



## FREQUENTLY ASKED QUESTIONS

### REGISTRY OVERVIEW

#### ***What is the California Early Care and Education Workforce Registry?***

The CA ECE Workforce Registry is a web-based system designed to track and promote the employment, training, and education accomplishments of the early care and education (ECE) teachers and providers.

#### ***What are the benefits to being a member of the Registry?***

There are many benefits to being a member of the Registry.

Registry participants can:

- Build a professional profile that can be securely accessed and updated anytime.
- Electronically store education, training, employment and professional growth accomplishments, including transcripts, permits and other pertinent documents.
- Search for jobs.
- Search for trainings.
- Create a resume and share professional qualifications.
- Be recognized as an Early Care Education professional.
- Use Registry ID on Registry Membership Card when signing into trainings and submitting education and training data to ensure that the information is quickly attached to your profile.

If you and your employer keep your account information up-to-date with education and training and employment data, you may be able to reduce the frequency of submitting your education and training documents to multiple organizations for different purposes. In addition, you will have access to many features such as the Job Board, Training Calendar, Resume Builder and your Education and Training Report, and you will become a contributor to data about the field, which can be used for analysis and recommendations for policy and funding to strengthen the field.

#### ***How will Registry data be used?***

The Registry will provide the first comprehensive look at the early childhood workforce in California. This information will help researchers, policy-makers, and funders better understand the educational, professional development and employment needs of early care and education providers and teachers. By being part of the Registry, you can help to make this happen.

The Registry confidentially stores data that will help identify gaps and patterns of college course completion and training on a regional and state level. This information can then be used to raise awareness of the workforce issues that impact early care and education programs. This information is vital to encouraging increased recognition and compensation for knowledgeable and experienced professionals in the early childhood education field.

In most cases, your Registry data will be reported in aggregate. Your personal information, including your name, address, telephone number, email address, social security number, and submitted documents are kept confidential and will never be released.



If you are working in a program that participates in Quality Rating and Improvement System (QRIS), receives state or local funding, or you participate in one of many initiatives such as CARES Plus, AB 212, or similar project, some of your data will be shared with organizations and agencies serving you with local, state and/or federal funding. One of the many benefits of the Registry is that because your information, including your education and training, are in a single data system, you should not be asked by multiple agencies for the same data; training records, transcripts, permits, demographics, current employer, etc.

### ***What languages does the Registry serve?***

The Registry serves the following three languages with the exception of the Job Board, Training Module and Resume Builder:

- English
- Spanish
- Chinese

Help Desk assistance may also be available in these languages.

## **JOINING THE REGISTRY**

### ***How do I join the Registry?***

Go to [www.caregistry.org](http://www.caregistry.org) and click "Register Now." You will be directed to the registration page. An email address is required for registration. Once the registration page is complete, click "continue with registration." Be sure to log into your email and log back into the CA ECE Workforce Registry to activate your account.

### ***How do I activate my account?***

Once you finish registering, you will receive an email with a link and instructions to activate your account. Click the link, or copy and paste the link into your web browser. You will be directed to the Registry website where you will log in using the email address and password you created during the registration process. Once you log in, your account is officially activated.

### ***What does it cost to join the Registry?***

At this time, there is no cost for participants to join the Registry. Registration fees are currently covered by First 5 Los Angeles and the San Francisco Office of Early Care and Education.

## **REGISTRY PROFILE**

### ***What information goes in the Registry?***

The Registry can securely store all your employment, education, and training information.

Employment information includes listing your current position as well as prior jobs. This includes the facility name, job title, start date of employment and/or change in job title, pay rate, hours worked, end date of employment, hourly/annual wages prior to taxes (gross), part-time/full-time status, hours per week and weeks worked per year. Your current employer will be able to see this part of your employment, but not previous employment history.

Education information includes college degrees, including degree name, college courses completed, child development permits, teaching credentials, and professional development trainings completed. This data is displayed in your personalized Education and Training Report, including courses taken with a “C” or higher. Your employer has access to this report as they may be required to provide proof to the Department of Social Services – Community Care Licensing Division, the Commission on Teacher Credentialing, and/or the California Department of Education – Early Education Support Division that your qualifications meet the requirements established by the state. Local programs, such as QRIS and stipend programs often also need qualification data to support professionals in selecting an education path or meeting qualification requirements for QRIS rating to secure funding for your employer.

***What information needs to be verified and who verifies my information?***

Education, credential, and training information will be verified by Registry staff.

Current self-reported employment information will be verified by the current employer participating in the CA ECE Workforce Registry.

***What happens if my employer is not on the CA ECE Workforce Registry and does not verify my employment information?***

The Registry offices will work with employers to encourage participation. You can also encourage them to join and reach out to one of the Registry Offices.

In some cases employers are required to participate based on program participation.

***What happens when I change my employment? Who updates my account?***

When you change employers, your previous employer should update your profile with an employment end date. When this occurs, the employer will no longer see you on their staff roster and no longer has access to your Education and Training Report. You are required to start a new “Add a New Employment Record” for your new employer. Your new employer will confirm your employment and will be able to access your Education and Training Report, which will enable them to report to appropriate state agencies that you meet state requirements to work in a child development program or meet training organization requirements.

***Can my employer “transfer” my profile to my new employer?***

No. One of the ways the Registry preserves privacy is by empowering individuals to initiate contact with their employer and thereby share limited data, including education and training data. This type of data is collected by employers in the child development field anyway, but the Registry enables a transfer of education and training data only when an individual initiates contact with their employer.

***Should I create a new account if I am not sure that I am registered or change employers?***

No. You are the only one that should be registering yourself on the Registry unless you ask someone for assistance, but you should always be present and not share your login information. If you are not sure if you have a Registry account, go to [www.caregistry.org](http://www.caregistry.org), go to the bottom of the Registry Home page and click “Contact Us” and email one of the Registry Offices your first and last name and your email address. You may be asked for additional information to verify your identity. If you have accidentally created a second account, please contact a Registry Office so that Registry staff can assist you with combining the data into a single account.



***How often should I or my employer update my information?***

Only you can update your contact information. Contact information should be changed as it occurs to ensure that Registry staff are able to communicate with you, if necessary.

Employment information should be kept up-to-date so that accurate information is available for you, your employer if required to report on staffing, and the Registry tools, such as the Resume Builder. You need to initiate a new Employment Record if you change employers. Be sure that your former employer adds an employment end date for that employment record.

In order to best showcase qualifications, it is beneficial to submit all education information including college transcripts and Child Development permits and credentials. You should update this data when there is a significant change that will impact your eligibility for a promotion, demonstrate that you have met education and training milestones for your employer, or based on funding to the program and/or state requirements; for example, upon degree attainment and/or when eligible for a new child development permit. It is strongly recommended to update this information annually.

Please note that only trainings with appropriate documentation will be verified and uploaded to a participant's profile.

***Should I use my personal email or my work email when setting up my Registry account?***

It is recommended that you use your personal email account so that if your work email account is not working, or you change employers and forget your password, you will be able to request a password reset and access the email with the reset link. If you infrequently use email and use a free email account, such as Google or Yahoo, and do not log into the account for several months, you will be locked out of your email and may not have access to that email address again. If this occurs, you can always contact a Registry Office from the "Contact Us" link on the bottom of the Home Page at [www.caregistry.org](http://www.caregistry.org) to request assistance.

***Do I have to use my whole 9-digit or last 5-digits of my social security number to register on the Registry?***

No. At this time you are only required to input your 9-digit social security number if you are applying for a stipend for completing education/training and receiving money. The social security number is required in order for the organization to issue you a W-9 for tax purposes. The social security number entered into the Registry is encrypted so that it remains private. However if you enter the last 5-digits of your social security number and have filled out the Direct Service Profile required for state funded initiatives, such as AB 212 (Local Child Care Planning Councils), ECE Student Career and Education Program (Child Development Training Consortium (CDTC), and sponsored trainings by California Preschool Instructional Network (CPIN) and Resource and Referral agencies (R&R), and sign the consent form to join the CA ECE Workforce Registry, your training data can be pulled into the CA ECE Workforce Registry more easily when this unique ID in combination with other pieces of information on the form are used.

***How do I make changes to my profile (name, email, password, address, contact information, etc.)?***

Go to [www.caregistry.org](http://www.caregistry.org) and log into your account. Click the quick link square you wish to edit, or look for the topic on the left side of the screen, and you will be able to make edits to the following areas:

- Personal Information (for example, Former Last Name(s), email address, password, home address, etc.)
- Experience (for example, current employer, former employer)
- Self-Reported Education Information (for example, degree, child development permit, credential)



- Demographic Information (for example, date of birth, marital status, race/ethnicity, languages spoken, etc.)

**What if I forgot my password?**

On the login page, there is a link that says “Forgot your password?” Click this link and you will be directed to a page where you will enter your email address (the same email address as your user name). Your password will be emailed to you within 30 minutes. If you do not receive an email, check your SPAM folder. If you still have not received your email, go to “Contact Us” at the bottom of the Home Page and request assistance. It could be that your email address was entered incorrectly when you created your account, that your email service has blocked the email from the Registry, or you have a different email address on file. *(If you print your Registry Membership Card, you will have access to your Registry ID number and the email address on file with your ID number. Be sure to print a new card if you change email addresses. The number will be the same, but the email listed on the card will change).*

**What if I forgot the email address I used to register or have a typo in my email and I cannot log in?**

Contact the Registry Office by clicking “Contact Us” at the bottom of the Home Page for assistance with verifying the email used for the account and/or correcting your email address.

**I WORK IN LOS ANGELES or SOUTHERN CALIFORNIA:**

Email us at: [CARegistry@ccala.net](mailto:CARegistry@ccala.net)

**I WORK IN SAN FRANCISCO/SANTA CLARA COUNTY OR NORTHERN CALIFORNIA:**

Email us at: [CAECEWorkforceRegistry@sfgov.org](mailto:CAECEWorkforceRegistry@sfgov.org)

**REGISTRY FEATURES**

**What is the Registry Membership Card and what is it used for?**

The Registry Membership Card contains your name, your unique identification number (randomly assigned), and the email address that you are registered with at the time of printing the card.

The Registry ID number is associated with your account. Instead of asking individuals to list their social security numbers or last 5 on a variety of forms for trainings, etc., the Registry can associate education and training data based on a Registry ID number. The Registry number cannot be used to open a bank account or purchase a cell phone; it is specifically for the CA ECE Workforce Registry as an industry ID for the child development workforce in California.

You should print your membership card and use the Registry ID when submitting documents to a Registry Office, when signing into trainings on the sign-in sheet and Direct Service Profile, setting up your CARES Plus or Child Care Education Online (CECO), and Child Development Training Consortium stipend program, to name a few. The Registry ID, with your name and other pertinent information, will enable your training data to be linked into your Education and Training Report.

***How does the Resume Builder work?***

The resume builder is a tool that takes information from your Registry profile, allows you to add additional information, then uses the information to create a formatted resume. The results output to a Word document that you can save and edit further. The Resume Builder is in English only.

***What is the Job Board and how does it work?***

The Job Board enables ***practitioners*** to gain access to job opportunities in the child development field, contact employers and submit Education and Training Reports and Resumes generated by the Registry.

The Job Board enables ***Program Administrators*** with Administrative Access to post jobs based on type of job, job title, minimum qualifications, as well as upload a customized job description. Practitioners can log in and search for jobs and contact Program Administrators for application process. Practitioners can create resumes with the Resume Builder and download their Education and Training report and email both to potential employers.

***What is the Training Calendar and what types of trainings are/will be on it?***

The Training Calendar is currently live and will feature a calendar of trainings being piloted across Los Angeles, San Francisco and Santa Clara counties, and will also include the ability to register for trainings and enable trainers to verify attendance. As a Registry participant, you will be able to register for the trainings directly from the Registry; once attended, the verified training information will be available on an individual’s Education and Training Report. The initial trainings that will be posted will be locally or state funded trainings. A process is being developed to create a training and trainer approval process that may broaden the number of trainings available on the Training Calendar.

***I am a Trainer and want to post trainings on the Training Calendar; how do I get approved?***

In order to post trainings on the CA ECE Workforce Registry Training Calendar, you need to be affiliated with an approved Training Organization. If you are an employee or contractor for an approved Training Organization, you need to submit an Instructor Request, located on the left margin when logged into your Registry account. You will need to be approved by the Training Organization in order to access the Trainer features. Please contact your training organization for more information.

***I am the Executive Director or manage trainings for a training organization and want to get our trainings on the Training Calendar; how do I gain access?***

Currently, the Training Calendar on the CA ECE Workforce Registry is limited to training organizations that are approved vendors of the California Department of Education – Early Education Support Division or are locally funded by City/County funds and your trainings meet state/programmatic requirements needed for QRIS, R&R, Community Care Licensing, and/or the Child Development Permit. Please contact one of the Registry Offices located in “Contact Us” at the bottom of [www.caregistry.org](http://www.caregistry.org) to get more information and application materials.

## SUBMITTING DOCUMENTS

### ***What documents need to be submitted?***

In order to create an Education and Training Report for each Registry participant, all education and training information documents such as transcripts, Child Development Permits, Credentials, CDAs and training certificates need to be submitted to the designated Registry office, see “***How do I submit.***”

Appropriate documentation includes:

- Official college transcripts from an accredited institution(s) for degree(s) earned or college course work completed. Unofficial transcripts, college printed but envelope opened will be accepted. All transcripts must be clear, legible, and free of highlights, written marks, and white-out. Be sure to have your current legal name and prior legal last names recorded in your Registry profile so that transcripts and other documents can be matched accurately. You should include your Registry ID when submitting documents to speed processing.
- Documents issued from the Commission on Teacher Credentialing (CTC); Child Development Permits or Credential must include first and last name, the document number, issue date, and expiration date.
- Official training document or certificate issued from the training organization. The certificate must include the name of the training that was completed, the number of hours completed, and the signature of the trainer.

Note: We do not accept faxed documents for verification. The quality of faxed documents is poor, which can negatively impact the speed and accuracy of verifications, and prohibit uploading documents to participant profiles.

### ***Can I email my education documents?***

Yes and no.

You can email scanned permits, credentials, and training documents as long as the quality of the scanned documents are high resolution. Be sure that your Registry ID is included in the email and/or on the documents to speed up processing by Registry staff.

Currently, the San Francisco and Santa Clara Counties do not accept scanned transcripts as that would make them unofficial and not Registrar printed.

Until further notice, Los Angeles County will accept scanned transcripts as long as the quality of the scanned documents are high resolution.

### ***Can I send photocopies of my transcripts?***

Yes and no.

Currently in California, state agencies require either official transcripts (sealed by institution of higher education), or unofficial but printed by higher education institutions (Registrar printed), and NOT photocopies. A priority for the CA ECE Workforce Registry is to streamline reporting so that individuals do not have to submit multiple official transcripts for each new employer, permit application, or stipend participation, so requiring official/unofficial but Registrar printed enables sharing across agency type.



For Los Angeles County, photocopies are accepted however, you may be required to submit official transcripts or unofficial but printed by higher education institutions if you are applying for a permit, stipend, or if your employer requires them.

**How do I submit education documents?**

Official college transcripts (mailed from the institution) or unofficial transcripts (envelope opened) issued by the institution will be sent to either the Northern or Southern California Registry Office depending on where you work.

Registry participants that **work in Los Angeles County or Southern California** submit all documents via mail or in-person delivery to:

The Child Care Alliance of Los Angeles – ECE Workforce Registry Office,  
815 Colorado Blvd. Suite C  
Los Angeles, CA 90041.

Mail documents to the address indicated above or scan and email as a PDF attachment to [caregistry@ccala.net](mailto:caregistry@ccala.net)

Registry participants that **work in San Francisco/Santa Clara County or Northern California** submit all documents to:

San Francisco Office of Early Care and Education  
Attn: CA ECE Workforce Registry  
P.O. Box 7988 (A-411)  
San Francisco, CA 94120-7988.

Mail to the address indicated above or scan and email as a PDF attachment to [caeceworkforceregistry@sfgov.org](mailto:caeceworkforceregistry@sfgov.org).

***Please note: Northern California does not accept photocopies of transcripts.***

**What happens to my documents after I submit them?**

Once documents have been received by the Registry Office they will be opened, reviewed for authenticity, and attached to your profile by Registry staff only. The documents will be kept in a secure location. **Documents will not be returned** to the participants and may be shredded once the verification and uploading process is complete. Participants will be able to view and print their submitted documents, as well as their current employer.

If updated documents have been submitted, the old document will be deleted from your profile and replaced with the new, updated document.

**What if I see a document on my profile that is out of date? Can I delete it?**

If you have an expired Child Development Permit on file, please submit an updated permit as soon as you are issued a new one. The new document will be updated on your profile and be added to your Education and Training Report.

Participants will not have the ability to delete uploaded documents. For questions or concerns regarding uploaded documents, participants should contact the designated Registry Office based on the county you are employed in.

***How long does it take to view the documents I submitted and print my Education and Training Report?***

The speed of creating the Education and Training Report varies depending on a variety of factors, including the volume of documents that need to be processed and the prioritization of those documents. Registry staff are committed to creating the Education and Training Report, making documents available to view to Registry participants, and updating participant profiles in a timely manner.

**EDUCATION INFORMATION**

***What if my education or degree is from another country?***

International education documents are required to be evaluated by an international education and credential evaluation service, as required by the Commission on Teacher Credentialing. For post-secondary education, the evaluation should list how many quarter/semester hours your coursework is equivalent to in the United States, and what your degree (if any) should be equivalent to in the United States. A copy of the evaluation should be sent to the designated Registry Office for verification.

The State of California Commission on Teacher Credentialing has approved several organizations for foreign transcript evaluation, therefore the Registry Office will only accept a Foreign Transcript Evaluation from the following organizations:

- Academic & Professional International Evaluations, Inc. (APIE)
- Academic Credentials Evaluation Institute (ACEI)
- Academic & Credential Records, Evaluation & Verification Services (ACREVS)
- American Education Research Corporation (AERC)
- Educational Credential Evaluators, Inc. (ECE)
- Educational Records Evaluation Service (ERES)
- Foreign Credential Services of America (FCSA)
- Foreign Credential Services of America West, Monterey, CA (FCSA-WEST)
- Institute for International Credentials Evaluations at California State University, Fresno (IICE)
- International Education Research Foundation, Inc. Credentials Evaluation Service (IERF)
- World Education Services (WES) and WES – San Francisco Regional Office

These organizations are private enterprises who charge a fee for their services.

***Who can edit or change my education or training information?***

Participants will edit their own profile information, however in order to add trainings and course work to a participant's profile, transcripts must be submitted to The Child Care Alliance Registry Office for Southern California or The San Francisco Office of Early Care and Education for Northern California. The Registry Office staff will update the participant's profile with the course work and trainings and upload the transcripts, permits, and/or credentials to his/her profile.

## PROGRAM DIRECTORS

### ***I am a Program Director. How does the Registry benefit my program?***

The Registry offers program administrators a way of documenting the qualifications of their staff. That documentation can be used in reporting to funders, such as the California Department of Education – Early Education Support Division or California Community Care Licensing, and creating staff professional development plans with staff. In addition, with Administrative Access, program administrators will have the ability to verify employment for their staff and view their staffs’ ongoing educational progress, qualifications, and achievements. Administrative access can be granted for one or multiple sites and administrators will have the ability to post job openings on the Job Board.

### ***How do I request Administrative Access? What do I need to submit and where?***

In order to gain access to Registry benefits, a Program Director must request Administrative Access by doing the following:

- 1) Create a Registry account
- 2) Login to the Registry to “Validate Email” and “Activate” account
- 3) Request administrative access by clicking on “Administrative Access Request.”
- 4) Search for facility by name, address or license number
  - a) Select “Add to List”
  - b) Administrators with more than one facility – continue to search for each facility and “Add to List” until all facilities are listed
    - i) Click “Submit Request”
- 5) Submit the following documents:
  - a) A letter from your Board of Directors
  - b) A letter from your Executive Director or Owner (if you are not the Executive Director or Owner)
  - c) A pre-printed letterhead with your name and title listed
  - d) A company business card
- 6) If you are a Family Child Care owner, a copy of your facility license

Follow the instructions on the page following Submit Request. Once all required documentation has been received and processed by the designated Registry Office, Registry staff will approve or deny the request. You will receive an email letting you know if your request was either approved or denied.

**Note:** If a Program Director is designating another representative to confirm employment details, the designee must create a Registry account and request Administrative Access. The Program Director must submit a letter on agency letterhead authorizing administrative access for the designated individual.

### ***I am an employer; do I need to submit my education and training?***

Yes, especially if you are participating in the Quality Rating and Improvement System (QRIS) and your qualifications will count in your program’s rating.

### ***I am an employer and want to verify my employee’s employment information. What are the steps?***

Employers must create a Registry account and request, and be granted Administrative Access to the Registry to verify staff employment and post jobs on the Job Board.



- See steps above for requesting Administrative Access
- Once Administrative Access has been granted, login to your profile and click the GREEN quick link square entitled "View My Staff Confirmation"
- Review all of the employment information for each staff and if it is correct, click the "yes" circle next to "confirm"

If an employer chooses not to set up an account, then employment information will be housed in the Registry but will remain unverified. The Registry office will be working with employers to encourage and support participation.

## CONTACT INFORMATION

***Which office do I contact if I need assistance?***

***I WORK IN LOS ANGELES COUNTY OR SOUTHERN CALIFORNIA:***

- The Child Care Alliance of Los Angeles - Registry Office:
  - Email questions to [caregistry@ccala.net](mailto:caregistry@ccala.net)
  - Call the Registry Office at 888-92CHILD or 888-922-4453. Se habla español.
  - Visit the Registry Office at 812 Colorado Blvd., Suite C, Los Angeles, CA 90041 (Mon-Fri 8:30am-4:30pm)

***I WORK IN SAN FRANCISCO/SANTA CLARA COUNTY OR NORTHERN CALIFORNIA:***

- San Francisco Office of Early Care and Education:
  - Email questions to [CAECEWorkforceRegistry@sfgov.org](mailto:CAECEWorkforceRegistry@sfgov.org)
  - Fax the Registry Office at 415-557-5615