MARYLAND FAMILY NETWORK

MARYLAND CHILD CARE RESOURCE NETWORK

Results-Based Accountability System

2015

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MARYLAND STATE DEPARTMENT OF EDUCATION
PREPARING WORLD CLASS STUDENTS

How many children in Maryland needed child care in 2015?

By 2020, 79% of Maryland's children under age 12 may require child care while their mothers are at work. This equates to more than 890,000 children. *Child Care Demographics 2016*

Every community in Maryland is served by one of twelve regional child care resource centers (CCRCs). Together, these CCRCs make up the Maryland Child Care Resource Network, which provides leadership and services designed to improve the quality, availability and affordability of child care in communities across the state. Rather than measure success in traditional terms such as the number of children and families that pass through programs or the size of agency budgets, the Network is focusing more on the actual conditions of well-being that we want for our children and families.

LOCATE: Child Care

LOCATE: Child Care counsels parents on locating and selecting licensed, quality child care best suited to their needs, preferences and ability to pay.

Between July 1, 2014 and June 30, 2015, LOCATE Services assisted a total of 5,459 parents and 7,737 children.

- The LOCATE Community Line served 3,896 parents with 5,450 children;
- LOCATE: Child Care's Special Needs Enhanced Service, which provides comprehensive services to families of children with disabilities from birth to 21 years assisted 784 parents with 1,100 children.
- The LOCATE Enhanced Service aided 979 parents with their child care needs for 1,187 children.
- LOCATE: Child Care Spanish Services assisted 75 Spanish speaking families with 104 children were assisted with their child care needs. The Spanish Service is facilitated by a Spanish-speaking referral specialist and by the translation of brochures and other publications into Spanish.

Between July 1, 2010 and June 30, 2015, LOCATE: Child Care has assisted 32,620 parents in finding child care for 45,907 children.

LOCATE: Child Care Assist and Maryland After-School Activities are two web enabled databases which parents use to search for child care and after-school activities for their children.

18,021 users (parents) accessed LOCATE: Child Care Assist and performed 80,850 searches for child care Between July 1, 2014 and June 30, 2015. During this same time period, there were 3,395 searches in the After-School Activities database. There were also 76 searches accessed in Spanish.

LOCATE: Child Care Outcomes are calculated for each category by using the number of children served by the LOCATE: Child Care Community Line Telephone Service, rather than the number of calls received.

A. The parents of 99% of the children indicated that they were able to use information presented by the LOCATE referral specialists to identify quality child care.

B. The parents of 99% of the children were able to express at least one aspect of their choice that indicated quality.

C. The parents of 52% of the children indicated that they found child care from among the referrals they received from LOCATE: Child Care.

D. The parents of 85% of the children found the education materials that they received in the mail to be useful. This packet contains child care related materials as well as additional family support information.

E. The parents of 35% of the children were potentially eligible for benefits such as Child Care Subsidy, Maryland Children's Health Insurance Program, WIC or Child Support Enforcement and received information on those services through LOCATE.

F. The parents of 66% of the children who were potentially eligible for benefits and received the information followed up on that information.

G. The parents of 98% of the children indicated that they were satisfied with LOCATE services.

Technical Assistance encompasses a range of services offered to child care providers. Through technical assistance support and activities, child care providers ensure that research-based practices, which will improve the quality and accessibility of child care, are implemented in their programs. Research has demonstrated that training alone is not sufficient for ensuring implementation. Utilizing coaching, mentoring, and communities of learning models, technical assistance specialists at each CCRC work closely with providers in evaluating all aspects of the program to develop a quality improvement plan where needed.

Technical Assistance Cases

Technical Assistance Cases are a compilation of activities provided over an extended period of time. Each case typically focuses on a large issue in which the provider has requested assistance, with support in any related areas also provided.

Between July 1, 2014 and June 30, 2015, a total of 5,072 technical assistance cases were conducted, including:

- 875 cases carried over from July 1, 2013-June 30, 2014
- 1,661 new cases opened
  - 1,086 family child care providers
  - 575 group or center based providers
- 1,840 cases closed/completed
  - A total of 5,229 hours were spent providing technical assistance services for these closed cases for an average of 2.8 hours per case
- 696 cases remained active as of July 1, 2015

Due to the nature of a technical assistance case, CCRC specialists and the programs/providers interact many times throughout the duration of the case (referred to as a case contact). While the case has an overall focus, these multiple case contacts may address a variety of related areas of need. Across all of the cases, a total of 8,811 case contacts were made, for a total of 4,594 hours. Areas of technical assistance for case contacts included:

- 3,004 in program improvement, including Maryland EXCELS
- 1,950 regarding developmentally appropriate behaviors and children with special needs

- 1,822 with accreditation, credentialing, and CDA-related issues
- 1,318 with business practices, professional development, and community outreach
- 208 with developmental screening and formative assessment
- 186 with start-up, retention, and expansion
- 132 with infant and toddler care
- 98 with licensing and compliance
- 93 other

Technical Assistance Individual Contacts

Individual contacts are technical assistance activities provided in a single point of interaction, through a variety of means. Providers may connect with a technical assistance specialist by phone or email, visit the resource center for in-person assistance, or invite the specialist to the program for a site-visit. During this contact, one specific concern or issue is addressed and does not require continued assistance or follow-up services.

Between July 1, 2014 and June 30, 2015, a total of 7,150 individual contacts were conducted, including:

- 3,931 family child care providers
- 2,243 group or center based providers
- 412 non-providers
- 517 family members
- 17 informal child care providers
- 30 mixed (family and group providers)

A total of 2,232 hours was spent on these individual contacts, with an average of 31 minutes per contact.

Technical assistance was provided in the areas of:

- 2,327 with business practices, professional development, and community outreach
- 1,355 with start-up, retention, and expansion
- 1,182 in program improvement, including Maryland EXCELS
- 934 with accreditation, credentialing, and CDA-related issues
- 680 regarding developmentally appropriate behaviors, children with special needs, and dual language learners
- 299 with licensing and compliance
- 198 with developmental screening and formative assessment
- 133 with infant and toddler care
- 42 other topics

Training and Professional Development

Training Services enhance the quality of care when the child care providers participate in high quality professional development and training opportunities. Each Child Care Resource Center (CCRC) provides training and professional development opportunities for child care providers through workshops, series training, conferences, and professional development institutes. The content for these training experiences are carefully selected by each CCRC after evaluating the needs assessment data for each jurisdiction, in addition to offering those workshops which are required by MSDE's Licensing Branch through regulations, and essential for program quality improvement.

During the period of July 1, 2014 through June 30, 2015, training services were provided to 25,937 individuals. Between July 1, 2010 and June 30, 2015, 139,253 individuals attended a training workshop or conference coordinated by a CCRC.

eLearning provides the opportunity for individuals to complete quality training at a time and place that is conducive to their circumstances. These workshops are accessed from a web-based platform and participants are afforded the ability to complete the workshop at a pace comfortable for them. Through a contractual relationship with Child Care Aware of America and Smart Horizons, eLearning opportunities are available to all families and child care providers in Maryland. From July 1, 2014 through June 30, 2015, 2,935 eLearning workshops were successfully completed.

Training Outcomes

Of all child care providers and parents who attended in-person training workshops, 80% gave a rating of "completely satisfied" or "somewhat satisfied" to the training.

Of all child care providers and parents who attended in-person training workshops, 76% indicated that their knowledge and skills "definitely changed" or "somewhat changed" from what was learned at the workshop.

Of the 23,216 participants who attended Core of Knowledge eligible training workshops, 99.63% received the Core of Knowledge Completion certificate, indicating successful comprehension of the training content.