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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:

- Updated Wisconsin Registry phone hours
- Updated information on the Child Care Foundational Training (CCFT) Courses
- An introduction to our staff and some of the many tasks they handle to keep the Wisconsin Registry running smoothly
- A reminder about our office being closed Thursday, July 4th and our phones being off July 5th
- Data points on membership applications

Sincerely,

*The Wisconsin Registry Team*

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## NEW PHONE HOURS

We know how important it is for Registry membership applications to be processed in a timely manner. To support the reduction of our application processing times, we have made the decision to change our phone hours to give our staff more time to spend on application processing.

Beginning Monday, June 24th our new phone hours will be:

- **Monday-Thursday: 10 am - 3 pm**
- **Friday: 10 am - 1 pm**

If we are unable to answer when you call, please leave a voicemail so our staff can return your call. Without a voicemail we will be unable to follow up with you.

As always, you can reach our staff via [email](#) for your customer service needs. We thank you for your patience and understanding as we work to process your applications as quickly as possible!

## CHILD CARE FOUNDATIONAL TRAINING

The new Child Care Foundational Trainings (CCFT) will be coming to the Wisconsin Registry Insight Learning Management System (LMS) soon! Individuals will be able to sign up for these courses once they start hitting the Statewide Training Calendar.

If you need help finding these courses once they become available, our [E-Learning Training Guide](#) is a great resource on how to navigate the Statewide Training Calendar for specific trainings!

**[CCFT Subsidy Funding](#)**

We are excited to announce there will be funding to subsidize the registration cost for the newly revised CCFTs starting July 1st. The subsidy funding is provided by the Wisconsin Department of Children and Families (DCF). Participating CCFT Training Sponsor Organizations will be reimbursed for participant completion using the attendance rosters in the Wisconsin Registry PDASystem. We hope you take advantage of this discounted training while funding lasts!

For more information, including tracking of the subsidy funding, [please visit our website](#).

## ABOUT US: THE WISCONSIN REGISTRY

The Wisconsin Registry has nine 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, while we have recently brought on Sol as a Data Verification Specialist Bilingual as well! Amelia also joined the team in 2024 as a Data Verification Specialist!

Our professional development team is a staff of four, 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: JULY 4TH

A reminder that our office will be closed on Thursday, July 4th for Independence Day. We will return to our [normal business hours](#) on Friday, July 5th.

Please note, our phones will be off on Friday, July 5th as well. Our new phone hours (mentioned above) will resume on Monday, July 8th. We hope you have a safe and healthy holiday!

## BY THE NUMBERS



The Wisconsin Registry continues to see record numbers when it comes to membership applications. The graphic above shows the steady increase in submitted membership applications over the past five years. We set another record this year, averaging 2,443 membership applications per month from January through May for a total of 12,218 applications!

# 3,303

Our staff has also been working hard to finalize those record-setting number of applications coming in. In May, our staff finalized 3,303 membership applications which is the most of any month ever!

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