

*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 2017

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/guidance being the most-requested topic.

Data Collection Methods:

Jefferson-Lewis Childcare Project Provider Services team conducted a child care provider needs assessment survey from May to June 2017. Distribution methods included direct email (97 recipients), email newsletter campaign (396 recipients), social media, and hand-delivery. The sample size returned was 81, which is 10 more responses than were received in 2016, and 25 more than 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:

Answer Choices	Responses	
Family Daycare - Registered	39.02%	32
Group Family Daycare - Licensed	18.29%	15
Child Care Center / Head Start	24.39%	20
School Aged Child Care (SACC) / After School Program	7.32%	6
Pre-K/Preschool	7.32%	6
Legally Exempt / Informal Provider	0.00%	0
Other (please specify)	3.66%	3
	Answered	82
	Skipped	0

Comments:

public library
Family Support Worker
FDC Substitute

Training Preferences of Respondents:

Which training category would you most like to see offered:

Answer Choices	Responses	
Child Centered	47.50%	38
Program Centered	6.25%	5
Curriculum Centered	32.50%	26
Business Centered	8.75%	7
Other (please specify)	5.00%	4
	Answered	80
	Skipped	2

Other:

Child and Curriculum center from above but also parenting topics and ways to strategies and information on working with parents

family

I would like to see both child and curriculum centered trainings.

Behavior Art music

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

Answer Choices	Responses	
Guidance	26.32%	10
Behavior	50.00%	19
Development	23.68%	9
Other (please specify)	0.00%	0
	Answered	38
	Skipped	44

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

Answer Choices	Responses	
Room Arrangement	0.00%	0
Working with Parents	40.00%	2
Assessing Program Quality	60.00%	3
Other (please specify)	0.00%	0
	Answered	5
	Skipped	77

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

Answer Choices	Responses	
Planning	62.50%	15
Science	16.67%	4
Math	8.33%	2
Literacy	12.50%	3
Other (please specify)	0.00%	0
	Answered	24
	Skipped	58

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

Answer Choices	Responses	
Record-keeping	66.67%	4
Regulations	0.00%	0
Professional Development	33.33%	2
Other (please specify)	0.00%	0
	Answered	6
	Skipped	76

Factors Impacting Training Registration and Attendance:

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

Answer Choices	Responses	
Day and Time	72.15%	57
Location	3.80%	3
Training Categories	10.13%	8
Credit Hours	1.27%	1
Cost	7.59%	6
Presenter	1.27%	1
Other (please specify)	3.80%	3
	Answered	79
	Skipped	3

Other:
time, day and credits

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

Answer Choices	Responses	
Monday	33.93%	19
Tuesday	44.64%	25
Wednesday	44.64%	25
Thursday	53.57%	30
Friday	32.14%	18
Saturday	32.14%	18
	Answered	56
	Skipped	26

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

Answer Choices	Responses	
Morning	37.50%	21
Afternoon	23.21%	13
Evening	60.71%	34
	Answered	56
	Skipped	26

Additional comments:

Depends on kids sports schedule
I know everyone wants to go home at night, but I live when trainings begin at 630 most. I can make 600, but I am often a few minutes late.

Perceptions about Training

I enjoy attending training.

Answer Choices	Responses	
Strongly Agree	42.31%	33
Agree	53.85%	42
Disagree	2.56%	2
Strongly Disagree	1.28%	1
	Answered	78
	Skipped	4

Comments:

I enjoy being interactive with other providers
 Training focuses on looking at things from a different perspective and an opportunity to speak with other directors and staff, which I enjoy
 Work a 19 hour day... have 2 kids. Don't want to give up my free time
 I enjoy learning with my peers. I often take away helpful tips from them in addition to all the great resources provided by the presenter.

The more training I have the better I can be at my job.
 Once I'm there I do enjoy them.
 I do not have time for class training, but can manage online training as I can make some free time here and there for online courses

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

Answer Choices	Responses	
Strongly Agree	51.95%	40
Agree	46.75%	36
Disagree	1.30%	1
Strongly Disagree	0.00%	0
Please Comment		3
	Answered	77
	Skipped	5

Comments:

Paying online would make the process much easier
 Recommend registering & pay online
 Is there a way to register for trainings online? If so, I think providers so be informed by it.

Would you recommend JLCP training to a friend?

Answer Choices	Responses	
Definitely	95.52%	64
Maybe	4.48%	3
No	0.00%	0
	Answered	67
	Skipped	15

Training and professional development have been beneficial to my program.

Answer Choices	Responses	
Strongly agree	52.63%	40
Agree	46.05%	35
Disagree	1.32%	1
Strongly disagree	0.00%	0
Please Comment		0
	Answered	76
	Skipped	6

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

Answer Choices	Responses	
Live Training (Weekday)	84.00%	21
Video Conference	24.00%	6
Saturday Workshops	32.00%	8
Other (please specify)	4.00%	1
	Answered	25
	Skipped	57

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

Answer Choices	Responses	
Yes	86.96%	20
Somewhat	13.04%	3
No	0.00%	0
	Answered	23
	Skipped	59

What do you enjoy most about live training?

Answered 18
Skipped 64

Being able to see other providers and get new ideas!
 Collaboration
 The interaction with people/peers (x4)
 Interaction with the staff of The Childcare Project at CAPC and other local providers
 Bring able to ask questions and have hands on experiences
 Comfortable, flexible, personable

Asking questions
 People to talk with
 The ability to talk with others and share information
 The sharing of ideas.
 The hands on learning.
 Being able to meet new providers while also learning new things that I can implement in my daycare

Sources of Professional Development

What method of training do you prefer?

Answer Choices	Responses	
Group training	64.10%	50
One-on-one training	1.28%	1
Online/computer based training	32.05%	25
Other (please specify)	2.56%	2
	Answered	78
	Skipped	4

Comments:

I like all of the options listed

Prefer because it's easiest to do but love group training when I'm able to attend

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

Answer Choices	Responses	
Jefferson-Lewis Childcare Project	37.18%	29
Distance or Online Learning	34.62%	27
In-Service Staff Training	21.79%	17
College	2.56%	2
Other (please specify)	3.85%	3
	Answered	78
	Skipped	4

Comments:

It has been a combination of JL childcare project, online training, specific program training for grant(Healthy Families NY) and training at agency CCE

equal parts of online and JLCP

Care courses

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

Answer Choices	Responses	
Jefferson-Lewis Childcare Project	40.54%	30
Distance or Online Learning	37.84%	28
In-Service Staff Training	17.57%	13
College	1.35%	1
Other (please specify)	2.70%	2
	Answered	74
	Skipped	8

Comments:

care courses or online at the e learning course catalog, if there is new training available.

Technical Assistance

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

Answer Choices	Responses	
Yes	67.57%	50
No	20.27%	15
Not Sure	12.16%	9
	Answered	74
	Skipped	8

Which JLCP program(s) visited you?

Answer Choices	Responses	
CACFP	54.00%	27
Registration	24.00%	12
Training	56.00%	28
Other (please specify)	6.00%	3
	Answered	50
	Skipped	32

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

Answer Choices	Responses	
Yes	92.59%	25
Somewhat	3.70%	1
No	3.70%	1
	Answered	27
	Skipped	55

What information did you find most helpful?

Creative Curriculum

Information specific to my classroom

Licensing

That the trainer was able to give me 1-on-1 suggestions about the specific children.

Ways to improve program

how to use minute menu

All of it!

The JCLP Staff have provided information that is very specific to our program's needs, I find the trainers to be very accommodating.

Learning the difference in age development.

Knowing the New Regulations

How long has it been since your technical assistance visit?

Answer Choices	Responses	
0-6 months	42.86%	12
7-12 months	14.29%	4
1-2 years	32.14%	9
More than 2 years	10.71%	3
	Answered	28
	Skipped	54

How was this visit initiated?

Answer Choices	Responses	
I asked for assistance	33.33%	8
Assistance was offered to me by a JLCP staff member	33.33%	8
Assistance was recommended by my supervisor, Licensor or Registrar	8.33%	2
It was offered during a Licensing/Registration visit	8.33%	2
Other (please specify)	16.67%	4
	Answered	24
	Skipped	58

Comments:

Staff training

We receive assistance from the Office of Head Start regularly.

ACCYN

Clarification - not sure if technical assistance refers to the TA that our registrar provides or actually having the trainer come to the program for TA. We've had TA visits at BHCS in the past. Have not utilized in a while but can see the benefit of this and plan to use in the future.

Staff training

How helpful was the visit?

Answer Choices	Responses	
Very helpful	79.17%	19
Somewhat helpful	16.67%	4
Not helpful at all	4.17%	1
	Answered	24
	Skipped	58

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

Answer Choices	Responses	
Yes	83.33%	20
No	16.67%	4
Answered		24
Skipped		58

How effective was the solution

Answer Choices	Responses	
Highly effective	60.00%	12
Somewhat effective	40.00%	8
Not effective at all	0.00%	0
Answered		20
Skipped		62

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

Answer Choices	Responses	
Did not know it was available	11.11%	2
Did not know how it works	0.00%	0
Did not know who to contact	0.00%	0
It makes me feel uncomfortable	0.00%	0
I don't feel I need this service	61.11%	11
Other (please specify)	38.89%	7
Answered		18
Skipped		64

Comments:

Have not needed to utilize this device yet, but am willing to when needed!

Recently I haven't felt I needed it...but I am glad that it is there.

Just haven't done this yet

I haven't needed help with technical services

I feel good about my program. Would not feel uncomfortable if they were to come. I would definitely ask for their assistance if I felt I had an issue arise.

No idea why.

We are army . Have there inspectors come out

Continuing education in Early Childhood and Childhood Education

Always looking for referrals, marketing ideas and grant opportunities

JLCP is just a phone call away. If I call or email someone always gets right back to me. They pretty much will tailor make a training for you if you need it.

Continue to be a phone call away and responsive to questions on any number of topics

You guys do a great job! I enjoy your trainings and that most are free!

Training Evaluation Responses

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 2016 through May 2017. JLCP collected 564 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

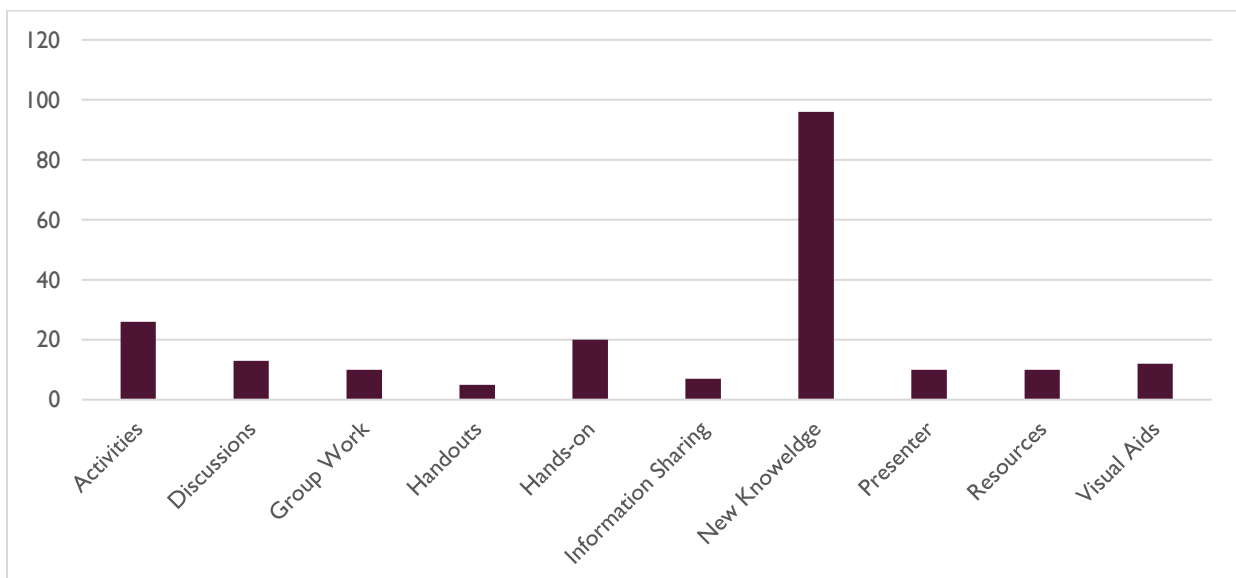
Average presenter scores, 3.88 out of 4

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, 3.85 out of 4

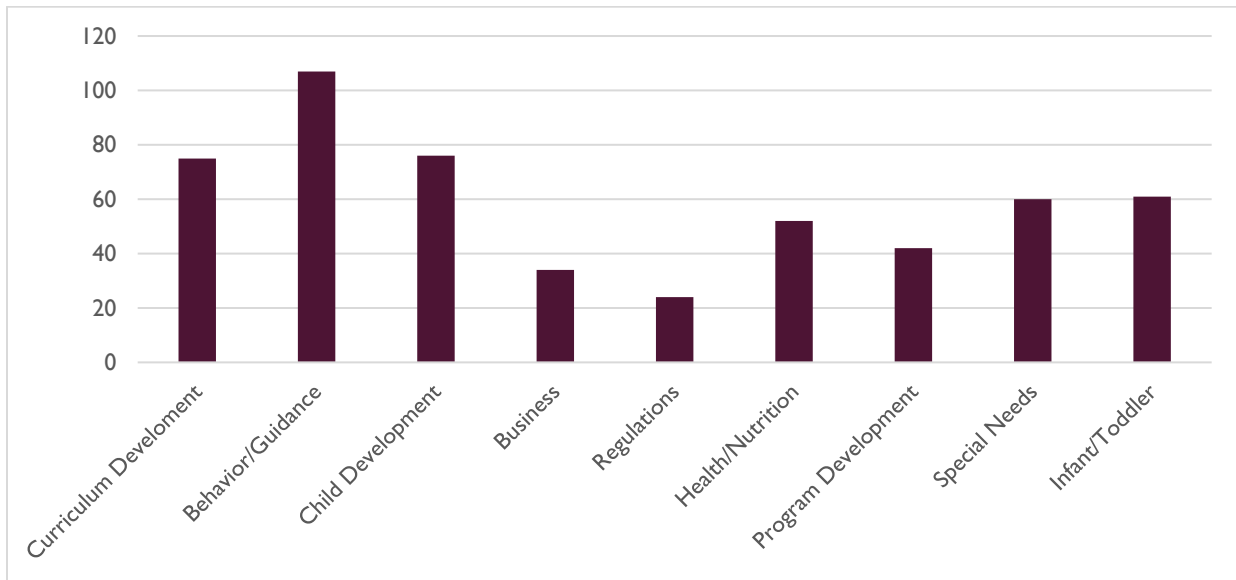
Helpful Aspects:

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



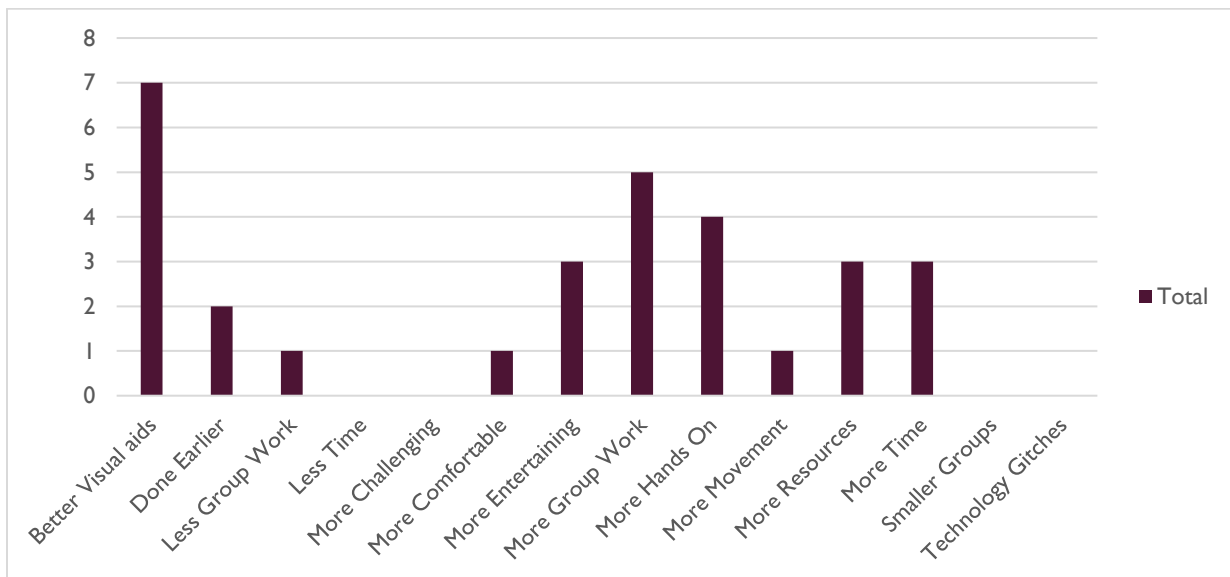
Topic Suggestions

This year the training evaluation form was modified to encourage greater response to this question. For the purposes of simplicity, 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.



Provider Customer Service

The Jefferson-Lewis Childcare Project wants to support child care professionals in every aspect of their work. In what ways could JLCP support you?

- Continuing education in Early Childhood and Childhood Education
- Training/professional development (x4)
- Always looking for referrals, marketing ideas and grant opportunities
- JLCP is just a phone call away. If I call or email someone always gets right back to me. They pretty much will tailor make a training for you if you need it.
- Continue to be a phone call away and responsive to questions on any number of topics
- You guys do a great job! I enjoy your trainings and that most are free!
- Hope to have a training group at my facility
- I'm happy with my support. I know that if I have questions or concerns that Renee will answer/guide me through
- Classroom visits and advice
- Looking at things from a different perspective and general knowledge
- Teach us more learning options courses with early childhood.
- licensing requirement review and updates
- You all are doing a great job reaching out to us.
- Training in program development, as our center is in that phase currently
- They already do help on training and any questions we have to filling our vacancies.
- be there when we have questions about food program and just any question pertaining to childcare
- Continue the wonderful wraparound care that you offer us!
- Answer childcare questions
- Already do ..know there are only a phone call away ????
- We are about to expand our afterschool programs to many new sites. We will definitely be in contact about training. With the addition of new sites, we will have approximately 60 afterschool program educators, will need to think about creative ways to offer training to that many staff! We will also utilize the technical assistance piece at more challenging sites, such as Wiley, where we encounter more difficult family and behavior situations.
- health insurance
- Always available to call with questions
- Continue to provide training that is relevant to infant care.
- We had one women come and clarify Regulations for our staff which I think helped a lot of the newer staff that didnt have experience.
- By providing useful and knowledgeable information that I have been able to implement in my program. Being able to get the support needed to better my program and the needs of my kiddos. I know that I can count on any of the staff members to help me with anything I may need or any questions I may have.
- By understanding that it is EXTREMELY difficult for me to attend a training, or take that much time (hours) of time in a block to do so. Single, working 2 jobs, and have zero time for myself, let alone more training after daycare ends.

Additional Provider Comments

- I think you guys do an awesome job trying to enable providers with all the tools they need to be successful!
- Many of the workshops offered are often on a Saturday or evenings. It is difficult to get staff to commit to these times.
- Thank you for helping us all do a better job
- Everyone at JLPC is very professional and helpful!
- Angie's night trainings have been wonderful for us as providers in the South Jeff area and we would do more with her.
- Thank you for all the work that you do! With the addition of many new programs, I anticipate we will be reaching out for a lot more assistance (especially with training) in the future.
- Thank you JCLP for doing a fantastic job with providers! Just sayin' :)
- The JLCP staff are very good at what you do. I admire the fact that you take the time to try to make your programs better and different by taking an interest in feedback. You all are willing to find answers to people's questions when you don't know the answers. What a great group of ladies to learn from!
- I am truly happy and excited to be part of this great team.

Data Analysis:

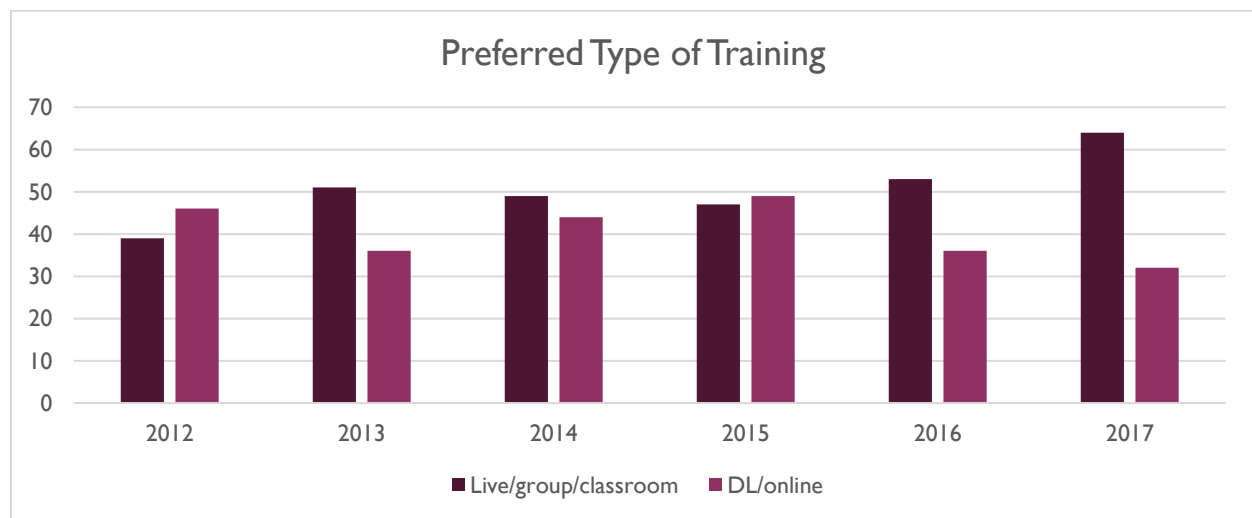
Responses collected in our 2017 survey totaled 82, the largest return rate in the last five years. Despite efforts to reach child care center and Head Start staff, surveys collected from this group fell to just 24%, a significant drop from last year. However, the percentage of respondents identifying themselves as family or group family providers increased from 45% to 59%.

An encouraging 95% of respondents said that they would definitely recommend JLCP training to a friend. Ninety-six percent agreed or strongly agreed that they enjoyed attending training and 98% said that training has been beneficial to their program.

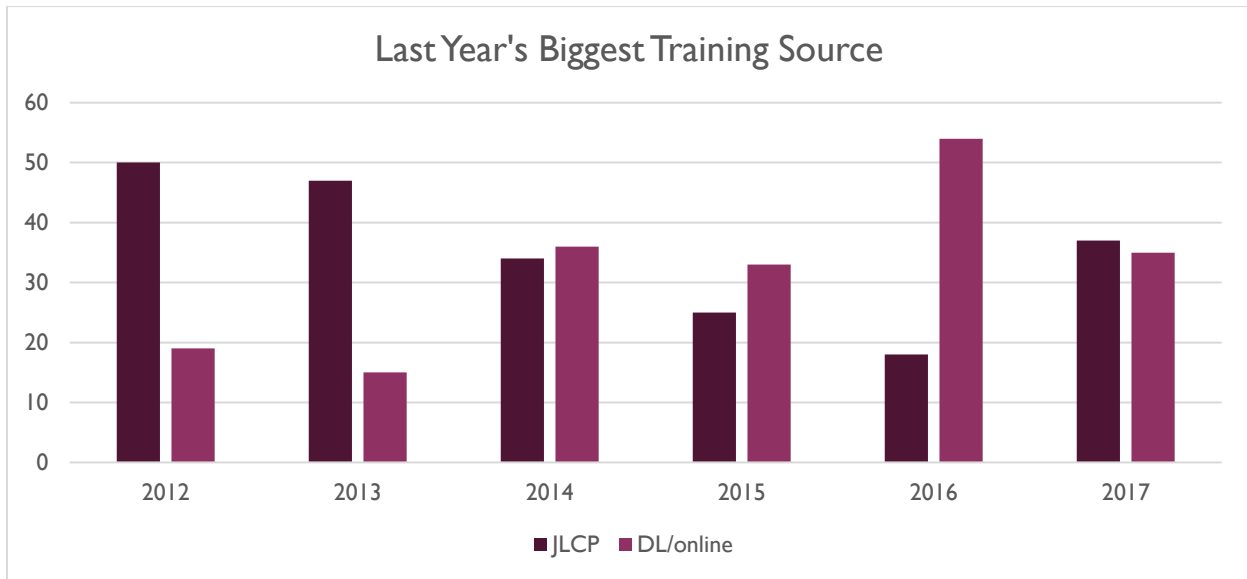
Individual training session evaluation data continues to be positive. When compared to last year, 81 more completed evaluation forms were collected this year. Responses regarding the presenter received an average score of 3.88 out of a possible 4 on evaluations collected throughout the year. The score for the information section of the evaluation was 3.84 out of 4. Specifically, the question regarding increase of knowledge scored 3.83 out of 4. All of the scores are nearly the same as the previous year.

Throughout the state, trainers have shared that they feel online or distance learning is hurting live training attendance. The following charts compare feedback received on those two training methods, beginning with the driving force: participant preference.

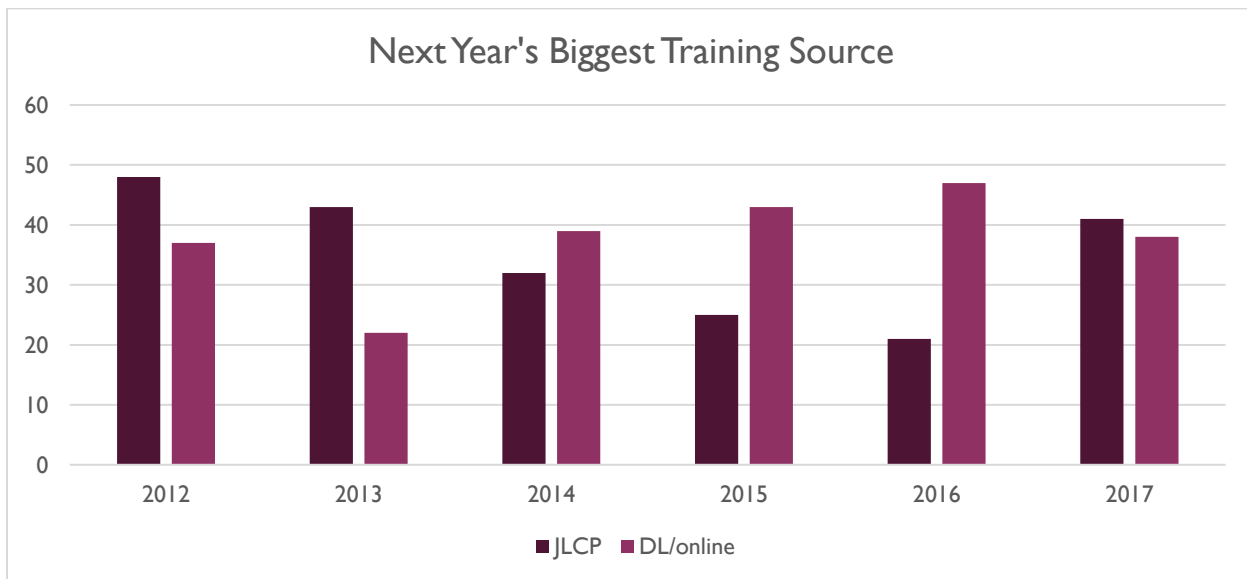
We continue to see a decrease in the number of respondents that prefer distance learning or online training, which is slowly beginning to correlate to the number that use that method most frequently. When asked which type of training method they liked best, 64% of respondents indicated a preference for group learning, while just 32% stated they preferred online or distance learning. (Comments about enjoyable aspects of live training can be found on page 7.)



This year's survey shows a dramatic decrease in the number of providers utilizing distance learning as their primary source of training (54% down to 34%), while encouraging growth is noted in the number stating they are receiving most of their training from JLCP (18% up to 37%). We also found an increase in providers receiving a majority of hours from in-service staff training (13% to 21%).



The number of providers who plan to receive most of their training from JLCP in the next year has grown by 20% from the previous survey, ending a five-year decline. Those who plan to use primarily distance learning next year dropped, for the first time since 2013, to 38%. The biggest barrier to attending JLCP training is day and time (72%), but registering for JLCP training continues to be rated as fairly simple.



JLCP's technical assistance services continue to grow in terms of provider awareness and utilization. Fifty respondents (68%) indicate they have received technical assistance from JLCP staff. While the number of providers that indicated they asked for assistance dropped from last year (54% down to 33%), the number that were offered assistance from JLCP staff doubled (16% to 33%).

When asked what has prevented them from receiving technical assistance, just two people 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. 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. This could be considered a positive response, indicating provider satisfaction with their current program, versus a negative reaction to the idea of onsite assistance.

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

Recommendations:

In order to receive desired feedback from child care center and Head Start staff, new ways of reaching those individuals should be investigated. While some surveys were distributed to centers in person, we failed to see the same enthusiasm for completion that we did last year. It may be helpful to survey center staff more thoroughly following individual training sessions and compile that data along with the annual needs assessment.

Last year we recommended looking into blended learning options, including use of face-to-face web-based platforms, however since it is not recognized by the Educational Incentive Program, there would be no financial support for participation in this type of training. This year, with the projected drop in utilization of distance learning and growth in JLCP group training, the focus should be on clear and consistent marketing of our live offerings. Careful examination of this data when planning future training will help us ensure that it is meeting the preferences, needs, and interests of providers.

A change to our training evaluation form has led to a greater number of topic requests received through that channel than in previous years. However, by adding topic areas that can be checked off, we have received fewer diverse and specific suggestions. In addition, most forms are returned with multiple topics checked rather than just the most important topic at the moment. A recommendation would be to consider making a change to the form to elicit more detailed responses which will help us in developing future training.

We responded to requests for hands-on training and received fewer suggestions for that following training sessions this year. However, we now see a jump in requests for improved use of visual aids. It's likely that in adding more movement and activities that some sessions were thrown off balance. Reexamine sessions, especially those that are offered to small groups and may not utilize PowerPoint or videos, to ensure a balance is provided for all adult learners.

The addition of in-house First Aid and CPR training this year has given us the opportunity to interact with many new individuals. This has been an excellent way to reach new customers and to market our high-quality live training sessions. In the future, we need to ensure that new training participants are exposed to information about JLCP training, technical assistance, and other services we provide.

Our online training registration form has been used successfully by many providers. While most of our training sessions are offered at no cost, we do continue to charge a fee for Saturday workshops, as well as for First Aid and CPR training. It's recommended that we reconsider an option to collect payment online, as many have requested over the years. This would not only speed up the registration process, but could lead to greater participation in training.

This year we grew our provider Facebook group to 47, which may have helped us gather greater survey responses from Family and Group Family providers. This has proved to be an excellent method for reaching providers with training information as well. Many providers indicated that they are aware of the group but have chosen not to join. We must ensure that we have ongoing communication with individual providers in the manner that best suits them.

Conclusion:

The results of this survey, along with other data collected throughout the year, lead us to believe that our efforts to build and maintain relationships with our provider customers have been successful. There are still many of the estimated 600 individuals in the local child care workforce that we struggle to reach, and we must invest time and energy to connecting with them in the future.

The exciting turn in training preferences and projections noted in this year's survey presents an opportunity for JLCP. By responding enthusiastically with a variety of training topics that match the needs of our customers, we will build greater participation in live training and build the relationships that lead to technical assistance. We must remain visible as an active and valuable resource within the provider community and continue to focus on creating and maintaining positive connections with our customers.