms are needed, but they are not cost-effective. Additional licensing is required to operate a site in the evenings, but those wanting to open a new site are met with high fees prior to opening. Finally, there is no known funding for 1:1.

## EMPLOYEE MANAGEMENT

### PROVIDER NEEDS:

- Staff management
- Recruitment
- Onboarding
- Vacation/illness coverage
- Mental health support
- Funded/expedited background checks
- Managing critical needs
- Benefits, Retirement, and PTO

84% of providers asked for support with **Employee Management**. This includes recruitment support, managing critical needs for staff and families, new hire, employee training, corrective action plans, scheduling, and expedited background checks (providers report losing potential staff from the long waits). Finding funding for basic benefits like retirement, PTO, sick days, & basic health insurance. Requesting a centralized county-wide editable employee manual.

# CHILD CARE CAPACITY INITIATIVE

*Our goal is that each family in Pierce County can access high-quality, equitable, culturally inclusive child care, where and when they need it.*

## QUALITY MATERIALS ACCESS

### PROVIDER NEEDS:

- Quality Supplies
  - Sensory Supports
  - PPE/COVID Tests
  - Technology
- Access:
- Internet
  - Computers
  - Projectors
  - Tablets
- (check in/out)
- Security (locks, cameras, gates, alarms)

**86% of providers shared the need for quality supplies.** Quality classroom supplies are important. Providers need updated technology and software. There are many safety issues facing our community. Cameras, locks, tablets, and other safety measures can add a layer of needed security. Providers serving children with disabilities need sensory supports and training.

## SITE SPECIFIC TRAINING

### PROVIDER NEEDS:

- Solution based training for children with cognitive, visual, auditory, and developmental delays
- Trauma Informed Care
- Equipment and support for disabled children

**59% of providers requested solution based training.** Providers are asking for training focused on serving children and families' unique needs. They also need equipment & facilities support for disabled children.

## MATERIALS TRANSLATION

### PROVIDER NEEDS:

- Russian
- Ukrainian
- Arabic
- Swahili
- Nigerian
- Spanish

**44% of providers asked for materials translation for staff, children, and families.** We have a diverse culture in Pierce County. Providers are serving families who need to be able to communicate in their native language.

## ARCHITECTURAL/ SPACE DESIGN

### PROVIDER NEEDS:

- Access to Architects with professional experience in child care space function, design, and state requirements
- Access to interior design including furniture, storage, and organization

**78% of providers have received no support with learning space design.** Less than 1% report having access to any architectural consulting. Providers shared that donated goods and furniture from families or other businesses helped them open. Funding for design support is needed.

## BUSINESS ADMINISTRATION

### PROVIDER NEEDS:

- Record Keeping
- Software Access
- Technology & Training
- Marketing Support
- Business Structure

**71% of providers shared they need support with business administration.** Resources for streamlined record keeping, marketing, and communication with families.

## WAC COMPLIANCE

### PROVIDER NEEDS:

- Annual education, funding, & training

**90% of FFNC, in-home, and larger sites report need support meeting state WAC requirements.**

## EDUCATION ACCESS

### PROVIDER NEEDS:

- Scholarships & grants

**96% of providers need ongoing education access for staff.**