The Jefferson-Lewis Childcare Project understands that a child care provider is much more than a babysitter.

Providers are professionals who offer children the opportunity to learn, grow, and develop in a high-quality setting.

We strive to support providers in every aspect of their professional development.

~

Provider Training and Technical Assistance Needs Assessment Report

2016

Jefferson-Lewis Childcare Project

"Every Child, Quality Care"

A program of
COMMUNITY ACTION PLANNING COUNCIL

Summary:

Jefferson-Lewis Childcare Project (JLCP) has evaluated training and technical assistance services as well as child care practitioners' training needs to determine gaps in services and opportunities for improvement. The findings indicate a high level of satisfaction among providers regarding JLCP training and technical assistance services. A majority of survey respondents were most interested in child-centered training, with behavior being the most-requested topic.

Data Collection Methods:

Jefferson-Lewis Childcare Project Provider Services team conducted a child care provider needs assessment survey from March through April 2016. Distribution methods included direct email (357 recipients), email newsletter campaign, social media, and hand-delivery. The sample size returned was 71, which is 15 more responses than were received in 2015.

The Provider Services team also evaluated training events by asking participants to complete an evaluation form at the end of each session.

Goals:

The goals of the survey were to evaluate the Provider Services team's service delivery, and to assess providers' perceptions of training and technical assistance in order to determine any unmet needs. This information will be used to inform ongoing training and technical assistance efforts.

Results:

Modality of Respondents:

Modality

Answer Options	Response Percent	Response Count
Family Daycare - Registered	32.4%	23
Group Family Daycare - Licensed	12.7%	9
Child Care Center / Head Start	42.3%	30
School Aged Child Care (SACC) / After School Program	7.0%	5
Pre-K/Preschool	4.2%	3
Legally Exempt / Informal Provider	0.0%	0
Other (please specify)	1.4%	1
answered question		71
skipped question		0

Training Preferences of Respondents:

Which training category would you most like to see offered:

Answer Options	Response Percent	Response Count
Child Centered	46.4%	32
Program Centered	14.5%	10
Curriculum Centered	27.5%	19
Business Centered	5.8%	4
Other (please specify)	5.8%	4
answered question		69
skipped question		2

Other:
A variety of all of the above
A balanced offering of all the areas that we need to keep a consistent, effectual daily program for all the children.
I need classes in all training categories as I have just renewed my license. The group classes do not work for me as I do not have regular contact with the other providers.
FAMILY CHILDCARE HOME

Which of the following child-centered training topics would you most like to see offered?

Answer Options	Response Percent	Response Count
Guidance	21.2%	7
Behavior	45.5%	15
Development	27.3%	9
Other (please specify)	6.1%	2
answered question		33
skipped question		38

Which of the following program-centered training topics would you most like to see offered?

Answer Options	Response Percent	Response Count
Room Arrangement	0.0%	0
Working with Parents	44.4%	4
Assessing Program Quality	44.4%	4
Other (please specify)	11.1%	1
answered question		9
skipped question		62

Which of the following curriculum-centered training topics would you most like to see offered?

Answer Options	Response Percent	Response Count
Planning	47.4%	9
Science	10.5%	2
Math	10.5%	2
Literacy	21.1%	4
Other (please specify)	10.5%	2
answered question		19
skipped question		52

Which of the following business-centered training topics would you most like to see offered?

Answer Options	Response Percent	Response Count
Record-keeping	75.0%	3
Regulations	0.0%	0
Professional Development	0.0%	0
Other (please specify)	25.0%	1
answered question		4
skipped question		67

Factors Impacting Training Registration and Attendance:

Which of the following MOST impact your decision to register for training:

Answer Options	Response Percent	Response Count
Day and Time	54.4%	37
Location	8.8%	6
Training Categories	13.2%	9
Credit Hours	5.9%	4
Cost	10.3%	7
Presenter	1.5%	1
Other (please specify)	5.9%	4
answered question		68
skipped question		3

Which day(s) are you be more likely to attend training (select all that apply):

Answer Options	Response Percent	Response Count
Monday	42.1%	16
Tuesday	55.3%	21
Wednesday	52.6%	20
Thursday	55.3%	21
Friday	23.7%	9
Saturday	36.8%	14
answered question		38
skipped question		33

Which time of day would you be more likely to attend training (select all that apply):

Answer Options	Response Percent	Response Count
Morning	35.3%	12
Afternoon	35.3%	12
Evening	58.8%	20
answered question		34
skipped question		37

Perceptions about Training

I enjoy attending training.

Answer Options	Response Percent	Response Count
Strongly Agree	32.8%	21
Agree	57.8%	37
Disagree	6.3%	4
Strongly Disagree	3.1%	2
Please Comment		8
answered question		64
skipped question		7

Comments:

They keep you updated
If it's a training that I need more info on. I like the group interaction and visual tools.
never been
Strongly Believe that face-to-face interaction in this field is needed
I don't attend, I take training classes on-line
I always come out of a training with at least one idea.
My time is extremely valuable, and limited, and the trainings are too far to drive, and not safe in the winter or in the dark (for me).
Sometimes I do enjoy a class because I am interested in the subject. But working long hours does not make me want to attend classes afterwards.

The registration process is fairly simple for JLCP training and workshops.

Answer Options	Response Percent	Response Count
Strongly Agree	55.6%	35
Agree	42.9%	27
Disagree	0.0%	0
Strongly Disagree	1.6%	1
Please Comment		5
answered question		63
skipped question		8

Comments:

The registration process is really easy and the staff are always helpful.
It would be nice to register online and make payments through Paypal.
I take Training classes on-line
If now you have to be affiliated with a group in order to obtain classes that poses a problem for me. I have friends in daycare, I do not contact them other than seeing them at class.

Training and professional development have been beneficial to my program.		
Answer Options	Response Percent	Response Count
Strongly agree	51.5%	34
Agree	48.5%	32
Disagree	0.0%	0
Strongly disagree	0.0%	0
Please Comment		5
answered question		66
skipped question		5

Comments:

When teachers take advantage of classroom trainings, most prefer online
Refreshers are always needed to keep you on top of the newest info for teaching children of your age group
I enjoy learning from day care providers who have been in the business longer than I have.
It is always helpful to learn new ideas or approaches to a particular topic and also helpful to know others experience some of the same issues

Were you able to apply the information from the training to your work with children?		
Answer Options	Response Percent	Response Count
Yes	75.0%	9
Somewhat	25.0%	3
No	0.0%	0
answered question		12
skipped question		59

What information did you find most helpful?

I always get good ideas and feedback from the trainings.
Child development and guidance
Anything that I could implement into our daily routine.

Sources of Professional Development

What method of training do you prefer?

Answer Options	Response Percent	Response Count
Group training	53.0%	35
One-on-one training	6.1%	4
Online/computer based training	36.4%	24
Other (please specify)	4.5%	3
	answered question	66
	skipped question	5

Through which source did you receive the MOST training in the past year?

Answer Options	Response Percent	Response Count
Jefferson-Lewis Childcare Project	18.2%	12
Distance or Online Learning	54.5%	36
In-Service Staff Training	13.6%	9
College	4.5%	3
Other (please specify)	9.1%	6
	answered question	66
	skipped question	5

What type of training(s) did you attend at JLCP (select all that apply)

Answer Options	Response Percent	Response Count
Live Training (Weekday)	66.7%	8
Video Conference	16.7%	2
Saturday Workshops	58.3%	7
Other (please specify)	0.0%	0
	answered question	12
	skipped question	59

Through which source do you expect to receive the MOST training in the next year

Answer Options	Response Percent	Response Count
Jefferson-Lewis Childcare Project	21.9%	14
Distance or Online Learning	46.9%	30
In-Service Staff Training	15.6%	10
College	7.8%	5
Other (please specify)	7.8%	5
answered question		64
skipped question		7

What type of training(s) do you plan to attend at JLCP (select all that apply)

Answer Options	Response Percent	Response Count
Live Training (Weekday)	64.3%	9
Video Conference	28.6%	4
Saturday Workshops	71.4%	10
Other (please specify)	28.6%	4
answered question		14
skipped question		57

What do you enjoy most about live training?

I work alone, so I enjoy getting to know other day care providers in my area and learning from them. The staff at JLCP is always very knowledgeable and helpful too.

The ability to ask questions and personalize the training.

Networking

Get to meet other providers and face to face

It is interactive

hearing other providers thoughts and ideas and being able to ask them how they do things in their program

EVERYTHING

How long has it been since you have last participated in a training session offered by JLCP?

Answer Options	Response Percent	Response Count
0-6 months	63.5%	40
7-12 months	17.5%	11
1-2 years	6.3%	4
More than 2 years	4.8%	3
Never	7.9%	5
answered question		63
skipped question		8

What type of training(s) did you to attend at JLCP in that time frame? (select all that apply)

Answer Options	Response Percent	Response Count
Live Training (Weekday)	70.3%	26
Video Conference	18.9%	7
Saturday Workshops	27.0%	10
Other (please specify)	13.5%	5
	answered question	37
	skipped question	34

Would you recommend JLCP training to a friend?

Answer Options	Response Percent	Response Count
Definitely	88.5%	46
Maybe	11.5%	6
No	0.0%	0
Other (please specify)		3
	answered question	52
	skipped question	19

What has prevented you from attending training with JLCP? (Check all that apply)

Answer Options	Response Percent	Response Count
Cost	28.6%	2
Day/Time	42.9%	3
Did not know the courses offered	28.6%	2
Did not know how to register	14.3%	1
Other (please specify)	28.6%	2
	answered question	7
	skipped question	64

Technical Assistance

Has a JLCP staff member ever visited your program or home to provide technical assistance?

Answer Options	Response Percent	Response Count
Yes	58.2%	39
No	22.4%	15
Not Sure	19.4%	13
answered question		67
skipped question		4

Which JLCP program(s) visited you?

Answer Options	Response Percent	Response Count
CACFP	27.5%	11
Registration	15.0%	6
Training	72.5%	29
Other (please specify)	2.5%	1
answered question		40
skipped question		31

Were you able to apply the information from the visit to your work with children?

Answer Options	Response Percent	Response Count
Yes	85.2%	23
Somewhat	11.1%	3
No	3.7%	1
answered question		27
skipped question		44

What information did you find most helpful?

The general support from the Day Care Community was encouraging. The training also refreshed my memory on how to report abuse and maltreatment of children.

Insight into how other programs work and of course networking is always important.

Child development and guidance ; children and parents

All of it!

ECERS-areas for improvement

All of it about regulations

How long has it been since your technical assistance visit?

Answer Options	Response Percent	Response Count
0-6 months	53.6%	15
7-12 months	14.3%	4
1-2 years	28.6%	8
More than 2 years	3.6%	1
	answered question	28
	skipped question	43

How was this visit initiated?

Answer Options	Response Percent	Response Count
I asked for assistance	54.2%	13
Assistance was offered to me by a JLCP staff member	16.7%	4
Assistance was recommended by my supervisor, Licensor or Registrar	8.3%	2
It was offered during a Licensing/Registration visit	0.0%	0
Other (please specify)	20.8%	5
	answered question	24
	skipped question	47

Comments:

Class observations
ACCYN training
I needed one more category filled to fulfill my training hours.
I am not sure.
not sure.. probably through Denise

How helpful was the visit?

Answer Options	Response Percent	Response Count
Very helpful	84.0%	21
Somewhat helpful	12.0%	3
Not helpful at all	4.0%	1
	answered question	25
	skipped question	46

Did the JLCP staff member work with you to solve a problem?

Answer Options	Response Percent	Response Count
Yes	79.2%	19
No	20.8%	5
answered question		24
skipped question		47

How effective was the solution

Answer Options	Response Percent	Response Count
Highly effective	68.4%	13
Somewhat effective	31.6%	6
Not effective at all	0.0%	0
answered question		19
skipped question		52

What has prevented you from receiving a technical assistance visit from a JLCP staff member? (Check all that apply)

Answer Options	Response Percent	Response Count
Did not know it was available	6.3%	1
Did not know how it works	0.0%	0
Did not know who to contact	0.0%	0
It makes me feel uncomfortable	6.3%	1
I don't feel I need this service	68.8%	11
Other (please specify)	18.8%	3
answered question		16
skipped question		55

Comments:

Busy during the day
I'm not sure we qualify!
Not interested.

Participant Satisfaction:

At the conclusion of each live training session, participants have the opportunity to complete an evaluation. The participants are asked to respond between 1, "strongly disagree" and 4, "strongly agree". The questions are listed below with the average of the category scores received from training delivered from June 2015 through May 2016. JLCP received 483 completed training evaluations during this time.

1. The presenter provided an overview of the workshop content and objectives
2. The presentation style was effective
3. The presenter helped me to connect the information presented to the learning objectives and/or to program/classroom practice

   Average presenter scores, 3.87 out of 4

4. The information presented was clear and concise
5. The workshop increased my knowledge and understanding of this topic
6. The information presented will help me in my work with children

   Average information scores, 3.86 out of 4

Helpful Aspects:

Participants' comments on helpful aspects of each session have been categorized by the training department and noted in the chart below.
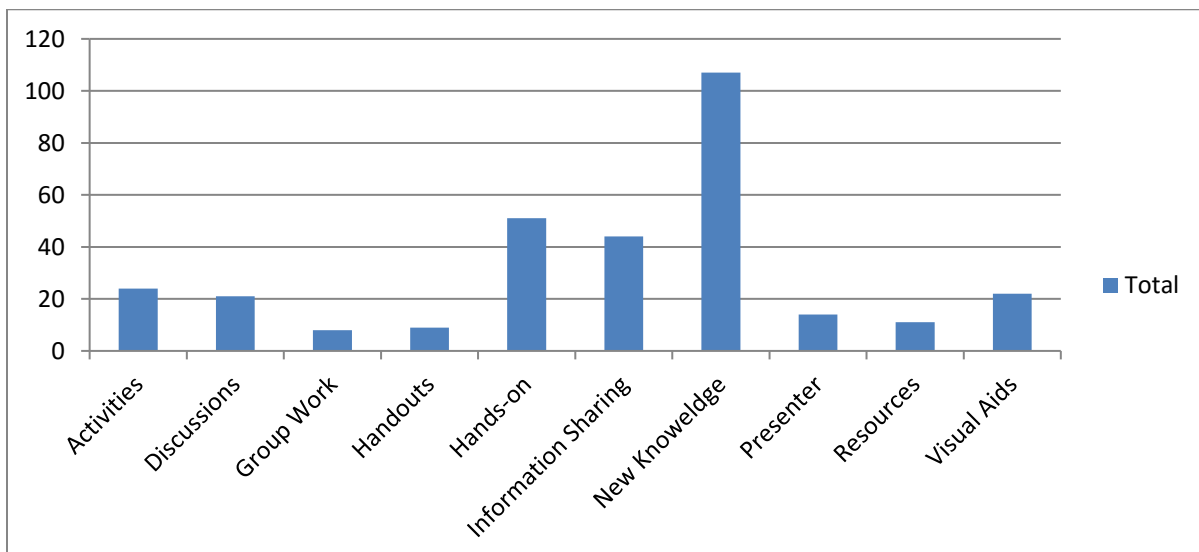
Topic Suggestions

A correlation exists between what people suggest as future training topics and the training they most recently attended. In the future, the training evaluation form could be reworded to elicit more diverse responses. For the purposes of simplicity, the anecdotal training suggestions have been separated into categories by the training team and are listed below.
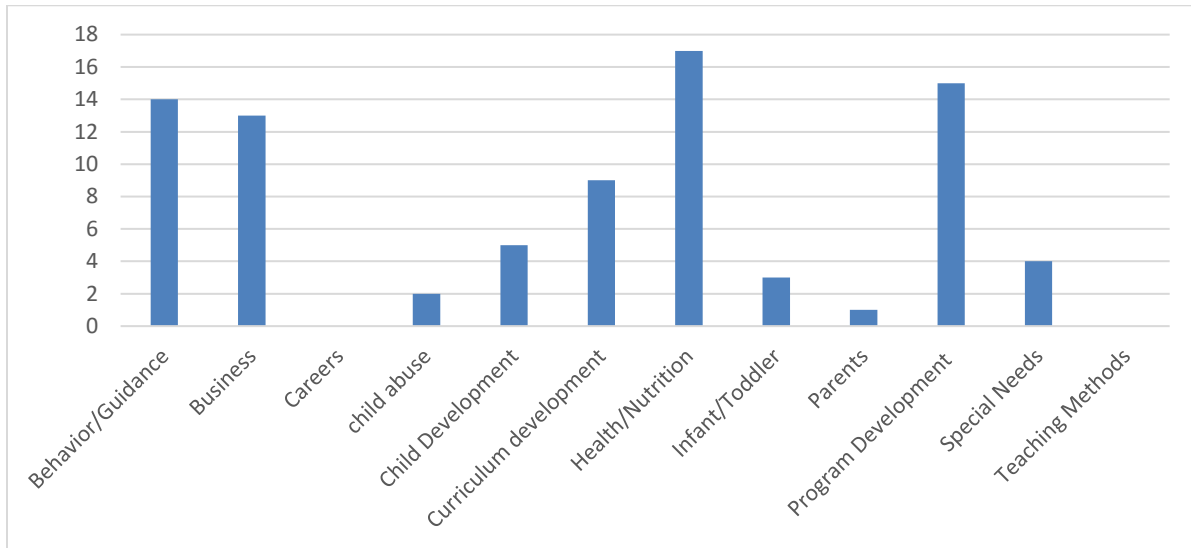
Suggestions for Improvement:

Participants' suggestions for improvement have been categorized by the training department and noted in the chart below.
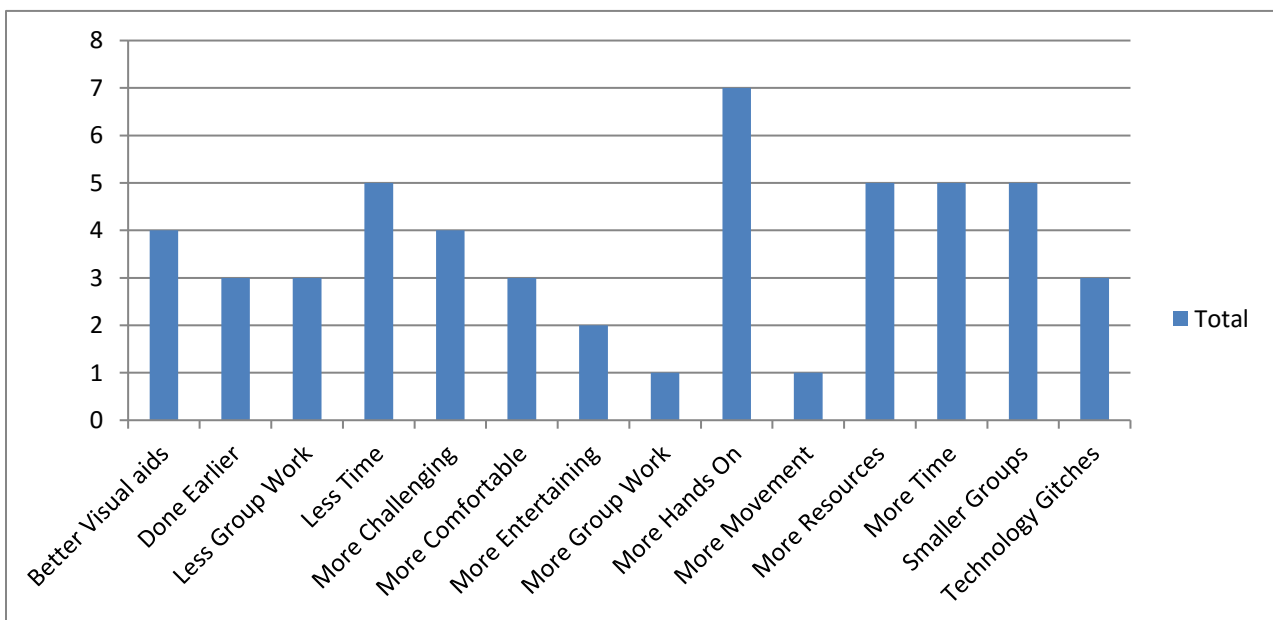
The Jefferson-Lewis Childcare Project wants to support child care professionals in every aspect of their work. In what ways could JLCP support you?

- Planning our schedules for the week, more info on games ideas etc
- Provide more trainings on treating children with autism
- It would be beneficial to gain a better understanding of what the program entails to connect speech to the classroom more effectively (themes, lessons, etc)
- Training, CPR, First Aid, MAT, CDA help
- Training, classes
- Through technical assistance or specific topics that affect our center. Providing trainings to solve issues, implementing positive change and growth.
- Provide trainings at our center that everyone needs like CPR
- Maybe provide monthly updates as to what's going on in all child care programs
- JLCP already has supported our program and continues to do so, through the many services they offer. We know they are a phone call away, if and when we need their services or guidance.
- Help to reinforce what we have asked staff to do regarding room arrangements, lesson plan ideas, behavior modifications, etc
- Keep up the good work with offering a variety of trainings at CAPC and online. I know JLCP has great staff support if I have any questions. The JLCP does a great job getting support information out to me.
- Support for parents w/ services or special needs
- Provide TA using ECERS
- It can continue to provide the quality trainings and support staff that it always has to day care providers.
- More on infant care (6 weeks to 18 months). Ideas on working with and supporting breast feeding moms, Storing and handling breast milk. Music and sensory activities. Most in-services are for preschool children.
- To offer trainings that are location convenient and continue to offer support in problem areas
- JLCP has always been there for myself and my program . I know they are always just a phone call away thank you dearly !!
- We are very busy providers and also have family's it really helps when we can still be at home and get as much training done online as possible.
- at this time I have would I need besides new training.
- Offering trainings that fit the OCFS guidelines in the same categories as OCFS recommends for new staff
- Continue to be as helpful and welcoming as you already are.
- By keeping us up to date with the newest regulations.
- I would like to have more training concerning ECERs since my program is rated with this tool.
- Can't think of anything.
- Offer more free online trainings
- Continue to be available for individual or team trainings and continue ECERS observations - inclusion of the PK classrooms in ECERS would be wonderful
- I feel like they already support me and my business by telling me when training is and if I can not make it their is always a different alternative
- They already do
- If JLCP would continue to offer classes to everyone as a whole. It would be nice if you were offering a specific course to a small group that you could post it and let others attend if they were interested. Maybe give a week or twos notice of the coming class.
- TRAINING SUPPORT

Additional Provider Comments

- Everyone has been very helpful anytime I have called. What services we need can vary depending on the children we have in program.
- We would be open to hosting trainings at our center, possibly for local providers who wouldn't have to travel to Watertown on weeknights
- More infant programs
- I have called JLCP many times to ask questions or advice about my program or how to handle a difficult situation with a child's behavior. They have always been informative and extremely helpful with their suggestions.
- Thank you for all your help
- THANK YOU FOR ALL YOUR SUPPORT!!!!
- I greatly appreciate the training services offered through JLCP. They have played a major role in my professional development as an early childhood educator.
- The girls in the office are extremely friendly and knowledgeable. If I didn't work 10 hour days I might consider attending a night class. They are prepared and make the training enjoyable. The only ones I attend are the mandatory ones required once a year for the Food Program. Anyone who does go to the trainings gain a lot of knowledge.
- none
- I believe I have probably over commented and suggested in the previous questions. :)
- SOME TRAINING I WOULD LIKE TO SEE TAX TRAINING HOW TO DEAL WITH BEHAVIOUR SNACK IDEAS MEALS ART IDEAS
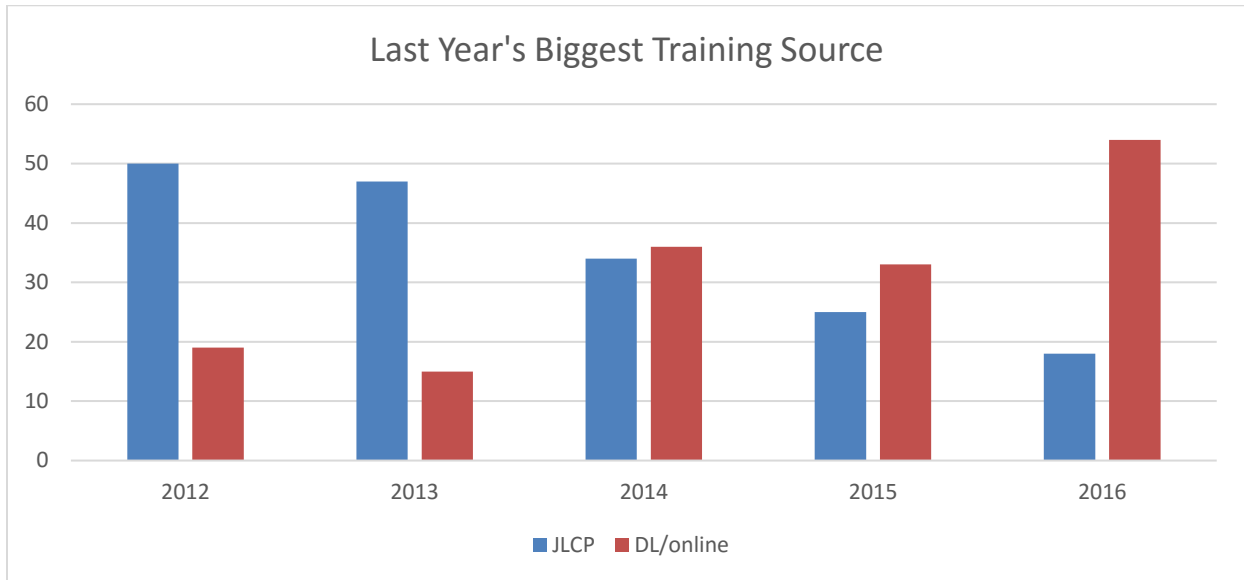
Data Analysis:

This year's survey was delivered directly to center directors and staff by the training team in an effort to improve the response rate from this group. A total of 30 respondents (42%) identified themselves as working in a child care center or Head Start setting, a jump of 26% from last year. Forty-five percent of the respondents to the needs assessment survey were either family or group family providers.
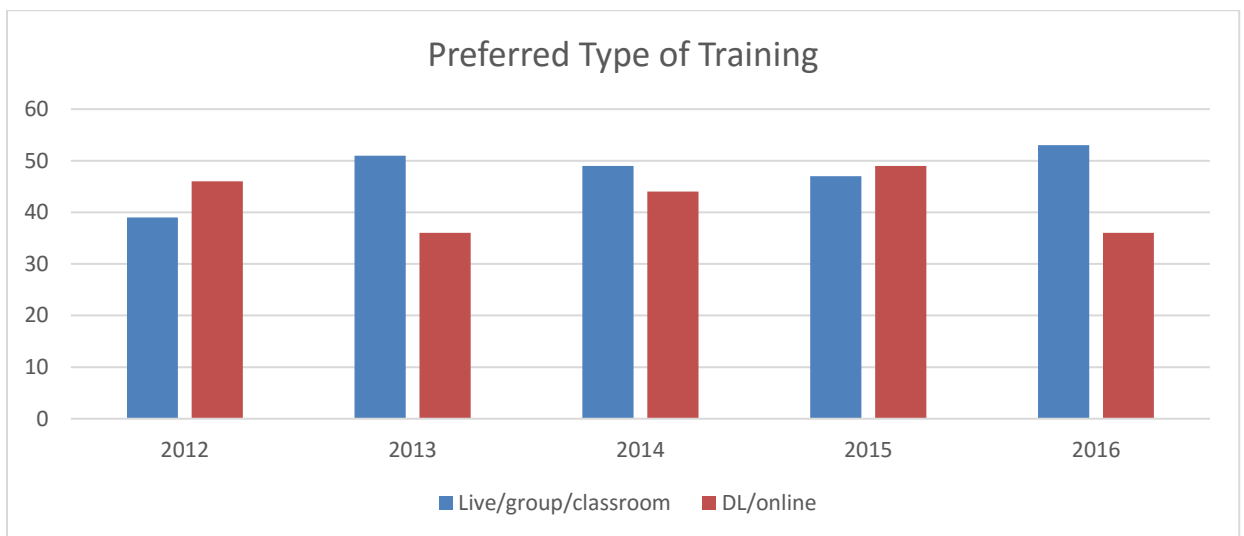
Eighty-eight percent of respondents indicated they would definitely recommend JLCP to a friend. When asked if they enjoy attending training, 90% of respondents either agreed or strongly agreed. All respondents indicated that professional development and training is beneficial to their program, and 100% stated that they were able to apply information from training to their work with children.

Feedback received following training delivery remains positive. Responses regarding the presenter received an average score of 3.87 out of a possible 4 on total evaluations for the year. The score for the information section of the evaluation was 3.86 out of 4. Specifically, the question regarding increase of knowledge scored 3.85 out of 4. All of these scores are slightly lower than reported in the previous year.
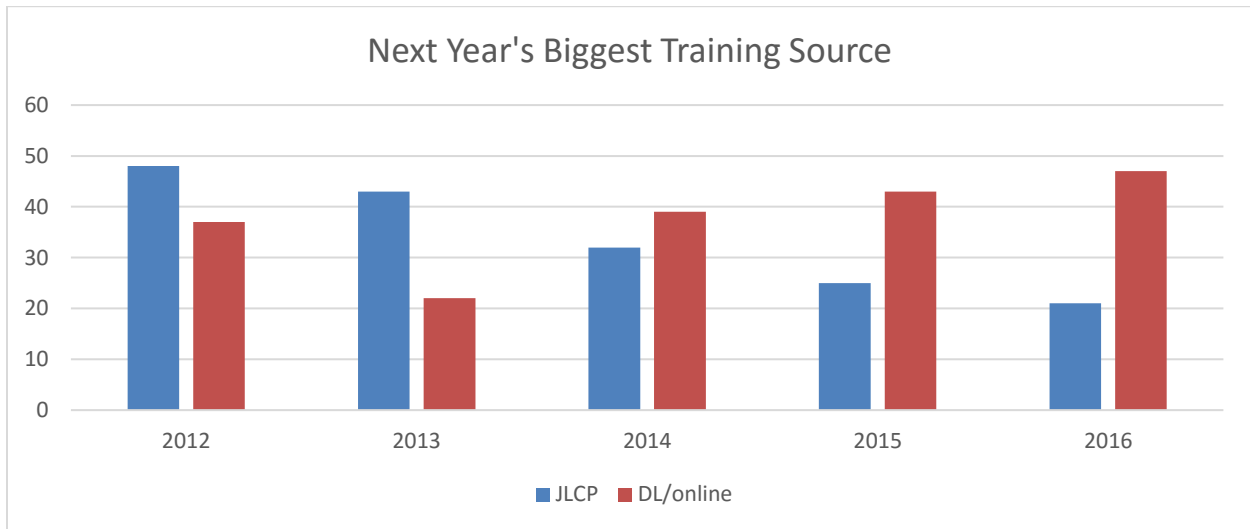
JLCP has continued to see a decline in live training participation. Our survey results confirm that a majority of providers in our area are utilizing distance learning over live training. Fifty-four percent of respondents stated that the majority of their training in the past year was received online or through distance learning. This is a jump of 21% from last year. Just 18% indicated that the majority of their training came from JLCP, down from 25% last year.

Last Year's Biggest Training Source

Year	JLCP	DL/online
2012	50	19
2013	47	15
2014	34	36
2015	25	33
2016	18	54

When asked which type of training method they liked best, 53% of respondents indicated a preference for group learning, and 36% stated they preferred online or distance learning. It is interesting to note that while the number of providers who prefer group training has increased slightly from previous years, most are getting their training primarily through distance learning.

Preferred Type of Training

Year	Live/group/classroom	DL/online
2012	39	46
2013	51	36
2014	49	44
2015	47	49
2016	53	36

Looking ahead to the next year, 47% of respondents said they plan to get most of their training through online or distance learning sources. Only 21% plan to utilize JLCP for most of their training, continuing the decline seen over the past four years. The biggest barrier to attending JLCP training is day and time, however there is no clear preference day of the week and just a slight preference for the evening time slot. Registering for JLCP training continues to be rated as fairly simple.

Next Year's Biggest Training Source

Year	JLCP	DL/online
2012	48	37
2013	43	22
2014	32	39
2015	25	43
2016	21	47

Technical assistance services have shown steady growth in terms of provider awareness and utilization. Thirty-nine respondents (58%) have been visited by JLCP staff over the past 12 months, with the majority of visitors (72%) being training staff. This year we noted a 15% increase in the number of technical assistance recipients who received services because they asked for help.

When asked what has prevented them from receiving technical assistance, only one person stated that they didn't know technical assistance was available and no one said that they didn't know how it works or who to contact. This is especially encouraging given the jump in responses from center staff who have traditionally been more difficult to reach. We do still see that the majority of responses to this question cite a lack of need for this service, however the number remains significantly lower than several years ago.

Of those who were visited, 96% indicated they were able to apply the information to their work with children to some degree. Nineteen technical assistance recipients who responded (79%) indicated JLCP staff helped them solve a problem and all stated that the solution was effective.