

## Instrument 2. Front-line child care licensing staff survey

**Consent information for landing page of REDCap Survey (respondents will have seen all these details earlier in the outreach materials).**

We are inviting you to take part in our research on child care licensing. This one-time, voluntary online survey should take no more than 30 minutes to complete. You will receive a \$25 gift card, which will be sent to you after you complete the survey.

You can skip any question, and you can stop the survey at any time. There are no right or wrong answers to any of our questions. There is a chance that you may feel uncomfortable answering some questions. Although there are no direct benefits to you for completing this survey, we hope that the information you provide will benefit the licensing system and providers.

The information in this survey will be used only for research purposes and in ways that will not reveal who you are. You will not be identified in any publication from this study. We will share some of the data we collect with qualified individuals for research purposes.

Personally identifying information (PII), such as your name, can only be accessed for the study's research purposes by the project team and authorized personnel associated with the project, on a need-to-know basis. Your answers to the survey questions will be used only for research purposes.

If you would like a copy of this information or have questions, please email us at [licstaff@childtrends.org](mailto:licstaff@childtrends.org) or contact the IRB at [irbparticipant@childtrends.org](mailto:irbparticipant@childtrends.org) or by phone at 1-855-288-3506.

The Paperwork Reduction Act (PRA) Statement: This collection of information is voluntary and will be used to better understand the child care and early education (CCEE) licensing system as well as front-line staffs' characteristics, perceptions of their roles, and job challenges. Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number and expiration date for this collection are OMB #: 0970-XXXX, Exp: XX/XX/XXXX. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Kelly Maxwell, [kmaxwell@childtrends.org](mailto:kmaxwell@childtrends.org), or Child Trends, 1516 Franklin Street, Suite 205, Chapel Hill, NC 27514, Attention: Kelly Maxwell.

Do you agree to participate in the survey?

- Yes
- No

### **Screener**

S1. In your current job, do you routinely conduct licensing inspections of licensed child care programs?

- a. Yes
- b. No

[To participate, respondents must answer a to S1]

**Career Path**

1. How long have you worked in your current child care licensing position?  
 \_\_\_ years \_\_\_ months
2. How long have you worked in your current agency/department?  
 \_\_\_ years \_\_\_ months
3. How long have you worked in child care licensing in any position?  
 \_\_\_ years \_\_\_ months
4. Have you previously worked in licensing outside of child care (e.g., youth residential care, senior care)?
  - a. Yes
  - b. No
5. If selected a to Q4, in what area(s)? (Select all that apply)
  - a. Youth residential homes
  - b. Senior care, including assisted living and nursing homes
  - c. Food and beverage
  - d. Other: \_\_\_\_\_

Please indicate any roles you have previously held in child care setting (Select all that apply):

	<b>Director, assistant director, or owner</b>	<b>Teacher or another staff member</b>	<b>Have not worked in this setting</b>
6. Licensed center-based child care program	•	•	•
7. License-exempt center-based child care program	•	•	•
8. Head Start program	•	•	•
9. School-based preschool or pre-K program	•	•	•
10. Licensed family/group child care	•	•	•
11. License-exempt family/group child care	•	•	•

Have you previously worked in any of the following roles related to child care?

	<u>Yes</u>	<u>No</u>
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12. Quality improvement		
13. Professional development		
14. Other technical assistance roles		
15. Early childhood, education, or youth development faculty member in community college or university		
16. Other: _____		

17. How much are you paid before taxes and deductions? \$ \_\_\_\_\_

18. Are you paid per:

- a. Hour
- b. Day
- c. Week
- d. Every 2 weeks
- e. Month
- f. Year
- g. Other: \_\_\_\_\_

19. About how many hours per week are you paid to work?

- a. [Dropdown of numeric options]

20. Which of the following benefits do you receive through your employer? Select all that are paid in part or in full by your employer.

- a. Health insurance
- b. Retirement benefits
- c. Dental insurance
- d. Paid maternity leave
- e. Paid sick leave or personal leave
- f. Paid vacation
- g. Yearly cost-of-living raise
- h. Occasional cost-of-living raise
- i. Occasional merit raise
- j. None of the above
- k. Other: \_\_\_\_\_

21. In the past 3 months, have you done anything to look for a new job or an additional job?

- a. Yes
- b. No

22. If selected a to Q22, What is the main reason you have looked for additional work?
- a. To find a second job
  - b. To find a job that pays more
  - c. Worried that this job may end
  - d. Hope to reduce travel time or improve schedule
  - e. To find improved work conditions
  - f. Want to leave this field
  - g. To see what else is available
  - h. To find a job for professional growth and/or advancement within my current field
  - i. To find a job that is a better fit with my training/experience
  - j. To find a job with better benefits/insurance
  - k. To find a job that offers more work hours
  - l. To find a job in a new location because I am moving/relocating
  - m. Other: \_\_\_\_\_

23. What are your career plans for the next 5 years?
- a. Continue in the same job
  - b. Stay in child care licensing but move up or move into another role within child care licensing
  - c. Continue in a regulatory field outside of child care (e.g., nursing homes)
  - d. Stay in child care but outside child care licensing (e.g., teacher, director)
  - e. Continue in state/local government but not in child care licensing or child care
  - f. Return to school
  - g. Retire
  - h. Other: \_\_\_\_\_

**Day-to-Day Responsibilities**

24. Which of the following best describes your current employment status?
- a. Employee of the state child care licensing agency
  - b. Employee of a county child care licensing agency
  - c. Independent contractor with the state or a county child care licensing agency
  - d. Employee of an organization that contracts with the state/county child care licensing agency

25. How many programs are part of your caseload?  
 [Type in with data validation for numeric value between 1 to 200]

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
26. My caseload is reasonable					

27. I feel rushed to complete all my child care licensing visits on time					
28. I have enough time in my child care licensing visits to support providers					

29. What types of child care settings make up your caseload? (Select all that apply)

- a. Center-based child care
- b. Small family child care
- c. Large/group family child care (i.e., two or more staff members)

30. What types of child care programs make up your caseload? (Select all that apply)

- a. Licensed programs (or those applying for licensure)
- b. License-exempt programs

31. Thinking about your caseload, which best describes the regions you serve?

- 1. Mostly urban
- 2. Mostly suburban
- 3. Mostly rural
- 4. Mix of regions

For each of the job responsibilities below, select whether you do each of the following in licensed center-based care, small or large licensed family child care, license-exempt programs, or none. (Select all that apply)

	Licensed center-based care	Small or large family child care	License-exempt programs	I do not have this job responsibility
32. Conducting routine inspections for compliance	•	•	•	•
33. Conducting inspections for license renewal	•	•	•	•
34. Conducting complaint investigations	•	•	•	•
35. Follow-up visits based on non-compliance/violations	•	•	•	•
36. Pre-licensing visits of child care programs	•	•	•	•

Please indicate whether each of these responsibilities is part of your job.

	<u>Yes</u>	<u>No</u>
37. Conducting investigations of illegally operating child care providers		
38. Administrative tasks (e.g., processing		

child care licensing applications and amendments; scheduling; processing incident reports)		
39. Determining enforcement actions		
40. Consulting with others to determine enforcement actions		
41. Investigative complaints		
42. Developing corrective action plans or other written documents to develop a plan with providers to fix violations		
43. Communicating or coordinating with other entities (health departments, fire marshals, or building inspectors, subsidy program, pre-K, Child and Adult Care Food Program, QRIS)		
44. Communicating with child care providers		
45. Communicating with families and the public		
46. Supervising child care licensing staff		
47. Facilitating training or mentoring of child care licensing staff		
48. Leading group training for child care providers		
49. Receiving training/professional development		
50. Providing guidance, resources, training, and/or consultation to individual child care providers		
51. Resolving non-compliance issues during inspections (e.g., covering an uncovered outlet)		
52. Monitoring other human service programs for children (e.g., foster care)		
53. Monitoring other human service programs for adults (e.g., assisted living facilities)		
54. Other: _____		

Please indicate whether you do each of the following:

	<u>Yes</u>	<u>No</u>
55. Make providers aware of available training		
56. Help providers achieve compliance with child care licensing regulations		
57. Help providers improve quality and exceed minimum child care licensing regulations		
58. Help providers understand COVID-19 guidance		
59. Help providers understand health and safety guidance		
60. Support providers in complying with other regulations (e.g., fire, environmental)		
61. Help providers apply for grants		
62. Help providers understand the child care licensing regulations		

63. Of the hours you are paid to work, about what **percent of your time** do you spend on each of the following in a typical month. **Enter 0 for any activities you do not typically do.**

	<u>Percent of time</u>
Inspections for compliance or renewal	
Investigating programs	
Administrative tasks and communication (e.g., processing child care licensing applications and amendments; scheduling; processing incident reports, coordinating with other entities, communicating with providers or families)	
Receiving training/professional development	
Providing training/professional development	
Travel	
Other: _____	
Data validation which sums the numbers entered in boxes with text that reads: "This number will automatically add up the numbers you enter. Please be sure this number equals 100. Enter 0 for any activities you do not typically do."	Total (must equal 100)

**Professional Development**

In the following section, we ask about your professional development. By professional development, we mean any activities to improve or gain skills in your work.

64. In the past 12 months, which professional development activities have you participated in?  
 (Select all that apply)
- a. Participated in workshops or training provided by the child care licensing unit
  - b. Participated in workshops or training provided by someone other than the child care licensing unit
  - c. **Received** coaching, mentoring, or ongoing consultation with a specialist
  - d. **Provided** coaching, mentoring, or ongoing consultation with a specialist
  - e. Enrolled in a course at a community college or four-year university relevant to your work
  - f. Completed the National Association for Regulatory Administration (NARA) Licensing Courses, Webinars, or Curriculum
  - g. Attended a meeting of a professional organization (e.g., NARA, NAEYC)
  - h. Other: \_\_\_\_\_
  - i. None of the above

In the past 12 months, which of these topics were addressed in your professional development activities?

	<u>Yes</u>	<u>No</u>
65. Strategies for working with providers of different races, ethnicities, or cultures		
66. Strategies for working with providers in a variety of settings (e.g., center-based and home-based care)		
67. Strategies for working with providers who work with infants and toddlers		
68. Strategies for working with providers who work with school-age children		
69. Racial equity (e.g., structural racism, implicit bias)		
70. Managing my stress and enhancing my well-being		
71. The child care licensing statutes and regulations for child care		
72. Other applicable state and federal statutes and regulations		
73. Technical skills related to your duties and responsibilities, such as investigative techniques, interviewing, rule-writing, report writing, due process, and data		

management		
74. Effective communication and relationship-building/management		
75. Approaches, skills, or techniques in providing support, resources, or consultation (e.g., adult learning, coaching model)		
76. Child or youth development/early childhood education principles		
77. Curriculum/child care programming/scheduling		
78. Facilities and design of space		
79. Child care center management		
80. Large or small family child care home management		
81. Child and staff health in child care		
82. Detection, prevention, and management of child abuse		
83. Inclusion of children with special needs		
84. Exclusion/inclusion of children who are ill		
85. Health, safety, physical activity, and nutrition		
86. COVID-specific guidelines for health and safety		
87. Recognition of hazards		
88. Quality improvement		
89. State/territory's Quality Rating and Improvement System (QRIS); quality measurement; star ratings		

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
90. The professional development I have received in the past 12 months has helped me to improve					

in my job					
91. I have opportunities to advance in my career					
92. I can access the professional development that I want					

**Supervision**

93. Do you have a supervisor?

- a. Yes
- b. No

94. If selected a to Q92 Do you have regularly scheduled meetings with your supervisor?

- a. Yes
- b. No

95. If selected a to Q93, Over the last 12 months, on average, how often have you met (in person, by phone, or by video) with your supervisor?

- a. Less than one time per month
- b. One time per month
- c. Every other week, or about two times per month
- d. One time per week
- e. Multiple times per week

If selected a to Q92, How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
96. I have formed a trusting relationship with my supervisor					
97. My supervisor is both a teacher and a guide					
98. I feel nurtured, safe, and supported during supervision					
99. In supervision, I have time to come to my own solutions					
100. My supervisor listens carefully to the emotional experiences that I am expressing					

**Perceptions of Purpose of Role**

We are interested in your perceptions of the purpose of your child care licensing role. Please choose how strongly you agree with each statement below:

Part of my role is to...

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
101. Ensure children are cared for in a healthy and safe environment					
102. Build relationships with providers					
103. Help providers new to child care licensing navigate the licensing process					
104. Help existing providers navigate the child care licensing process					
105. Help improve the quality of child care					
106. Ensure that the regulations and laws are implemented					
107. Help providers correct violations					
108. Help reduce the incidence of violations					
109. Help connect providers to resources and supports					

(If selected agree or strongly agree to Qs100-108)

110. If you had to choose one, which is the **primary** purpose of your child care licensing role?

- a. Ensure children are cared for in a healthy and safe environment
- b. Support providers
- c. Build relationships with providers
- d. Help providers new to child care licensing navigate the licensing process
- e. Help existing providers navigate the child care licensing process
- f. Ensure an adequate supply of child care licensed programs
- g. Help improve the quality of child care
- h. Ensure that the regulations and laws are implemented

- i. Help providers correct violations
- j. Help reduce the incidence of violations
- k. Help connect providers to resources and supports

**Self-Efficacy**

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
111. I am confident in my ability as a licensor					
112. I have a good understanding of child care licensing					

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable, I Do Not Work with This Type of Program
113. I feel prepared to work with child care centers						
114. I feel prepared to work with child care homes						
115. I feel prepared to work with child care providers who work with infants and toddlers						
116. I feel prepared to work with child care providers who work with school aged children						

**Relationships with Others**

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
117. I have positive relationships with most of the					

providers with whom I work					
118. I feel valued by the providers with whom I work					
119. I feel valued by my co-workers					
120. I feel valued by my supervisor					
121. I feel valued by leadership in my agency					
122. I feel valued by the general public					
123. I feel valued by others in state/local government					

**Burnout/Work Satisfaction**

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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124.	I intend to work in my current role for at least two more years					
125.	I often think of quitting					
126.	I'm just putting in time					
127.	I take pride in my work					
128.	I feel very committed to my work					
129.	I put a lot of extra effort into my work					
130.	It would be difficult for me to find another job as good as the one I have					
131.	I don't really care what happens at my work after I leave					
132.	It's hard to feel committed to my work					
133.	I sometimes feel trapped in my job					

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
134.	My co-workers and I are treated with respect on a day-to-day basis				
135.	I have help dealing with difficult providers and programs				

**Role of Front-Line Child Care Licensing Staff in Supporting Quality/Quality Improvement**

136. Are there written guidance/instructions about which actions you should take if you see a violation?
- a. Yes
  - b. No
137. What is your role in determining enforcement actions?
- c. I determine enforcement actions by myself

- d. I work with my supervisor to determine enforcement actions
- e. I determine enforcement actions with input from others (e.g., colleagues, regional staff), as needed
- f. I am part of a team that works together to determine enforcement actions
- g. I do not have a role in determining enforcement actions
- h. Other: \_\_\_\_\_

How often do you refer providers to the following agencies, organizations, or people for help, support, or consultation?

	Never	Rarely	Sometimes	Often
138. Child Care Resource and Referral				
139. Quality Rating and Improvement System or other quality initiative				
140. Statewide Afterschool Network or Afterschool Association				
141. Fire Department				
142. Child and Adult Care Food Program				
143. Health Department				
144. Subsidy Program				
145. Abuse and Neglect Department (e.g., Department of Family Services, Child Welfare)				
146. Public pre-K				
147. Head Start Grantee				
148. Early Intervention Program				
149. Other: _____				

**General Perceptions of the Child Care Licensing System**

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
150. The child care licensing system helps support children's					

health and safety					
151. The child care licensing system helps providers deliver higher quality care					

**Perceptions of Child Care Licensing Regulations**

How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
152. I think there are too many child care licensing regulations					
153. Child care licensing regulations sometimes conflict with other standards (like quality rating and improvement system standards/criteria, fire safety requirements, Head Start Performance Standards)					
154. Child care licensing regulations are reasonable to meet					

**Open-ended questions:**

- 155. In which parts of your work do you feel most successful?
- 156. Which parts of your work are the most challenging?
- 157. How could the child care licensing system be improved to better support you?
- 158. How could the child care licensing system be improved to better support child care providers and the quality of their programs?

**Demographics**

- 159. In which state do you work?  
 [Dropdown of options of all states]
- 160. Which of the following best describes your gender identity?
  - a. Female
  - b. Male
  - c. Non-binary, Gender fluid, or Gender expansive
  - d. A gender not listed here

161. Are you of Hispanic, Latino/a, or Spanish origin?
- No, not of Hispanic, Latino/a, or Spanish origin
  - Yes, Cuban
  - Yes, Mexican, Mexican American, or Chicano/a
  - Yes, Puerto Rican
  - Yes, Another Hispanic, Latino/a, or Spanish origin
162. What is your race? (Select all the apply)
- American Indian or Alaska Native
  - Asian Indian
  - Black or African American
  - Chinese
  - Filipino
  - Guamanian or Chamorro
  - Japanese
  - Korean
  - Native Hawaiian
  - Samoan
  - Vietnamese
  - White
  - Other Asian
  - Other Pacific Islander
  - Other: \_\_\_\_\_
163. Which languages do you speak with providers? (Select all that apply)
- English
  - Spanish
  - Other: \_\_\_\_\_
164. What is the highest degree or level of education you have completed?
- No high school diploma or equivalent
  - High school graduate or equivalent (e.g., GED)
  - Some college credit but no degree
  - Associate degree (AA, AS)
  - Bachelor's degree (BA, BS, AB)
  - Graduate or professional degree (e.g., MA, MS, Ph.D., Ed.D.)
  - Other: \_\_\_\_\_
165. If selected c-f to 158, What was your major for the highest degree you have or have studied for?
- Business
  - Child development, psychology, or family studies
  - Early childhood education or early or school-age care
  - Education degree not mentioned above (e.g., middle school education)

- e. Elementary education
- f. Policy
- g. Public health
- h. Recreation
- i. Social work
- j. Sociology
- k. Special education
- l. Youth development
- m. Other: \_\_\_\_\_

166. If selected c-f to 158, Have you completed any college coursework in early childhood education?

- a. Yes
- b. No

167. Do you have a Child Development Associate (CDA) Credential?

- a. Yes
- b. No

168. Do you have a School-Age or Youth Development Credential?

- a. Yes
- b. No

Thank you for completing this survey! Your responses will help us learn more about child care licensing. Please provide your email address in the field below if you would like to receive the \$25 Amazon gift card.

Email address: \_\_\_\_\_

[SUBMIT]