

147 responses



Accepting responses

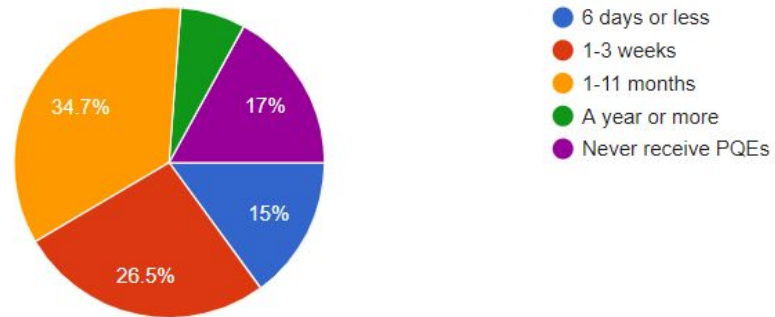
Summary

Question

Individual

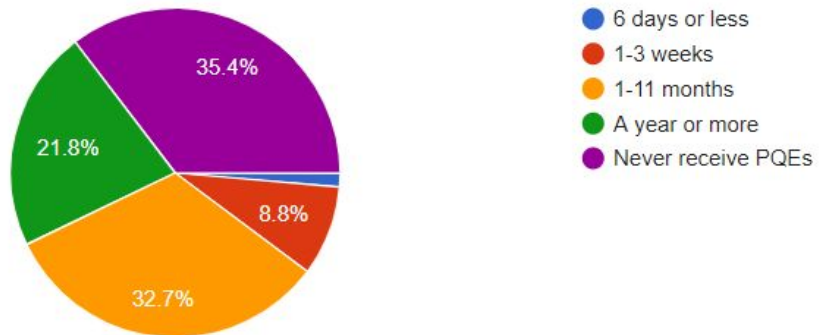
What is the SHORTEST amount of time it has taken for you to receive a Personnel Qualification Evaluation (PQE) for a newly hired employee after you submitted all of the required paperwork to MSDE's Office of Child Care (MSDE/OCC)?

147 responses



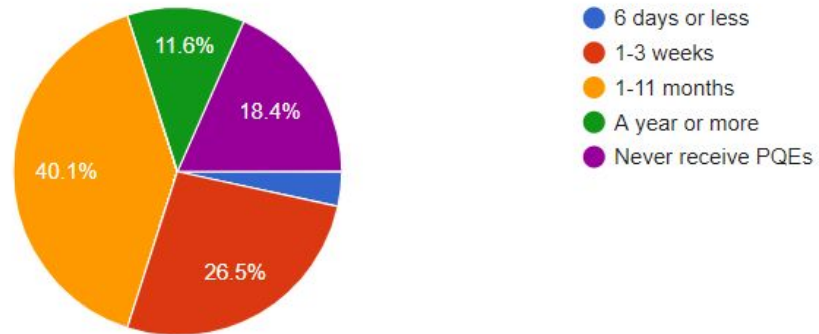
What is the LONGEST amount of time it has taken you to receive a PQE for a newly hired employee after you submitted all of the required paperwork?

147 responses



What is the AVERAGE amount of time it usually takes you to receive a PQE on a newly hired employee after you submitted all of the required paperwork?

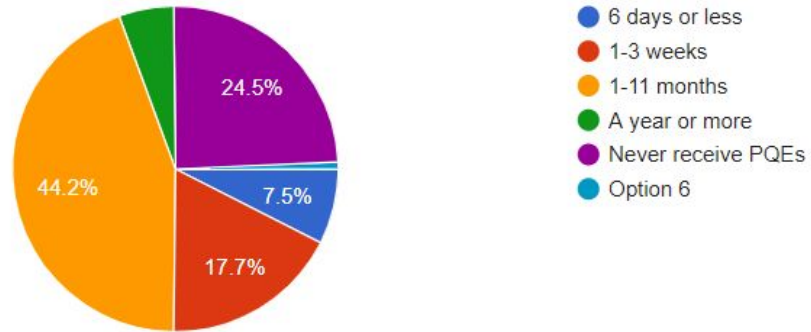
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What is the AVERAGE amount of time it usually takes you to receive a PQE on a CURRENT employee who gets additional training and needs an UPDATED PQE?

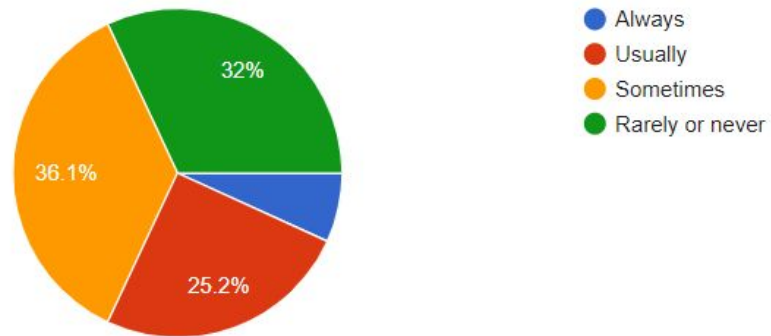


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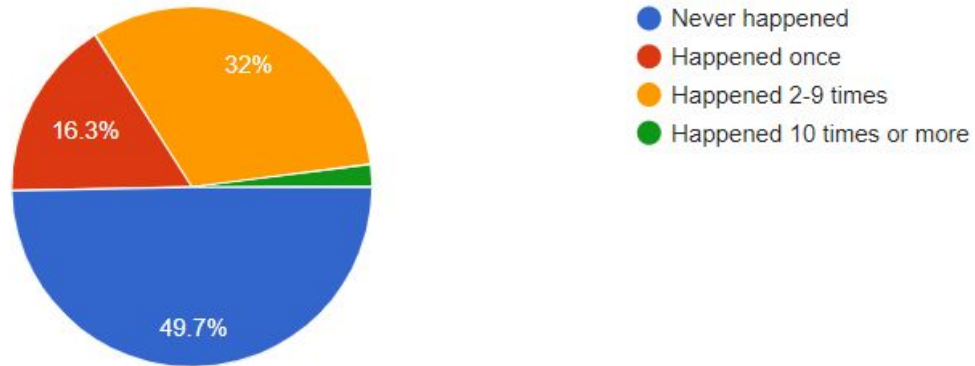
When you receive a PQE for a staff member for a level different than you indicated you were expecting (submit for teacher but returned as aide), does MSDE/OCC provide explanation?

147 responses



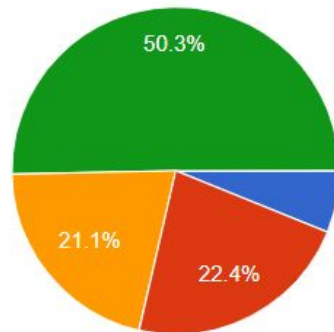
How often have you had a new licensing specialist or supervisor go back and review a previously issued PQE and reduce or increase the level for which a staff member is qualified?

147 responses



How satisfied are you with the amount of time it takes you to receive PQEs from MSDE/OCC?

147 responses



- Completely satisfied
- Somewhat satisfied
- Somewhat unsatisfied
- Completely unsatisfied

## How does the length of time MSDE/OCC takes to process PQEs impact your program?

1. IT costs the center more money due to other qualified staff working longer hours to cover the regulations
2. We are in limbo as to what position the staff is qualified for (per OCC).
3. It takes them weeks before we heard from them then often times the results that we get is not what you expect. They kept changing teachers requirements when we know it's hard to find qualified teachers because of new regs.
4. We are unable to put the appropriate staff member in the classroom. It makes it difficult form new employees to start and takes moving staff around if available during the wait time.
5. teachers are inpatients
6. No impact
7. It makes it difficult to schedule staff and ensure we are within ratios and have enough qualified personnel on site if we're unsure what level they may be qualified as.
8. Negative impact- I've had specialists show up for unannounced visits and ask about PQEs and it's frustrating to have to say "YOU never sent one!"
9. Without the proper PQE we are having to still scramble staff to make sure ratios are met and we are within our regulations for qualifications.
10. We are often waiting for months to get an approval for an employee. Many times, I do not hear from my LS once I send over all necessary paperwork. I have to call or waiting for my employee to send in their credentialing application only to find out that they were never added to our personnel list. Very frustrating process.
11. It impacts us because we do not always know exactly what OCC will qualify them as.
12. As a small non-profit childcare, the impact is tremendous due to the fact that after hiring a teacher who I think is qualified, but then months later or even at my annual inspection, I am then told that they are in fact not qualified. So now I either have to foot the bill for the teacher to take additional classes, or give a loan to help them get what they need.
13. I can't leave my new qualified teacher alone until I get the PQE (approval from my LS). I can't send updated staffing patterns until I get the PQE. We are not notified with our LS is gone/promoted and we don't have anyone. I've had to call about paperwork I sent then the LS or supervisor completes it with me on the phone.
14. Lose qualified staff and they go to another job.



1. We cannot properly staff classrooms and we cannot enroll more children if we dont have staff
2. Huge impact since we are required to be in ratios with proper certified staffing
3. it Dosen't
4. It hurts when you are trying to stay in ratio or if you are waiting for PQEs to open new room.
5. We do not have qualified staff according to licensing if we do not have a PQE
6. It effects my scheduling, and employee salary is pending PQE so some employees leave the job.
7. It hold up the ability to submit staff for credentialing ( necessary for our level 5 excels and accreditation). Hinders staffing and payroll. ( Can they be left alone with children?)
8. Very frustrating since the center will be a fault even when they did everything on their side
9. And affects who we can put in the classroom that is qualified. and sometimes it means we have to have teachers work overtime so that we make sure we have a qualified teacher at all times in the classroom.
10. It increases payroll expenses because staff have to provide extra coverage until new staff get approved and it increases operating expenses because we have to continue to run help wanted ads in case perspective employees have moved on are come back as unqualified for some reason.
11. Can't move up in excels, classrooms at risk with "technically" unqualified teachers, teachers can't get credentialed, then the specialist comes in and accuses us of never turning in paperwork and slapping us on the wrist for making the changes without prior approval. If we wait on MSDE we would have gone out of business years ago. Their inefficiency prevents us from expanding, enrolling, so we just do it anyway. One of our licenses is 4 years out of date l. 4 years! Hundreds (hundreds) of calls and emails and in person visits to the office have gotten us nowhere. Now, when she finally does come, how many "dings" are we going to receive and have published for all to see? We risk our reputation in the office if we request another specialist...
12. None
13. It doesnt help we dont know what they are approved for.
14. Our teachers should not be left alone until it clears, which is almost impossible!

1. We have not had any issues yet with this.
2. It affects it tremendously as it causes staffing to be affected. It reduces morale in staff and I find it hard to retain staff this way. I don't feel that I can empower staff to be leaders if OCC is stuck at their foreign diploma needing evaluation which we know cause a lot of money. They are not able to spend on this when their pay is at aide's level.
3. Hardly
4. I should note that I span several counties. Some (AA) come back right away. Some (PG, Baltimore Co) either never come back or are only done on a renewal year. It becomes challenging to avoid noncompliances when we believe a teacher is fully qualified but OCC feels differently.
5. I am cited for non compliance for having unqualified staff according to OCC but I assume they are qualified. We cannot wait months for PQEs to return to us! We just use the teacher until told
6. Otherwise, but it's usually a non compliance. Unfair and unethical practices.
7. We cannot truly use a teacher in a room until we know they are qualified so we keep them with others. This affects payroll and staffing.
8. Sometimes it's months before I hear anything and most of the time paperwork submitted is lost or incomplete by MSDE- so the process begins again -
9. My specialist is awesome. From what I hear from other directors I am very fortunate because that does not seem to be the norm. I don't have experience with other LS in our region but I don't hear many issues locally. Could be whoever is in charge of the regional office.
10. By not processing in a timely manner, I am unable to place the staff member in a classroom or on a staffing pattern which can cause a non-compliance.
11. I always submit new employee information at least two weeks before I need the new employee to start.
12. currently it does not

1. The more time it takes to get the correct information back from them it hurts us in properly staffing our rooms with qualified staff, we hire them expecting them to be either an aide, or Sr Staff...but they may not be that. This also affects our labor because aides can not be left alone, and in a room that we have 6 kids we only need one, and that person may not be qualified, now we are paying 2 people to be in a room that we only need one. It hurts us on both staffing, and labor. Also in staff wages too, you don't want to pay an aide the same as you pay a Sr. Staff person with a BA. If we have this information we can properly offer the new hirer the correct amount. Also you can say it hurts the staff members too...hours being cut because they may not be able to be left in a room. I hope this makes sense.... remember teachers are not salaried, they are paid by the hour and not well. Minimum wage at best and not more.
2. Not sure if staff is qualified by their standards but I still need to use staff to meet ratios. It's very stressful
3. Our program has only been open three years, it took almost one year to get the PQEs for my original 4 teachers, one of whom graduated with a degree from an elite private four-year college, Bucknell University (Pennsylvania) with a degree in Early Childhood Education- Summa Cum Laude. The licensing office listed her as an "aide" since they "weren't familiar with the college program" I wrote back a request for a variance (at their suggestion- since I'd already hired her as a Lead teacher) and they eventually agreed that her 20+ undergraduate courses in Education qualified her as a teacher.
4. Another teacher was listed as an "Aide" and again when I wrote back to them and sent in her university transcripts they changed her designation to "Teacher" since she had Childhood Development and Preschool Curriculum as college courses,
5. Last year we didn't receive the PQE and this year didn't receive them for any OC the new staff. I emailed my Licensing specialist and she said they were working on them.
6. I emailed in Credentialing information for my teachers who have received MSDE Credentialing and learned at that time our Licensing specialist was just moved and we have a new one.!
7. I believe this is my 4th or 5th in 36 months.
8. It prevents staff from becoming credentialed. It prevents them from being Sr. Staff until received
9. Impacts very harshly. We get cited for not being adequately staffed and yet have to wait longer to clear a staff person that is well needed.

1. The high turnover rate with the licensing specialists, the lack of response and turn around time to get these PQEs back, which often results in lost paperwork, longer times spent on paperwork reviews during mandatory inspections, and confusion in staff qualifications places an unnecessary burden on the child care directors/owners who are trying to be in compliance with the ever-growing child care regulations. The amount of time and effort required in hiring and tracking child care staff paperwork is out of control and unsupported by the state administration.
2. Can't bring teacher in to Full capacity until it gets back to you or you have to keep worrying them.
3. my licensing specialist never sends them no matter how often i've complained.
4. It impacts in so many ways, such as, not meeting ratios, not able to know that is this person will be qualified as a lead teachers. It is specifically difficult when I want to hire a teacher that has an international degree. Even though, the degree is evaluated and translated still many times a longer process to obtain a PQE.
5. So far it hasn't because I operate based on my assessment and knowledge that the employee will be approved. This could be a problem but I have to have the staff for required ratios and to keep children safe.
6. Can have a huge effect if I have an immediate need.
7. MSDE does not act on anything I submit
8. I cannot place qualified teachers in positions they were hired for. I am forced to make decisions based on what I think a PQE would indicate. This is unacceptable, and is a very high stressor in my position.
9. We are held in limbo as far staffing our classrooms
10. Making sure that we are receiving our PQE's back in a timely manner to get a person in a classroom or fill a void.
11. It could hold up meeting requiring regulations.
12. They have you operating out of regulation for extended periods because you never received a PQE.
13. I have a couple of teachers on my staff for whom I have never received a PQE. I have them working in the positions where I need them, risking a non-compliance. I know I should wait until they are officially qualified, but I would rather get a non-compliance for having an unqualified staff member in the classroom than for being short staffed and out of ratio. Either way, it is an insurance liability since we are technically out of compliance.
14. Leaves us in dark and concerned of not knowing if we are in compliance or not.
15. We have been fortunate with our current specialist. She is good at the turnaround and it allows us to staff more efficiently. Other specialists have not been so efficient.

1. We have to completely restructure our schedule, which often confuses and upsets the children, to meet proper ratio requirements if a teacher is taking too long to be qualified or does not come back as qualified for what we thought.
2. It requires me to spend a significant amount of time to receive a PQE (if I ever get one). If we are required to have them for our staff we should actually receive them. If we are waiting on licensing to provide one then we will be without staff.
3. It leaves us in a state of limbo, we are technically in violation even though we have done everything possible to act within the regulations
4. Significant
5. Hard placing teachers in the classroom
6. If too slow then opportunities can be lost to both the children and families as well as the child care center
7. It just hold the process up in getting individual to where they are needed
8. We want to always stay in compliance but it's hard when the approval we request takes a long time to be returned or gets lost.
9. It puts more strain on my current staff when I need to hire more staff
10. By not getting PQEs in a timely manner it leaves our staffing in limbo which has a negative effect on our children due to lack of continuity while we are waiting for approval because subs can only be used for 2 weeks
11. Cannot adequately staff rooms until PQEs are received. Affects staffing, budget (Overtime needed to maintain ratios), enrollment (Cannot enroll additional children until staffing is complete).
12. It causes us to be out of compliance with the COMAR regulations and leaves us open for being hit with a non-compliance on our online inspection report
13. I've never received any PQEs!
14. It impacts it greatly, we never "receive" the PQE we usually have to call for it.
15. Causes us to be short staff for longer than necessary and reduces the amount of children we're able to care for.
16. Hard to run a program when you don't have a specialist and/or they are on leave for months
17. Does not because we can't wait on them, so we proceed to use the employee before they get back to us.
18. It puts us at a stand still.
19. It impacts my program because I need my staff qualified in order to be in compliance and following the regulations.
20. It is usually quick, I have not had any problems .

1. We have to wait for these to make sure placement is right. We were also discussing why the PQE are given only to centers. It states on the form that the employee should have a copy. Centers should be told they are required to give the employee a copy.
2. It is huge! We are a business and it cripples us when we need credentialed employees to start. It is frustrating when we have to wait for OCC to do their job, but we are required to abide by deadlines.
3. We are in noncompliance until they return the information we are asking for.
4. We are in noncompliance until they return the information we are asking for.
5. It is extremely difficult to find qualified staff in the first place and holdups cause increased stress.
6. After we submit to OCC and fingerprints come back we begin to utilize the teacher. We very seldom receive PQE.
7. We must shuffle staff for coverage waiting for approval to put permanent placements
8. I never received PQE's so I just try to verify with my specialist of the staff person's approval before they start the position.
9. I continue business as usual especially if I know for sure they are qualified. The challenge is when there are questions about how they are meeting the guidelines.
10. It's difficult to know how to staff properly
11. It affects our staffing! We struggle to cover classes while we are waiting to find out if they are qualified.
12. It keeps me guessing and fingers crossed they qualify for the position they are working in. Very uneasy feeling since I don't want to be breaking the rules.
13. We rarely or never receive a PQE for new employees or promotions, although we submit paperwork. We utilize the employee as if we have received a PQE. If we waited for a PQE we would be in an extreme staff shortage. The only time I have ever received PQEs for my employees was when we were assigned a new licensing agent and they reviewed our files.
14. Significantly negative
15. affects staffing on a daily basis since we have to make sure they can or cannot be left alone with children
16. We have teachers who are "not allowed to be in a classroom alone" until PQE's show they are Lead certified but we have a need for them to be in classrooms alone in a month or less. Since they can't, it results in the Director being in the classroom which has a tremendous domino effect on operations, staffing, paperwork being completed etc since Director now spends 6+ hrs a day in the classroom!!!
17. It doesn't, just think it's super unprofessional

1. It can effect ratios, scheduling, enrollment, payroll, and more if not handled in a timely manner.
2. I spend my time covering classes instead of doing my director work.
3. The PQEs help me keep track of teachers qualifications and organization of files
4. It has not affected my program since I never knew I should have been receiving it from my licensing specialist
5. It impacts my program negatively. Waiting for a specialist to return a PQE causes an inability to operate in compliance with qualified staff.
6. Must have additional staff until determination is made. \$\$
7. Without PQEs we aren't sure we are in compliance with lead staff and ratios.
8. A lot of time I have teachers shadowed for a longer time frame which makes it tough when your short staffed.
9. It depends on the information given to them.
10. N/a
11. Staff cannot be trained or legally in place when needed
12. It doesn't. Our specialist (Janet H.) always gets back to us within 24 hours.
13. Our center is church exempt and even though I have requested them, they haven't yet come because we are still training staff in ADA and Basic Health and Safety. Once I have everything in, I will know how long the wait is.
14. Sometime we need to hire quickly. We do have few days to submit. But then sometimes there is o much other paper that is required. I don't have the time to submit. I think we should have 4 weeks after hire.
15. It further impedes an already bloated hiring process. It also causes the risk of non-compliances that would not be the fault of the program, but the fault of OCC. In addition, delayed PQEs result in unqualified staff supervising children which again, could result in non-compliances. The amount of time that is spent continuously having to keep track of when a PQE or updated PQE was requested is extremely cumbersome when trying to run two centers.
16. increases stress level
17. I cant always wait for the PQE so if I am not correct in evaluating the credentials myself, I could be putting classrooms out of compliance with inadequately qualified staff...for which my program would get cited as noncompliant
18. Length of time has a huge impact when we find out months later that a staff is not qualified for the position we hired them for.
19. Our teachers should be focused on planning and their classroom. Not waiting for paperwork

1. It's depend
2. Waiting makes it hard to stay in compliance.
3. We wait for a while before we can fully train a teacher in a room which impacts productivity and of course the constant worry that they will cite us for not having the pqe
4. Qualified staffing vs allowed enrollment
5. It leaves us with unqualified teachers more often than not.
6. Opening of classrooms or changing of teachers
7. Once we send it we just continue with our busy day
8. There is an early education teacher shortage and it is already very hard to find qualified teachers, the delay is making staffing almost impossible. Between the PQE and the communication from the specialist to let us know a person is cleared and allowed to be alone with children has to improve for us to be able to do our jobs and be in compliance.
9. We don't want to hire someone only to be told s/he is not qualified for the position.
10. I'm still waiting on my new license it has been over a year that I submitted the paperwork.
11. It significantly affects our program; it has the potential (and often lives up that potential) to hold up the hiring process, leaving us in limbo for unknown amounts of time.
12. Not much
13. It has little impact.
14. Very much with out these back staff can't start as a teacher they can only be treated as an aide.
15. It is very impactful. As you know this is not a high paying field. We have aides who take the training to get certified a a teacher and as an incentive we will increase there pay. There increase is dependent on the evaluation in hand. Also, we are expected to be in compliance with appropriate staffing and to be on top of required annual training. If we don't have the evaluation, and are assuming we have a teacher but for whatever reason is seen as this person is seen as an aid , we Weill be out of compliance.during a visit,. Same for training hours For a person who has gotten evaluated as an aide to a teacher. If we haven't received the evaluation she is still an aide, but when the specialist comes and Her records show the staff has been re-evaluated but we never received. We are cited because she is missing half of her hours. I've worked with several specialists over the years many for Long spans. But in the past 5 yrs it's been a revolving door and LP expectations and response time are different making it extremely difficult.



1. Watch dogging every other employee is just not a real possibility, and our ratios and staffing patterns suffer. We move children around a lot more to accommodate than we should need to
2. I don't allow it to impact. I need to make sure the kids are taken care of so I don't wait on OCC. I make sure I have all certificates before hiring a lead. Otherwise the hire is an aide.
3. Since hiring is so difficult right now, you are usually in need of staff immediately, the longer it takes to hire the more the program suffers or makes the director a classroom teacher to fill in during this time.
4. I just sent some in December and have not heard back
5. A lot
6. It negatively impacts our ability to schedule approved staff.
7. We need answers right away because we only interview when we need staff so we do not have time to wait for approval to hire. Our local Region 10 has been good about responding with information about what they currently are licensed for and she usually includes what she would need to move up to the next level. My biggest problem right now is finding employees to take all of that required training to just make \$12.00 an hour!
8. Never received PQEs
9. It would impact greatly since we are a small center. I need to know quickly what my staff is qualified for so I can place them or replace them.
10. It holds you up for room placement, for excel,
11. It doesn't
12. The delays make it difficult to properly assign staff and maintain compliance.
13. It effects my employee schedules, my classroom assignments (which also effects my children and families) and my ratios.
14. We are short staffed until that time. That plays a big impact especially during this cold and flu season
15. You have to hire them as an aide with aide pay until you get their PQE.
16. Significantly impacts us because we don't know what our teachers are qualified to be
17. Many of them come from other centers but they have never had their certifications submitted before, or they have received additional training and we want to include them as a lead instead of an assistant

1. Need to know qualifications immediately so we dont get hit on inspections
2. Primarily, on-going frustration, decreasing respect for the licensing process, and not knowing if we and OCC are on the same page regarding each staff person. It is exceptionally difficult to comprehend why a licensing agency would go to the effort to create a regulation regarding staff qualifications and then not put their money, limited though it might be, into ensuring they have the capacity to support the Provider's adherence to the regulation. In other words, if our doing what we're supposed to do is so important that it would be part of regulations, then it is counter-intuitive that the licensing agency wouldn't make the active support of the timeliness of the staff qualification process a higher priority. An additional opinion, though, is that this job should not rest with the Licensing Specialists. They are already overworked and the error rate is high, adding even more time. Either centralize the process or pass it to Quality Assurance Specialists who are doing important work, but work with a much slower pace than that of Licensing Specialists. Thank you for asking!!!