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Good afternoon!

We hope all is well with you and your summer is off to a great start! Welcome to this edition of the Wisconsin Registry Connection!

This edition of the Wisconsin Registry features:

- Best practices for both Program Profile maintenance and for individual members to make sure information is accurate and up to date.
- A recap on the Free Child Care Foundational Training grant which recently came to a close.
- An introduction to our staff and some of the many tasks they handle to keep the Wisconsin Registry running smoothly
- A reminder our office is closed Monday, June 19th (Juneteenth)
- Data points on membership applications and customer service

Sincerely,

*The Wisconsin Registry Team*

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**REMINDER: REVIEW YOUR PROFILES!**

It is a good idea to review your program's and individual Registry profiles and update them regularly!

Having accurate information helps maintain compliance, and accurate data can help guide important policy decisions made in the child care industry!

Program Profile Owners:

Keep your center's information current by reviewing your Program Profile and supporting your staff in updating their information for:

1. Verification records of high school diploma
2. Documentation of required work experience for the position
3. Documentation of preservice training requirements

Make sure to visit our [Maintaining a Registry Program Profile support guide](#) for more information. Also, our [Direct Care Program Toolkit](#) is designed to assist Directors, Site Supervisors, and Family Child Care Owners navigate our system!

Registry members - please make sure that your information is accurate! Review your education and employment history on your Wisconsin Registry profile! If you need to update your employment history, visit our [Updating Employment History support guide](#)!

**FREE CHILD CARE FOUNDATIONAL TRAINING  
RECAP**

# Child Care Foundational Training



Thank you to the Department of Children and Families for providing funding for these courses!

In June of 2022, funding began for free Child Care Foundational Training courses. The funding, which was provided by the Department of Children and Families (DCF), closed on May 31, 2023.

We are happy to report over 9,000 individuals took advantage of this funding over the past year! Thank you to DCF for providing funding for these courses!

Please note: the Child Care Foundational Training courses are still being offered, but now being offered at a cost.

See the [DCF Approved Training Agencies Offering Noncredit Child Care Courses](#) publication and the [Wisconsin Registry Statewide Training Calendar](#) for the list of agencies currently offering these courses.

## ABOUT US: THE WISCONSIN REGISTRY

The Wisconsin Registry has seven members of the operations team, plus our Director of Operations, who process membership applications. In addition, our

operations staff responds to customer service needs, which includes answering questions through phone calls and emails. Gina and Gladys on our operations team also handle our Spanish customer service channels.

Our professional development team is a staff of three, completing Trainer and Technical Assistance approval, course and event approval, and credential commissioning. They also respond to customer service needs related to these topics.

Our hard-working staff also works with community partners and attends conferences, to both help grow and support the ECE field. The Wisconsin Registry staff, led by our Director of Operations, works hard to process your applications and documents in a timely manner, while also responding to customer service needs.

We are thankful to have such a terrific staff here at the Wisconsin Registry!

# WISCONSIN REGISTRY



OPERATIONS STAFF



# WISCONSIN REGISTRY



PROFESSIONAL DEVELOPMENT STAFF



# OFFICE CLOSED: MONDAY, JUNE 19TH

Our office will be closed Monday, June 19th in honor of Juneteenth. We will resume our [normal business hours](#) on Tuesday, June 20th.

To learn more about Juneteenth, visit [this website](#).

## BY THE NUMBERS



The Wisconsin Registry is seeing record numbers when it comes to membership applications! The graphic above shows the steady increase in membership applications over the past five years. In the first five months of this year, we are averaging 2,348 applications per month!

Compared to the same time frame in 2019, the last year there wasn't a free membership coupon available, our staff is handling over 1,000 more applications

per month! We are seeing almost 500 more applications per month than the past few years as well.

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# 2,420

In addition to our record-setting number of membership applications, our team has been busy handling customer service requests. Since the beginning of the year, our staff has solved an average of 2,420 Zendesk tickets per month with an average first response time of 3.8 hours.

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