



2019 PROVIDER TRAINING AND TECHNICAL ASSISTANCE NEEDS ASSESSMENT REPORT

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.

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 behavior and guidance.



Data Collection Methods

Jefferson-Lewis Childcare Project Provider Services staff conducted a child care provider needs assessment survey throughout June, 2019. Distribution methods included direct email, email newsletter campaign, social media, and hand-delivery. A total of 109 surveys were completed.

Provider Services staff also evaluated training events throughout the year by asking participants to complete an evaluation form at the end of training sessions. 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 | 20.54% | 23 |
| Group Family Daycare - Licensed | 11.61% | 13 |
| Child Care Center / Head Start | 34.82% | 39 |
| School Aged Child Care (SACC) / After School Program | 14.29% | 16 |
| Pre-K/Preschool | 15.18% | 17 |
| Legally Exempt / Informal Provider | 1.79% | 2 |
| Other (please specify) | 1.79% | 2 |
| | Answered | 112 |

Training Preferences of Respondents:

What method of training do you prefer?

| Answer Choices | Responses | |
|--------------------------------|-----------------|------------|
| Group training | 64.76% | 68 |
| One-on-one training | 3.81% | 4 |
| Online/computer based training | 28.57% | 30 |
| Other (please specify) | 2.86% | 3 |
| | Answered | 105 |

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

| Answer Choices | Responses | |
|------------------------|-----------------|-----------|
| Guidance | 6.67% | 4 |
| Behavior | 70.00% | 42 |
| Development | 21.67% | 13 |
| Other (please specify) | 1.67% | 1 |
| | Answered | 60 |

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 | 28.57% | 4 |
| Assessing Program Quality | 14.29% | 2 |
| Observing and Documenting Child Development | 50.00% | 7 |
| Other (please specify) | 7.14% | 1 |
| Answered | | 14 |

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

| Answer Choices | Responses | |
|------------------------|-----------|-----------|
| Planning | 25.93% | 7 |
| Science | 37.04% | 10 |
| Math | 3.70% | 1 |
| Literacy | 29.63% | 8 |
| Other (please specify) | 3.70% | 1 |
| Answered | | 27 |

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

| Answer Choices | Responses | |
|--------------------------|-----------|----------|
| Record-keeping | 42.86% | 3 |
| Regulations | 28.57% | 2 |
| Professional Development | 14.29% | 1 |
| Other (please specify) | 14.29% | 1 |
| Answered | | 7 |

Factors Impacting Training Registration and Attendance:

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

| Answer Choices | Responses | |
|------------------------|-----------------|------------|
| Day and Time | 57.66% | 64 |
| Location | 9.91% | 11 |
| Training Categories | 15.32% | 17 |
| Credit Hours | 3.60% | 4 |
| Cost | 11.71% | 13 |
| Presenter | 0.00% | 0 |
| Other (please specify) | 1.80% | 2 |
| | Answered | 111 |

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

| Answer Choices | Responses | |
|----------------|-----------------|-----------|
| Monday | 57.14% | 36 |
| Tuesday | 60.32% | 38 |
| Wednesday | 55.56% | 35 |
| Thursday | 53.97% | 34 |
| Friday | 30.16% | 19 |
| Saturday | 15.87% | 10 |
| | Answered | 63 |

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

| Answer Choices | Responses | |
|----------------|-----------------|-----------|
| Morning | 41.94% | 26 |
| Afternoon | 20.97% | 13 |
| Evening | 53.23% | 33 |
| | Answered | 62 |

Perceptions about Training

I enjoy attending training.

| Answer Choices | Responses | |
|-------------------|-----------------|------------|
| Strongly Agree | 27.36% | 29 |
| Agree | 66.04% | 70 |
| Disagree | 4.72% | 5 |
| Strongly Disagree | 1.89% | 2 |
| Please Comment | | 10 |
| | Answered | 106 |

Comments:

When training is something I don't already know. I love learning new information that I can use to be a better teacher.

I learn something new every training

Some aspects of trainings are very repetitive (would like new information)

I would like to see more sessions with curriculum resources, materials and ideas I can take back and actually use with my students.

I see it as necessary to complete the hours required by my position, however, I can't say that I enjoy the training per se.

Depends on topic and how they pertain to my job

Agree to disagree. Trainings need to be more fun.

I work 50+ hours. Do not want to give up my free time for training

Training and professional development have been beneficial to my program.

| Answer Choices | Responses | |
|-------------------|-----------------|------------|
| Strongly agree | 42.45% | 45 |
| Agree | 55.66% | 59 |
| Disagree | 1.89% | 2 |
| Strongly disagree | 0.00% | 0 |
| Please Comment | | 2 |
| | Answered | 106 |

Would you recommend JLCP training to a friend?

| Answer Choices | Responses | |
|------------------------|-----------|-----------|
| Definitely | 80.00% | 76 |
| Maybe | 18.95% | 18 |
| No | 1.05% | 1 |
| Other (please specify) | | 0 |
| Answered | | 95 |

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

| Answer Choices | Responses | |
|--------------------------------|-----------|-----------|
| Live Training (Weekday) | 63.33% | 19 |
| Videoconference / Webcast | 13.33% | 4 |
| Saturday Workshop / Conference | 16.67% | 5 |
| First Aid / CPR | 50.00% | 15 |
| Other (please specify) | 3.33% | 1 |
| Answered | | 30 |

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

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Yes | 95.45% | 21 |
| Somewhat | 4.55% | 1 |
| No | 0.00% | 0 |
| Answered | | 22 |

What do you enjoy most about live training?

People; I dont really enjoy love training, except for the trainers. I prefer online training; Visuals and examples; the interaction and comments from other providers; They are fun!; The peer interaction; Hanging out with my co workers; interacting with new people; interesting new info; Learning hands on; The hands on experience and personal stories; Talking to other providers, but prefer to do online; Meeting others and being a team; I liked the hands on Interacting with other providers.

Sources of Professional Development

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

| Answer Choices | Responses | |
|-----------------------------------|-----------------|------------|
| Jefferson-Lewis Childcare Project | 30.77% | 32 |
| Distance or Online Learning | 35.58% | 37 |
| In-Service Staff Training | 25.96% | 27 |
| College | 2.88% | 3 |
| Other (please specify) | 4.81% | 5 |
| | Answered | 104 |

Comments: NYSAEYC conference, Office of Head Start, City School District, In-service training

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

| Answer Choices | Responses | |
|-----------------------------------|-----------------|------------|
| Jefferson-Lewis Childcare Project | 33.65% | 35 |
| Distance or Online Learning | 31.73% | 33 |
| In-Service Staff Training | 29.81% | 31 |
| College | 1.92% | 2 |
| Other (please specify) | 2.88% | 3 |
| | Answered | 104 |

Technical Assistance

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

| Answer Choices | Responses | |
|-----------------|-----------|------------|
| Yes | 43.93% | 47 |
| No | 25.23% | 27 |
| Not Sure | 30.84% | 33 |
| Answered | | 107 |

Which JLCP program(s) visited you?

| Answer Choices | Responses | |
|------------------------------|-----------|-----------|
| CACFP | 39.13% | 18 |
| Registration | 15.22% | 7 |
| Training / Provider Services | 76.09% | 35 |
| Other (please specify) | 4.35% | 2 |
| Answered | | 46 |

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

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Yes | 91.18% | 31 |
| Somewhat | 8.82% | 3 |
| No | 0.00% | 0 |
| Answered | | 34 |

What information did you find most helpful?

- It was specific for the child which was an outlying case of typical behavior
- Day Care Regulations
- Curriculum and classroom planning
- Child development
- Regulations
- Parent contract
- Technical information.
- Great advice regarding nutrition and meal planning

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

| Answer Choices | Responses | |
|-------------------|-----------|-----------|
| 0-6 months | 42.86% | 15 |
| 7-12 months | 31.43% | 11 |
| 1-2 years | 14.29% | 5 |
| More than 2 years | 11.43% | 4 |
| Answered | | 35 |

How was this visit initiated?

| Answer Choices | Responses | |
|--|-----------|-----------|
| I asked for assistance | 21.43% | 6 |
| Assistance was offered to me by a JLCP staff member | 17.86% | 5 |
| Assistance was recommended by my supervisor, Licensor or Registrar | 32.14% | 9 |
| It was offered during a Licensing/Registration visit | 7.14% | 2 |
| Other (please specify) | 21.43% | 6 |
| Answered | | 28 |

Other: Daycare provided the training; ECERS observation initiated by program; Based on observation of classroom; Required observation; Training

How helpful was the visit?

| Answer Choices | Responses | |
|--------------------|-----------|-----------|
| Very helpful | 73.3% | 22 |
| Somewhat helpful | 26.67% | 8 |
| Not helpful at all | 0.00% | 0 |
| Answered | | 30 |

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

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Yes | 73.33% | 22 |
| No | 0.00% | 0 |
| Not applicable | 26.67% | 8 |
| Answered | | 30 |

How effective was the solution

| Answer Choices | Responses | |
|----------------------|-----------|-----------|
| Highly effective | 62.96% | 17 |
| Somewhat effective | 33.33% | 9 |
| Not effective at all | 3.70% | 1 |
| Answered | | 27 |

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 | 22.58% | 7 |
| Did not know how it works | 12.90% | 4 |
| Did not know who to contact | 3.23% | 1 |
| It makes me feel uncomfortable | 3.23% | 1 |
| I don't feel I need this service | 54.84% | 17 |
| Other (please specify) | 16.13% | 5 |
| Answered | | 31 |

Comments:

Hard to have this as I work Monday thru Friday from 6:30 am to 5:30 PM. Does not leave time for things to be done in my home after the kids are gone
 I'm not eligible as a legally-exempt, at least that's what I understood when I asked
 In recent times, I haven't needed this. In the past, I used it when I was seemingly out of options to try.
 I just forget about it!
 We most likely don't qualify!

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 July 2018 through June 2019. JLCP collected 580 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

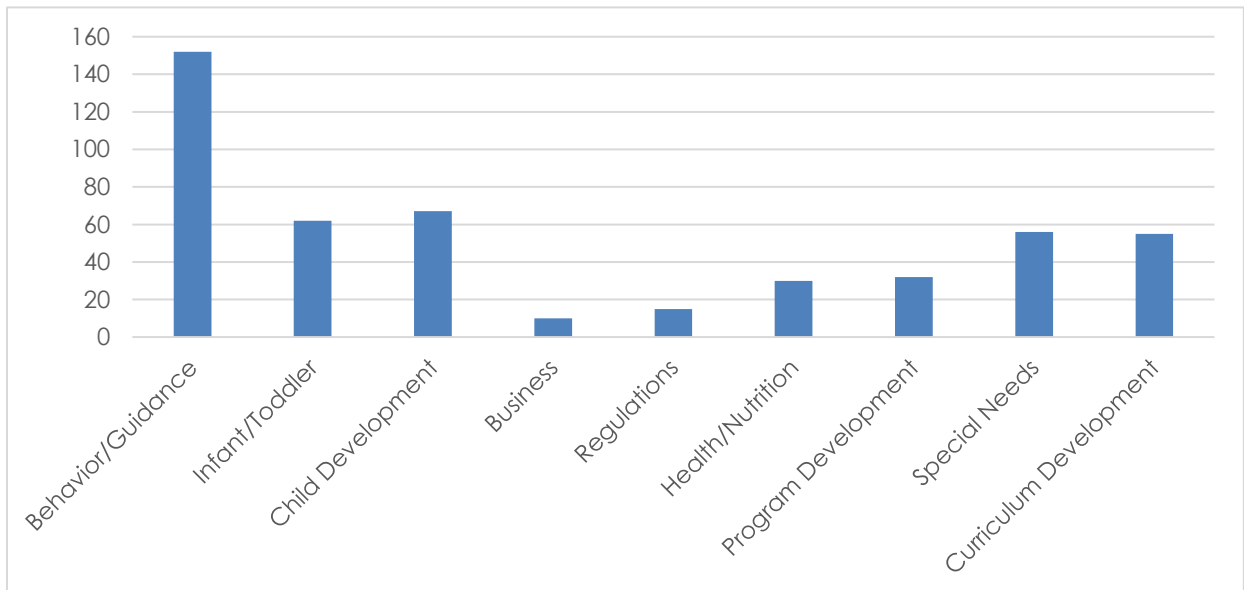
Average presenter scores, 3.86 out of 4

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

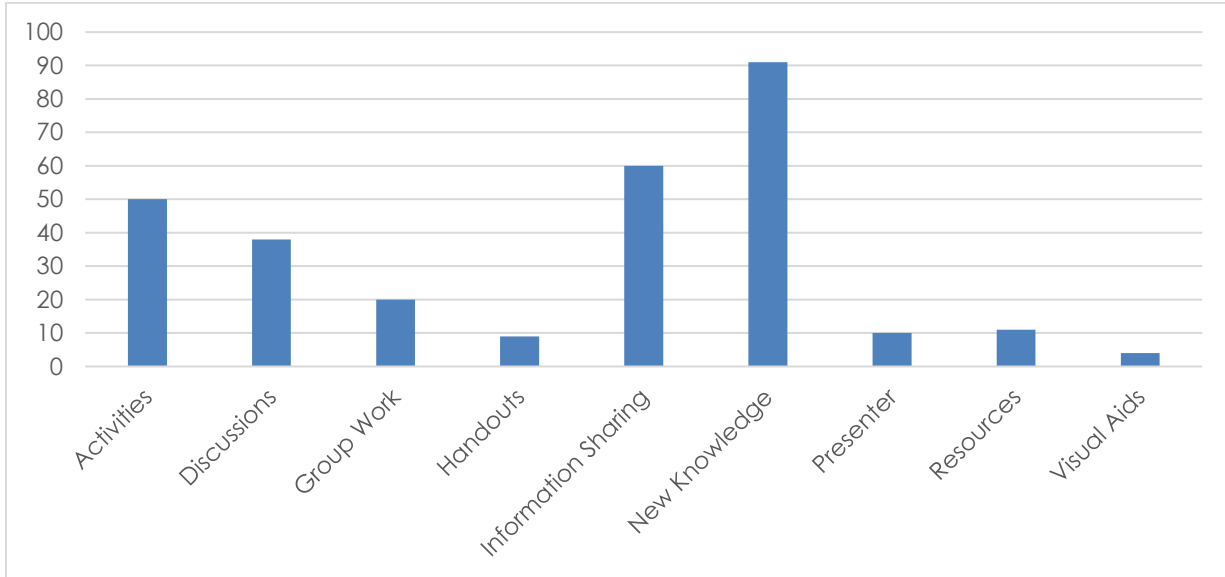
Average information scores, 3.84 out of 4

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

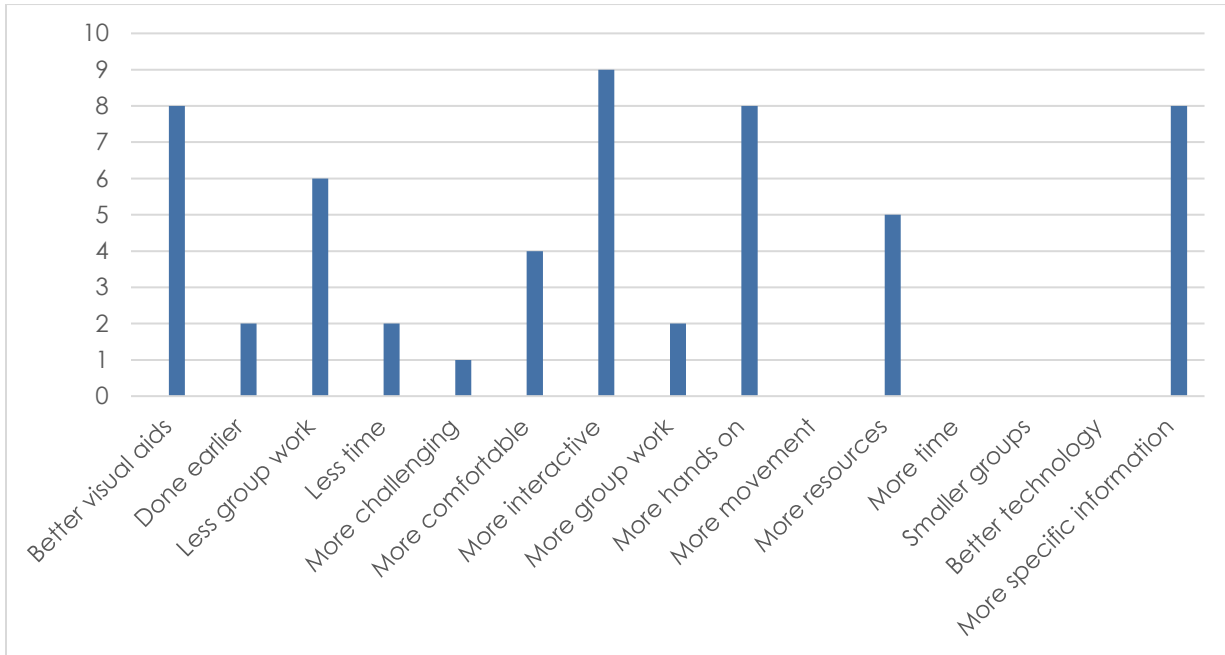
Topic Suggestions:



Helpful Aspects:



Suggestions for Improvement:



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?

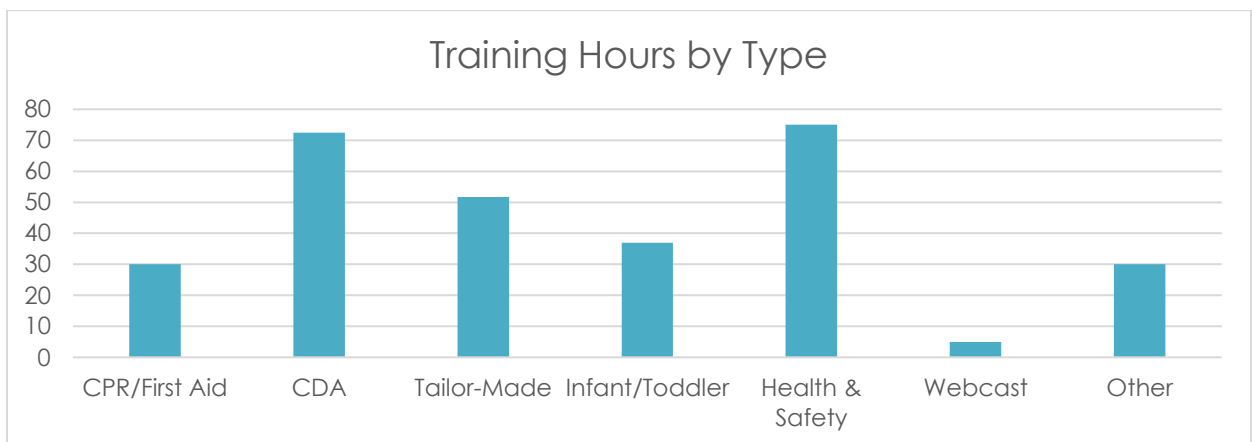
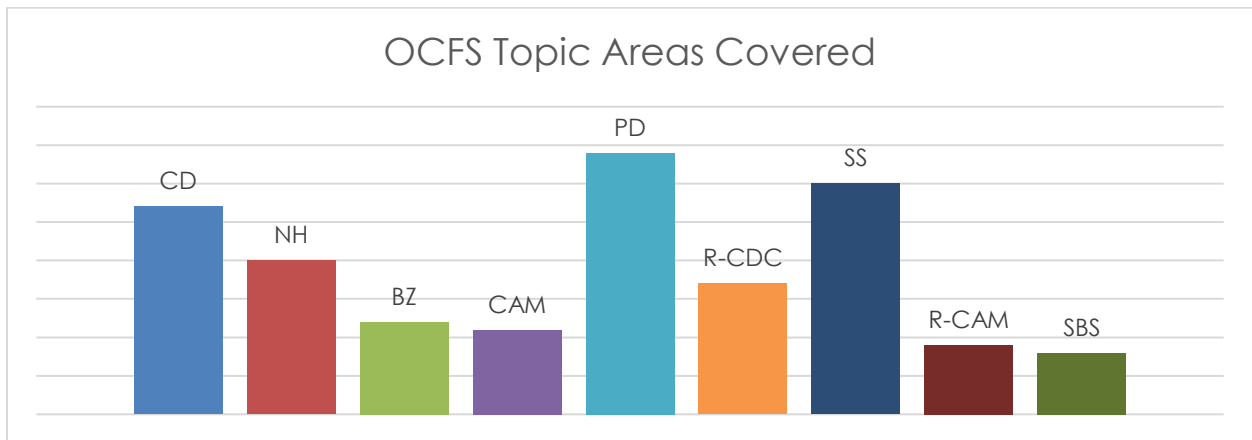
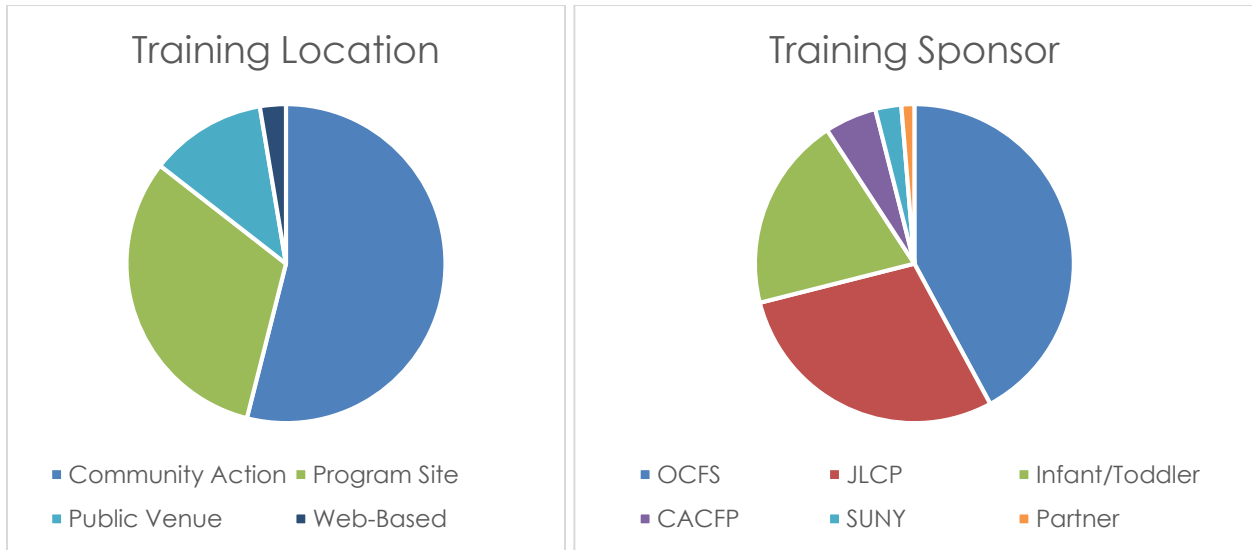
- Keep me posted about new and upcoming Saturday workshops
- You guys do a great job of supporting us.
- Continue to offer upbeat informational training
- Continue everything you are doing :)
- More training topics
- Offer more training at our center
- Offer more online training
- Offer online training for convenience
- Have more interesting training's
- Continue to provide effective training's pertaining to Early Childhood Education.
- Training and outreach sessions for the programs
- Community happenings related to child care.
- This is good way.
- Curriculum resources I can actually use and benefit students
- Continue to address child care concerns state wide. Continue offering training for continual professional growth.
- They already support me in anything I need for my daycare.
- Let the front line staff know more of what they have to offer to us to support our individual positions.
- Keep providing excellent resources for all providers
- They do already through training and answering questions
- Please continue to offer trainings that help parents and other professionals gain useful skills. We're all here to better our community!
- Provide information that can help with varies areas of the daycare
- Grants
- Continue to do the wonderful job you do for us!
- Continue what they are doing!!

Additional Provider Comments

- I feel some trainings could be done with children on site and would make working these suggested ways to work with the children easier to implement
- Keep up the good work.
- JLCP and CAPC are both awesome organizations! Keep up the good work!
- A visit early in the year to review services and what you have to offer so that we can seek you out before problems/questions occur. It is hard to remember what you offer other than trainings.
- We are lucky to have you so close by.

Training Statistics

Between July 2018 and June 2019, Jefferson-Lewis Childcare Project delivered 76 training sessions, totaling over 300 hours, to 409 unduplicated individuals. Fifty-nine of those sessions were offered at no cost to participants.



Data Analysis

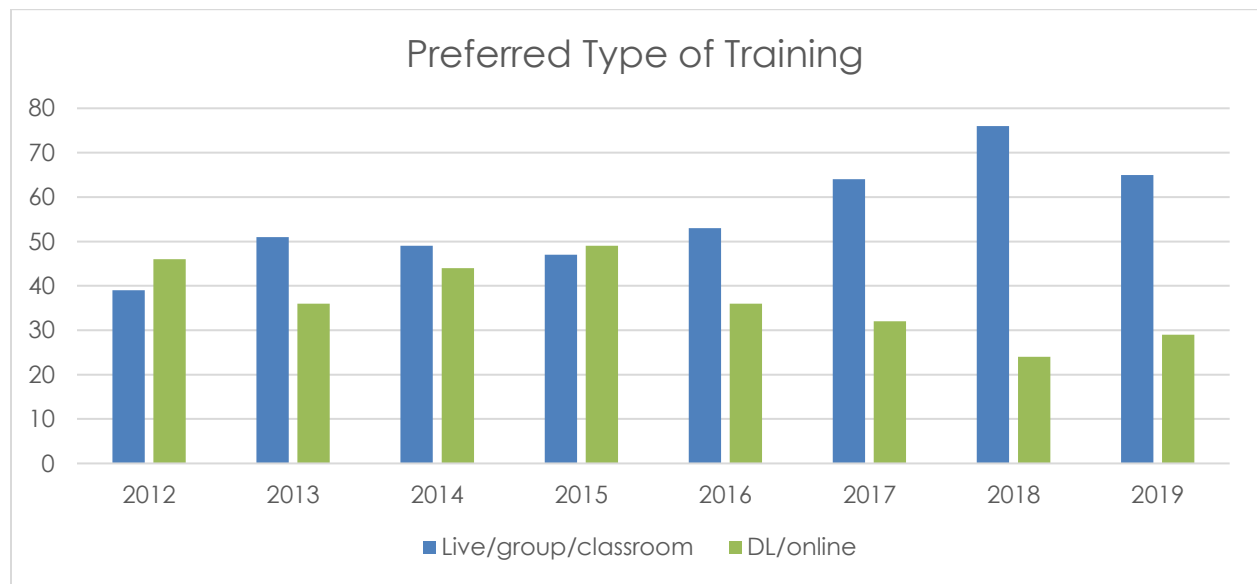
Like previous surveys, questions were filtered based on individual responses, meaning that not every person was asked every question. A total of 109 completed surveys were collected during the month-long survey period, more than double what was received in 2018. The number of respondents from center-based programs also doubled from last year (34.8%), while family and group family participation was cut in half (22%).

Ninety-three percent of survey participants agree that attending training is enjoyable, and 98% have found training to be beneficial to their program. Most (80%) say that they would definitely recommend JLCP training to a friend.

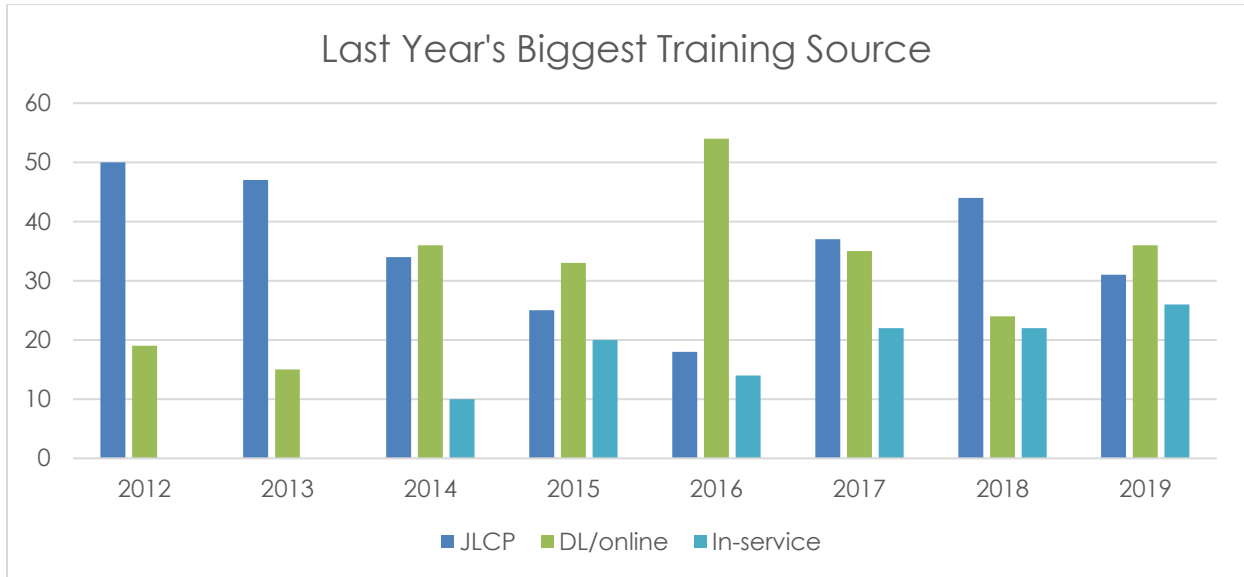
A majority of respondents stated that they would like training on topics that are child-centered. Specifically, behavior is the most-requested topic at 70%, up from 40% last year. Evaluation data also shows an overwhelming preference for training on behavior and guidance.

Feedback from training evaluation forms continues to be very positive. Specifically, the question regarding increase of knowledge scored 3.82 out of 4. The average scores for both “presenter” and “content” questions are nearly equal to those from evaluation data collected in 2017 and 2018. When asked for suggestions for improving training, participants requested sessions that are more interactive and hands-on with better visual aids. Many training participants commented that they would like information that is more specific to their needs and the setting in which they work.

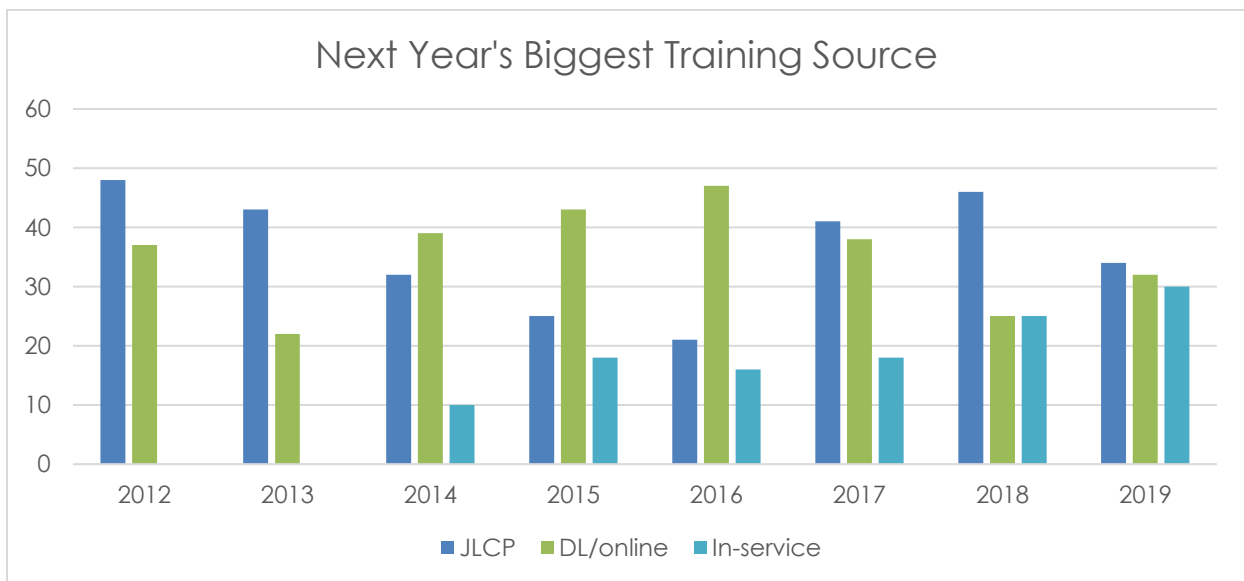
This year we note the first decline since 2015 in the number of providers who favor live training. The preference for distance learning and online training has increased slightly.



Utilization rates for distance learning and online training are also on the rise. In addition, 26% of respondents stated that they received most of their training through in-service sessions. It is important to note that JLCP trainers delivered 44 hours of onsite training for groups of program staff in the last year.



Looking to the next year, training source projections are nearly tied. The number of respondents who plan to receive most of their training from JLCP in the next year has decreased to 34%, while online/distance learning and in-service training have both risen.



Provider satisfaction with technical assistance services remains high. A third of those surveyed weren't sure if they or their program had ever participated in technical assistance. Of those who have received an onsite visit, 91% of individuals found it to be very helpful. Thirty-two percent stated that technical assistance was recommended by a supervisor, Licensor, or Registrar. This is up substantially from 13% in 2018 and 8% in 2017.

There appears to be a growing understanding of how technical assistance works and who to contact. Twenty-three percent of people stated that they didn't know technical assistance was available, down from 68% three years ago. Of those that answered this question, half stated that they don't feel they need this service.

Conclusion

The work of early childhood professionals is both rewarding and challenging. Jefferson-Lewis Childcare project must continue to offer support and guidance to child care providers through technical assistance and training. Our goal is to provide child care professionals with information and resources so that they can better meet the needs of the children and families they serve.