MARYLAND CHILD CARE RESOURCE NETWORK RESULTS-BASED ACCOUNTABILITY SYSTEM 2021 REPORT

Every community in Maryland is served by a regional Child Care Resource Center (CCRC) which together make up the Maryland Child Care Resource Network. This network 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 focused more on the actual conditions of well-being of the children and families we serve.

Due to the pandemic, there was a significant decrease in LOCATE: Child Care calls and follow ups during FY 2021. In FY 2020, Maryland Family Network distributed a survey that was completed by families. A preponderance of the families indicated that their children were not in child care due to concerns regarding health and safety or because parents were working from home. For more information about COVID-19 responses, please contact Maryland Family Network at *MCCRNinfo@marylandfamilynetwork.org.*

LOCATE: CHILD CARE

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

Between July 1, 2020 and June 30, 2021, LOCATE: Child Care referral specialists assisted a total of 1,687 families and 2,157 children.

The Community Line served 1,110 families and 1,469 children.

The Special Needs Enhanced Service, which provides comprehensive services to families of children with disabilities from birth to 21 years, assisted 453 families and 540 children.

The Corporate Enhanced Service aided 124 families with their child care needs for 148 children.

The Spanish Enhanced Service assisted 55 Spanish speaking families with 67 children with their child care needs. This service is facilitated by a Spanish-speaking referral specialist and by the translation of brochures and other publications into Spanish.

LOCATE Assist is a web enabled database which users can access to search for child care and after-school activities for their children.

Between July 1, 2020 and June 30, 2021, 8,374 users accessed LOCATE Assist and performed 25,443 searches for child care.

LOCATE: CHILD CARE OUTCOMES

LOCATE: Child Care Outcomes are based on a sampling of Community Line callers and each outcome is calculated by using the number of children served, rather than the number of calls received.*

22%

of parents indicated the information on identifying quality child care provided by the referral specialist was useful. It is believed that this number is low due to the wording of the question. It is being adjusted.

86%

of parents were able to express at least one element of quality child care.

35%

of parents found the child care education materials they received from the referral specialist to be useful including materials related to family support information.

98%

of families rated LOCATE: Child Care as good or very good.

Percentages are of those who answered the questions.

TECHNICAL ASSISTANCE 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. 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 improve quality, where needed, and increase capacity. In response to the COVID-19 pandemic, the CCRCs shifted services to be delivered utilizing a variety of virtual platforms to ensure the health of safety of the providers and children. The TA Specialists worked tirelessly to provides support to the providers community as they were confronted with large challenges related to closures, low enrollment, and financial destruction.

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 related areas also provided.

Between July 1, 2020 and June 30, 2021 a total of 797 technical assistance cases were conducted, including:

- 524 cases closed/completed
- A total of 1,310 hours was spent providing technical assistance services for these closed cases for an average of 2.5 hours per case
- 273 cases remained active as of July 1, 2021 and work continued into FY22.

Due to the nature of a technical assistance case, 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 case contacts address a variety of related areas of need. Across all of the cases, a total of 6,221 case contacts were made.

Areas of technical assistance for case contacts included (per CCDF categories):
- 2,147 Quality Improvement, including support with Maryland EXCELS
- 607 Infant Toddler Care
- 188 Curriculum
- 1,253 Startup/Expansion/Retention
- 1,182 Professional Development
- 26 Mental Health
- 73 Health & Safety, including Licensing and Compliance
- 0 Inclusion
- 316 COVID-19 related support
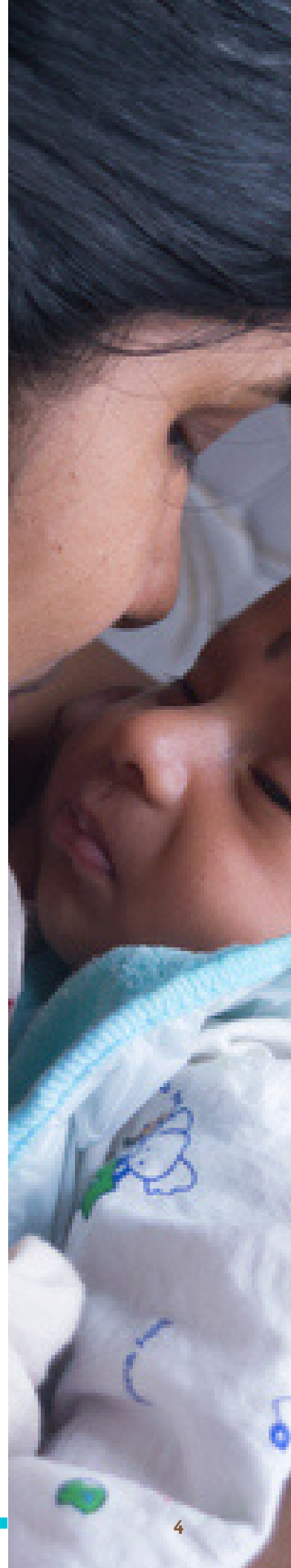
TECHNICAL ASSISTANCE INDIVIDUAL CONTACTS

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, 2020 and June 30, 2021 a total of 15,511 individual contacts were conducted, including:

- 8,106 family child care providers, including start-up
- 5,438 group or center based providers, including start-up
- 190 Head Start and Early Head Start
- 1,234 non-providers
- 306 family members
- 0 informal child care providers

A total of 2,340 hours was spent on these individual contacts, with an average of nine minutes per contact. Technical assistance was provided in the areas of:

- 4,413 Professional Development
- 2,005 Startup/Expansion/Retention
- 1,919 Quality Improvement, including support with Maryland EXCELS
- 1,550 Infant Toddler Care
- 2,137 Community Outreach/Support
- 423 Health & Safety, including Licensing and Compliance
- 355 Mental Health
- 293 Curriculum
- 74 Inclusion
- 14 Developmental Screening
- 10 Dual Language Learners
- 84 Business Management
- 2,234 COVID Related

TRAINING PROFESSIONAL DEVELOPMENT

Training Services enhance the quality of care when the child care providers participate in high quality professional development and training opportunities. Each 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 and interest 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.
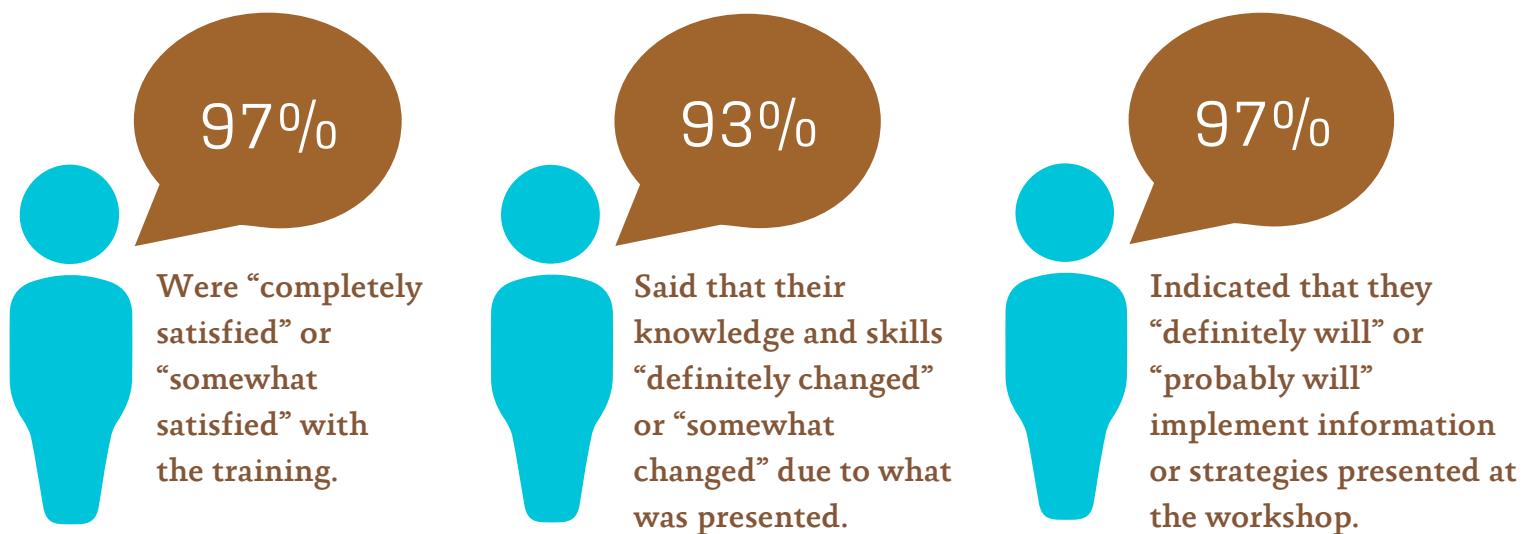
During the period of July 1 through June 30 MFN conducted 1,253 workshops for 18,036 attendees, for a total of 4,994 training hours.

During FY20 836 providers purchased 24,332 hours of professional development. Additionally, seven child care centers purchased unlimited access to professional development for their staff. A variety of professional development opportunities were purchased including:

- 3,539 hours of professional development
- 115 45-hour certificate series
- 119 90-hour certificate series
- 104 9-hour communication series
- 73 family child care preservice series
- 17 CDA training packages
- 4 CDA renewal training package

TRAINING OUTCOMES

Of the individuals who attended in-person training workshops:

97% Were "completely satisfied" or "somewhat satisfied" with the training.

93% Said that their knowledge and skills "definitely changed" or "somewhat changed" due to what was presented.

97% Indicated that they "definitely will" or "probably will" implement information or strategies presented at the workshop.

Start your search for child care today by visiting *marylandfamilynetwork.org* or call LOCATE: Child Care at 877.261.0060 Monday through Friday between 8:30 a.m. and 4 p.m. A referral specialist will help you to identify child care options based on your family's specific needs.

If you are a child care provider and want to make sure your record is current in LOCATE: Child Care, visit *marylandfamilynetwork.org* to enter your program information online or call our LOCATE Provider Support Line at 866.752.1614.

Maryland Family Network, as the state coordinating entity of the Maryland Child Care Resource Network, receives funding from the Maryland State Department of Education and support from public and private partnerships.

MARYLAND CHILD CARE
RESOURCE NETWORK

MARYLAND
FAMILY
NETWORK

MARYLAND STATE DEPARTMENT OF
EDUCATION
EQUITY AND EXCELLENCE