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**Child Care Resource and Referral**  
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*"Building Excellence in Child Care"*

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## **Report of the Results of the 2016 Delaware Opportunities Child Care Resource and Referral Child Care Providers' Needs and Satisfaction Survey**

In July 2016 Delaware Opportunities Inc. CCRR emailed forty-nine and mailed 2 Child Care Providers' Needs and Satisfaction Survey to:

- 51 Family child care providers (family, group family)
- 06 Directors of child care centers (including school age child care)
- 0 Legally-exempt providers. We mail surveys to the legally exempt child care providers in Delaware County who have completed the annual ten hours of training and thus receive enhanced rates. No legally-exempt providers were receiving enhanced rates.

A total of 22 surveys were returned resulting in a 43% response rate.

The survey respondents were broken down in the following way:

- Sixteen of the fifty one family child care (family and group family day care) providers responded resulting in a 31% response rate for this group.
- Six of the six child care center directors (school age child care and center directors) responded to the survey resulting in a 100% response rate.

Not every respondent answered each question. This is reflected in the survey results.

The survey questions asked about the services the CCRR offers to child care providers in Delaware County. The CCRR services include training, basic technical assistance, and intensive technical assistance. Satisfaction with training and intensive technical assistance is gathered through participants' evaluations. Provider's satisfaction with basic technical assistance was asked in this survey.

All the child care providers whose email addresses are on file were emailed twice, two weeks apart. Two people who did not have email addresses were mailed. The survey had 7 questions.

### **Child Care Provider Training**

The questions regarding provider training were asked and the answers are listed below.

#### **1. How do you prefer to receive training?**

(Check all that apply)

**Of the 22 who responded, the training preferences were as follows:**

64% Online/distance learning  
59% Workshop  
32% On-site training  
32% Conference  
22% Videoconference

#### **2. Which of the days listed below is/are best for you to attend training?**

(Check all that apply)

**Of the 20 who responded to the question regarding preferred days for training:**

68% Saturday morning    64% Evening    9% Morning    15% Afternoon

36% Thursday    36% Tuesday    36% Wednesday    27% Monday    23% Friday

#### **3. If you are a registered or licensed child care provider/program, then please check the required topic area(s) you will need to cover in 2016:**

NYS registered and licensed child care providers must complete 30 hours of training every two years and each of the nine required topic areas must be covered. Depending on their role in the child care program, certain providers must be current in CPR and First Aid certifications.

**Of the 19 who responded to this question:**

58% Business record maintenance and management  
58% Safety and security procedures, including communication between parents and staff  
47% Child abuse and maltreatment  
42% Nutrition and health needs of children  
42% Child day care program development  
42% Principals of childhood development  
42% Statutes and regulations pertaining to child day care  
42% Statutes and regulations pertaining to child abuse and maltreatment  
42% Identification and prevention of shaken baby syndrome  
42% CPR and First Aid

**4. To further your knowledge as a child care provider, check the topic areas below in which you would like training:**

(After reviewing the input from licensors, registrars, CCRR staff, and the answer to survey questions addressed to parents, key stake holders, community and business organizations the following training options were listed below. Child care providers were asked to check the topic areas they would be interested in receive training.)

**Of the 20 respondents to this question:**

65% Managing child behaviors  
65% Communicating with families  
50% Business taxes and insurance  
40% Children with special needs  
40% Contracts and policies skills  
35% Child development  
35% Planning activities  
35% Policies and procedures  
35% Program development  
35% Staff management  
30% Medication Administration Training (M.A.T.)  
25% Developing children's literacy 25% Infant/toddler care  
25% Health and safety

**Comments:** "Afterschool kid activities for School age kids"

**The responses of the six center and school age directors when separated from the other responses were as follows:**

83% Managing child behaviors  
83% Staff management  
67% Communicating with families  
67% Medication Administration Training (M.A.T.)  
33% Children with special needs  
33% Policies and procedures  
2% Business taxes, records and insurance

## **Child Care Provider Technical Assistance**

**Basic Technical Assistance (BTA)** is offered via telephone, email or fax or while visiting the CCRR office or may occur at the provider's program and lasts less than 1 hour.

**5. In the past year have you contacted the CCRR for information regarding child care regulations, the Child and Adult Care Food Program (CACFP), your child care business, child behavior, child care forms, and /or becoming a registered or licensed child care provider or any other child care reason?**

**Of those who returned the survey:**

- 55% Indicated that they had received basic technical assistance.
- 9% Indicated said they did not receive BTA

**6. If yes, was receiving the information through basic technical assistance helpful to you and your program?**

**Of the respondents who received basic technical assistance:**

73% found it to be very helpful    27% found the service to be helpful    0% Not helpful

**Intensive Technical Assistance (ITA)** Intensive technical assistance is an interactive program designed to help the child care provider enhance her /his child care program. The provider decides on an area or issue she/he would like to focus on and a Day Care Specialist gives on-site assistance. Each visit to the program is at least one hour in length.

**7. What topics of intensive on-site technical assistance would you want to participate in? (Check all that apply)**

**Of the 13 who responded to this question:**

- 73% Managing child behaviors
- 47% Communicating with families
- 47% Planning activities
- 33% Developing children's literacy skills
- 27% Infant/toddler care

**Other:** Day Care Center business record management