

*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

2018

Jefferson-Lewis Childcare Project

"Every Child, Quality Care"



A program of

COMMUNITY ACTION PLANNING COUNCIL

Summary

Jefferson-Lewis Childcare Project (JLCP) consistently evaluates its training and technical assistance services as well as child care practitioners' training needs to determine opportunities for improvement. This year's survey responses indicate a continued high level of satisfaction among providers regarding JLCP training and technical assistance services. A majority of survey respondents are most interested in child-centered training that addresses development and behavior. Additional feedback provided through training evaluation forms showed a strong interest in training in the areas of special needs and infant/toddler care.

Data Collection Methods

Jefferson-Lewis Childcare Project Provider Services staff conducted a child care provider needs assessment survey throughout June and July 2018. Distribution methods included direct email, email newsletter campaign, social media, and hand-delivery. The sample size returned was 52.

Provider Services staff also evaluated training events throughout the year by asking participants to complete an evaluation form at the end of each session. Evaluation feedback is included in this report.

Goals

The goals of the survey are to evaluate the delivery of training and technical assistance services 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	34.62%	18
Group Family Daycare - Licensed	23.08%	12
Child Care Center / Head Start	17.31%	9
School Aged Child Care (SACC) / After School Program	15.38%	8
Pre-K/Preschool	7.69%	4
Legally Exempt / Informal Provider	0.00%	0
Other (please specify)	1.92%	1
	Answered	52
	Skipped	0

Other: Community Partner

Training Preferences of Respondents:

Answer Choices	Responses	
Child Centered	51.92%	27
Program Centered	13.46%	7
Curriculum Centered	26.92%	14
Business Centered	1.92%	1
Other (please specify)	5.77%	3
	Answered	52
	Skipped	0

Other: Autism; Applying preschool common core in the classroom; Food allergies

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

Answer Choices	Responses	
Guidance	11.11%	3
Behavior	40.74%	11
Development	40.74%	11
Other (please specify)	7.41%	2
	Answered	27
	Skipped	25

Other: All; Not sure

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	33.33%	2
Assessing Program Quality	66.67%	4
Observing and Documenting Child Development	0.00%	0
Other (please specify)	0.00%	0
	Answered	6
	Skipped	46

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

Answer Choices	Responses	
Planning	57.14%	8
Science	14.29%	2
Math	7.14%	1
Literacy	14.29%	2
Other (please specify)	7.14%	1
	Answered	14
	Skipped	38

Other: Art

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

Answer Choices	Responses	
Record-keeping	0.00%	0
Regulations	0.00%	0
Professional Development	100.00%	1
Other (please specify)	0.00%	0
	Answered	1
	Skipped	51

Factors Impacting Training Registration and Attendance:

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

Answer Choices	Responses	
Day and Time	70.00%	35
Location	6.00%	3
Training Categories	16.00%	8
Credit Hours	0.00%	0
Cost	2.00%	1
Presenter	0.00%	0
Other (please specify)	6.00%	3
Answered		50
Skipped		2

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

Answer Choices	Responses	
Monday	37.14%	13
Tuesday	62.86%	22
Wednesday	54.29%	19
Thursday	54.29%	19
Friday	34.29%	12
Saturday	28.57%	10
Answered		35
Skipped		17

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

Answer Choices	Responses	
Morning	37.14%	13
Afternoon	17.14%	6
Evening	62.86%	22
Answered		35
Skipped		17

Additional comments:

Mornings or school holidays work best for the educators; Early Saturday mornings; Depends on the kids sports schedule; I know everyone wants to go home at night but I love when trainings begin at 6:30, I can make 6:00 but I am often a few minutes late

Perceptions about Training

I enjoy attending training.

Answer Choices	Responses	
Strongly Agree	38.78%	19
Agree	59.18%	29
Disagree	2.04%	1
Strongly Disagree	0.00%	0
Please Comment		4
	Answered	49
	Skipped	3

Comments: Depends on the training topic; Sometimes; Gives me a chance to see other daycare providers; I love the hands on training especially when I can engage with other providers

Training and professional development have been beneficial to my program.

Answer Choices	Responses	
Strongly agree	76.00%	38
Agree	24.00%	12
Disagree	0.00%	0
Strongly disagree	0.00%	0
Please Comment		0
	Answered	50
	Skipped	2

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

Answer Choices	Responses	
Strongly Agree	60.00%	30
Agree	40.00%	20
Disagree	0.00%	0
Strongly Disagree	0.00%	0
Please Comment		2
	Answered	50
	Skipped	2

Comments: It would be easier if we could sign up on line and mail a check to capc for payment for trainings; Love

Would you recommend JLCP training to a friend?

Answer Choices	Responses	
Definitely	93.48%	43
Maybe	6.52%	3
No	0.00%	0
Other (please specify)		2
	Answered	46
	Skipped	6

Other: If they work in child care then yes; Definitely

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

Answer Choices	Responses	
Live Training (Weekday)	68.18%	15
Videoconference / Webcast	18.18%	4
Saturday Workshop / Conference	45.45%	10
First Aid / CPR	36.36%	8
Other (please specify)	9.09%	2
	Answered	22
	Skipped	30

Other: Classroom setting; Small group training onsite

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

Answer Choices	Responses	
Yes	89.47%	17
Somewhat	10.53%	2
No	0.00%	0
	Answered	19
	Skipped	33

What do you enjoy most about live training?

The ability to get all the answers I need as well as the interaction with others. Also I like the hands on training's; Conversation and being able to tailor the training more to our specific needs; To see what other people are doing; Thoughts of other providers; I have enjoyed the small group trainings in my home with other local providers. We have been able to meet the needs of our programs and get more individual help with implementing the information learned. Angie does a wonderful job; I like that is with a group of providers and we get to learn new things from each other to better ourselves and have a great childcare environment; Surrounded by people in same profession and passion; Getting ideas from other providers and being social

Sources of Professional Development

What method of training do you prefer?

Answer Choices	Responses	
Group training	75.51%	37
One-on-one training	0.00%	0
Online/computer based training	24.49%	12
Other (please specify)	0.00%	0
	Answered	49
	Skipped	3

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

Answer Choices	Responses	
Jefferson-Lewis Childcare Project	44.00%	22
Distance or Online Learning	24.00%	12
In-Service Staff Training	22.00%	11
College	4.00%	2
Other (please specify)	6.00%	3
	Answered	50
	Skipped	2

Comments: Army; At providers homes and mine; Through online, jlcp and through work.

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

Answer Choices	Responses	
Jefferson-Lewis Childcare Project	45.83%	22
Distance or Online Learning	25.00%	12
In-Service Staff Training	25.00%	12
College	0.00%	0
Other (please specify)	4.17%	2
	Answered	48
	Skipped	4

Comments: Online and JLCP; Army

Technical Assistance

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

Answer Choices	Responses	
Yes	66.67%	32
No	27.08%	13
Not Sure	6.25%	3
Answered		48
Skipped		4

Which JLCP program(s) visited you?

Answer Choices	Responses	
CACFP	57.58%	19
Registration	21.21%	7
Training / Provider Services	78.79%	26
Other (please specify)	6.06%	2
Answered		33
Skipped		19

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

Answer Choices	Responses	
Yes	92.31%	24
Somewhat	7.69%	2
No	0.00%	0
Answered		26
Skipped		26

What information did you find most helpful?

Development principles; We had Emily come in and do baby yoga with our infants and toddlers age groups. The teachers have taken what Emily was doing with the children and have added to their daily activities; Information that I can directly apply to my work in the classroom; Child development and nutrition; recommendations to improve ECERS; Regulation updates; Many visits with many great suggestions and advice too numerous to list; ECERS; Child development

How long has it been since your last technical assistance visit?

Answer Choices	Responses	
0-6 months	42.31%	11
7-12 months	30.77%	8
1-2 years	15.38%	4
More than 2 years	11.54%	3
	Answered	26
	Skipped	26

How was this visit initiated?

Answer Choices	Responses	
I asked for assistance	39.13%	9
Assistance was offered to me by a JLCP staff member	21.74%	5
Assistance was recommended by my supervisor, Licensor or Registrar	13.04%	3
It was offered during a Licensing/Registration visit	4.35%	1
Other (please specify)	21.74%	5
	Answered	23
	Skipped	29

Other: Staff training; We were looking for something for the children to do during the winter months and still be able to have gross motor. One the goals for myself as new dictator is to bring outside people into the daycare because we are limited to where we can go; I was due for my renewal; Food program visit/education for the children with Constance; ECERS

How helpful was the visit?

Answer Choices	Responses	
Very helpful	91.30%	21
Somewhat helpful	8.70%	2
Not helpful at all	0.00%	0
	Answered	23
	Skipped	29

If you had a problem, did you receive help or guidance to resolve it?

Answer Choices	Responses	
Yes	78.26%	18
No	0.00%	0
Not applicable	21.74%	5
	Answered	23
	Skipped	29

How effective was the solution

Answer Choices	Responses	
Highly effective	61.90%	13
Somewhat effective	28.57%	6
Not effective at all	9.52%	2
	Answered	21
	Skipped	31

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	33.33%	5
Did not know how it works	20.00%	3
Did not know who to contact	6.67%	1
It makes me feel uncomfortable	0.00%	0
I don't feel I need this service	33.33%	5
Other (please specify)	20.00%	3
	Answered	15
	Skipped	37

Comments: Nothing; I know the service is available and I use when needed; Army

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 2017 through July 2018. JLCP collected 413 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

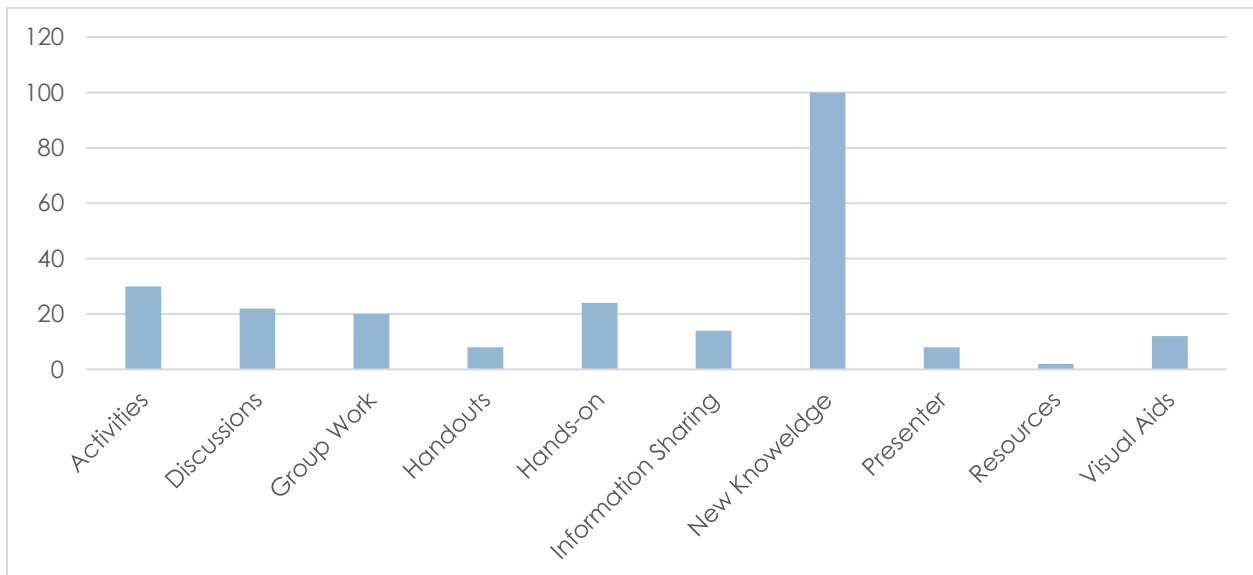
Average presenter scores, 3.88 out of 4

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

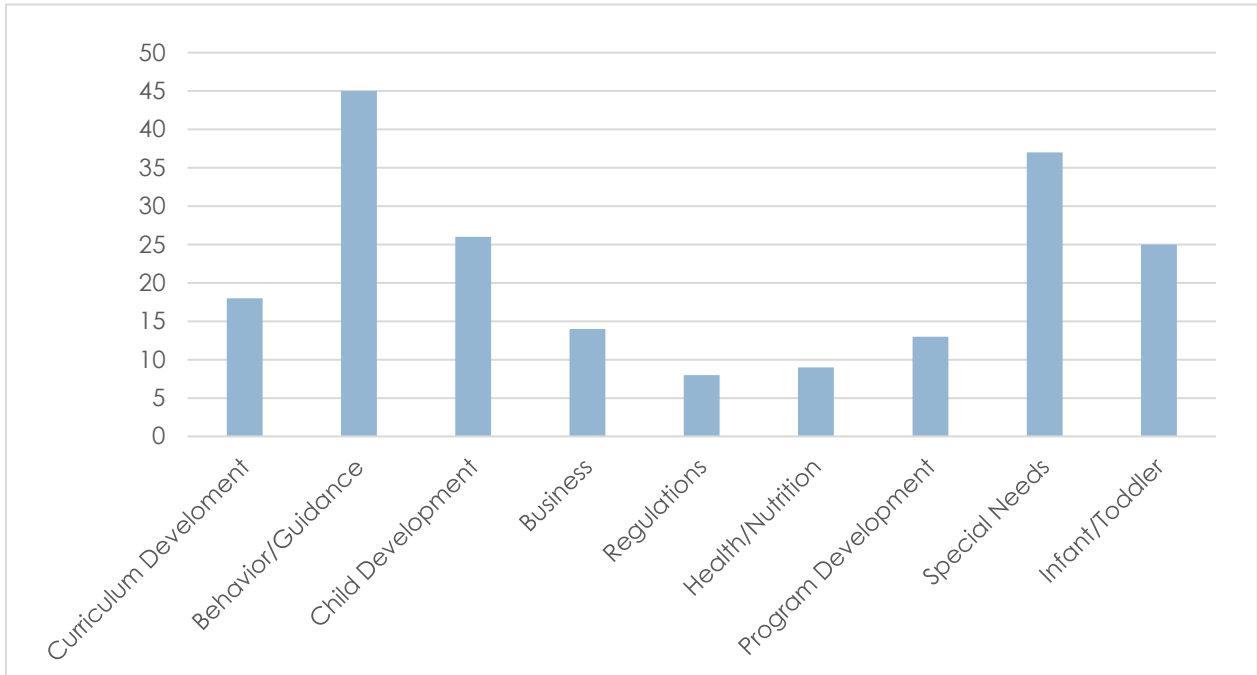
Average information scores, 3.85 out of 4

Participant comments from the training evaluation form have been categorized and are noted in the following charts.

Helpful Aspects:

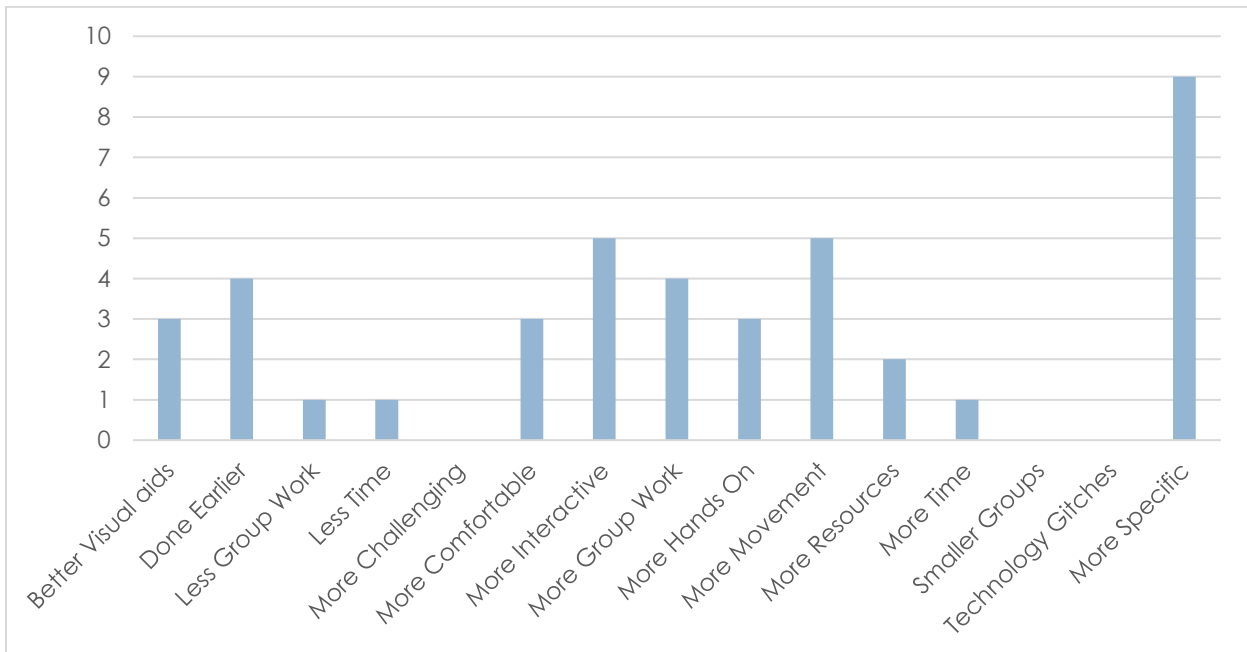


Topic Suggestions



Suggestions for Improvement

In reviewing evaluation form feedback, it was noted that some suggestions for improvement did not fit into the established categories. In response to this, "more entertaining" was changed to "more interactive," and "more specific" was added as a new category.



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?

- I think they already do a wonderful job of supporting child care providers. The trainings are plentiful and affordable.
- JLCP is already a great support for licensing questions and training for 4-H Afterschool
- More trainings
- Some way to find substitutes
- You are doing a great job. You are always there to have an open conversation or help tailor a training!!!
- I feel very supported by the services/information provided by JLCP.
- Offer more trainings based around older children
- Additional School Age Training like - After-school programming, age appropriate and discipline.
- JLCP has supported me from the very beginning of my career. I feel confident that I can go to any of the staff with any questions or concerns that I might have. I'm very happy that I have a place to go to. Thank you for all you have done and continue to do for me and my daycare!
- Continue the wonderful, supportive job that you already do. It is greatly appreciated.
- I feel they already support me. I have reached out many times with questions or seeking advice and they have been extremely helpful.
- You already do
- Maybe have a big potluck group lunch with providers once in a while to chat and mingle and learn from each other.
- Continuing providing cost effective training
- Training on child behavior and development
- By helping with new ideas and new information on child care. With being there to answer questions if asked. They also honor us of provider appreciation day.
- Availability inside Lewis county rather than travel to Jefferson would be awesome
- Are there any programs or information out there to help group daycare providers with lessons and curriculum?

Additional Provider Comments

- Other services, info about qualitystars and aspire
- None
- You all rock!
- You all do so great. Thank you for your help always!
- None
- I have a (ECP) card but have not had a chance to use it yet.
- I would like to see if training can come to my daycare and help me and my coworker?

Data Analysis

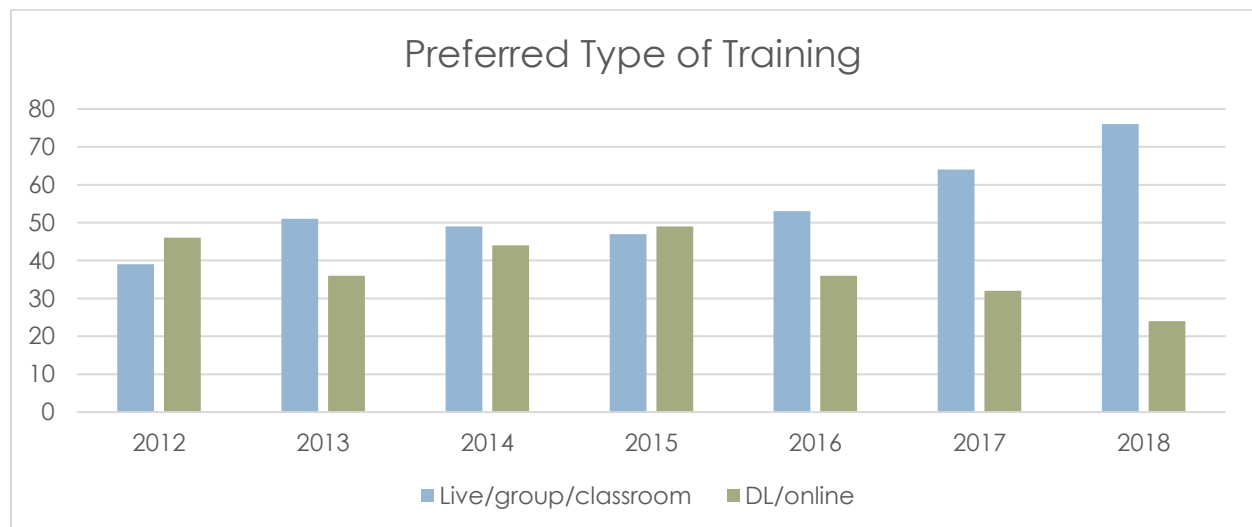
A total of 52 surveys were collected in 2018, thirty fewer than last year. A majority of respondents (58%) identified themselves as family or group family child care providers. Participation from individuals working in center-based programs dropped to just 17% this year.

Ninety-eight percent of survey participants agree that attending training is enjoyable, and 100% have found training to be beneficial to their program. Nearly all respondents (93%) would definitely recommend JLCP training to a friend.

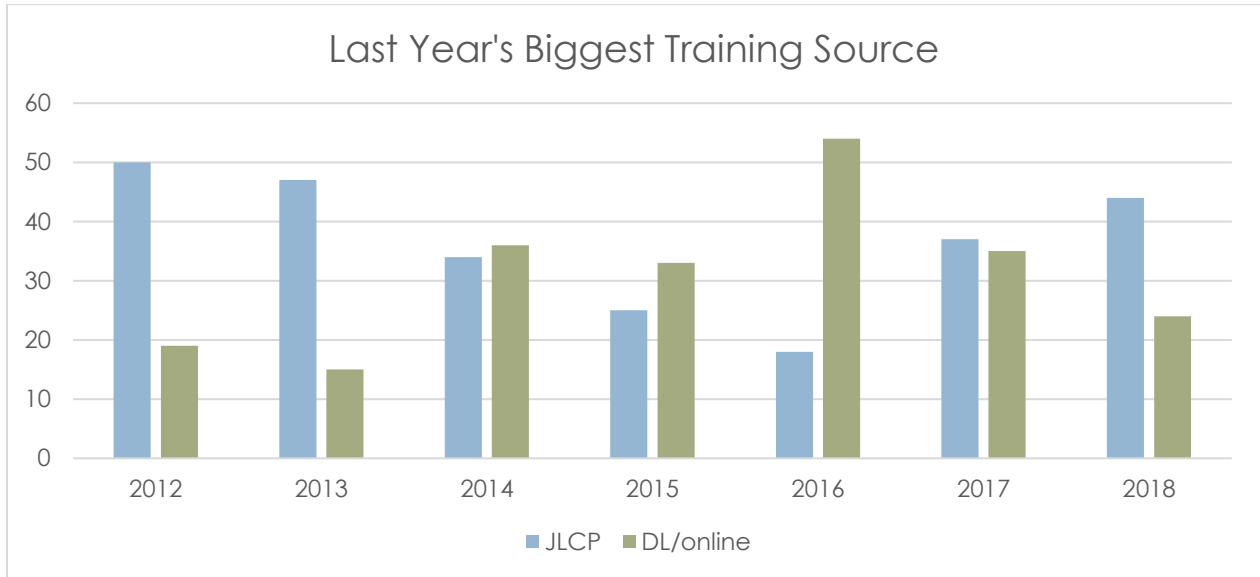
Survey, evaluation, and anecdotal data show an increase in provider's desire for training related to child development and special needs. Training evaluation forms also revealed a need to develop and deliver training that is more specific to audience needs. Suggestions for improvement included providing more detailed information based on the ages and developmental levels of the children with whom the participants work.

Feedback from training evaluation forms continues to be overwhelmingly positive. Specifically, the question regarding increase of knowledge scored 3.83 out of 4. The average scores for both "presenter" and "content" questions are equal to those from evaluation data collected in 2017.

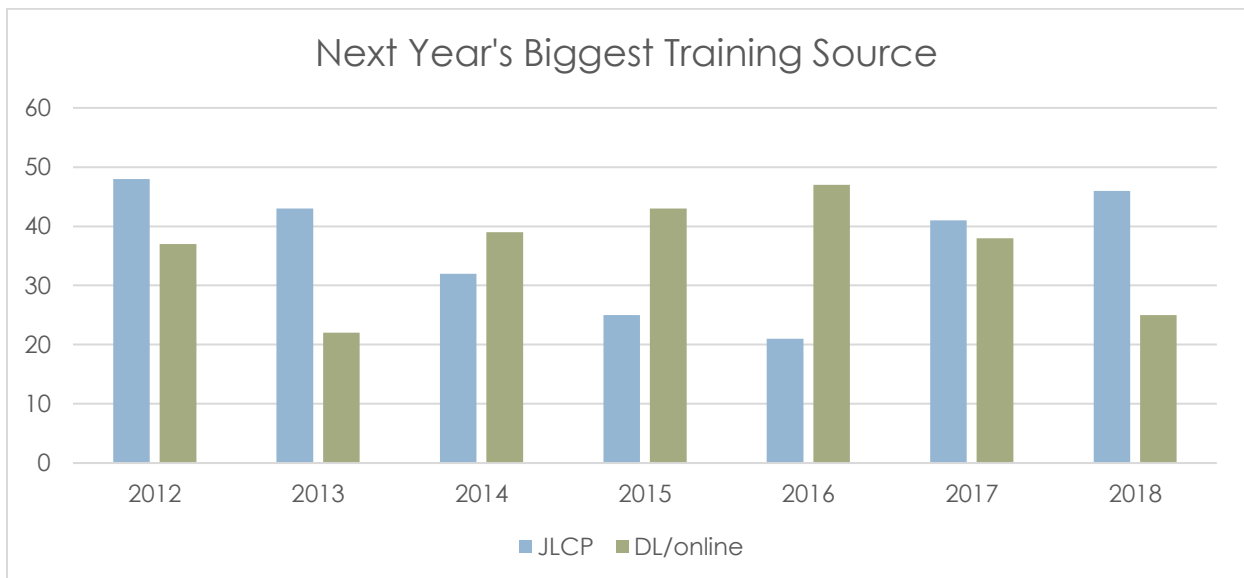
It is exciting to see the consistent increase in provider's preference for live training. While distance and online learning may be more convenient at times, our data continues to show a decline in the number of providers who prefer this training format.



JLCP training is steadily rebounding as a primary source of training for providers, while online training utilization appears to be declining. In addition, 22% of respondents stated that they received a bulk of their training through in-service sessions. JLCP trainers delivered 30 hours of onsite training for groups of program staff this year.



The number of respondents who plan to receive most of their training from JLCP in the next year has risen again to 46%. Day and time are still the biggest factor impacting provider's decision to register for training (70%), but the process to register is fairly simple (100%).



Provider satisfaction with technical assistance services remains high. Ninety-one percent of respondents found their onsite visit to be helpful, a 12% increase from last year. More respondents stated that technical assistance was recommended by a supervisor, Licensor, or Registrar (13%, up from 8% in 2017).

Feedback indicates that there is some uncertainty about JLCP's technical assistance services. A handful of respondents stated they didn't know it was available, how it works, or who to contact. In 2016, 68% of providers responding stated that they didn't feel they needed technical assistance. This year that number dropped to 33%.

Conclusion

The feedback we have received indicates satisfaction but also reveals areas for improvement. We must find ways to connect with individual early childhood professionals in order to encourage them to continue in this challenging field. By providing support, resources, and education that recognizes the unique needs of our customers, we will sustain the growth that is documented in this report.

Projections show a growing need for live training that is specific, interactive, and engaging. Moving forward, it is crucial that we challenge ourselves and our work in order to meet the changing preferences of providers.