MARYLAND
FAMILY
NETWORK

MARYLAND CHILD CARE RESOURCE NETWORK

RESULTS-BASED ACCOUNTABILITY SYSTEM

2020 REPORT

Every community in Maryland is served by one of twelve regional Child Care Resource Centers (CCRCs) which 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.

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, 2019 and June 30, 2020, LOCATE: Child Care referral specialists assisted a total of 2,511 families and 3,290 children.

The Community Line served 1,789 families and 2,366 children.

The Special Needs Enhanced Service, which provides comprehensive services to families of children with disabilities from birth to 21 years, assisted 531 families and 692 children.

The Corporate Enhanced Service aided 191 families with their child care needs for 232 children.

The Spanish Enhanced Service assisted 64 Spanish speaking families with 75 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 databases which users can access to search for child care and after-school activities for their children.

Between July 1, 2019 and June 30, 2020, 9,261 users accessed LOCATE Assist and performed 31,375 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.*

73%

of parents indicated the information on identifying quality child care provided by the referral specialist was useful.

88%

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

80%

of parents who were potentially eligible for benefits, such as Maryland Children's Health Insurance Program, WIC, Earned Income Credit, and Child Care Subsidy, received and used information provided by the referral specialist.

85%

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

90%

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

Percentages are of those who answered the questions.

TECHNICAL ASSISTANCE SERVICES

Technical Assistance encompass 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 improve quality, where needed, and increase capacity.

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, 2019 and June 30, 2020 a total of 1,141 technical assistance cases were conducted, including:
- 995 cases closed/completed
- A total of 3,911 hours was spent providing technical assistance services for these closed cases for an average of 3.4 hours per case
- 146 cases remained active as of July 1, 2020 and work continued into FY21.

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 case contacts address a variety of related areas of need. Across all of the cases, a total of 7,027 case contacts were made.

Areas of technical assistance for case contacts included (per CCDF categories):
- 3,049 Quality Improvement, including support with Maryland EXCELS
- 954 Infant Toddler Care
- 554 Curriculum
- 807 Startup/Expansion/Retention
- 854 Professional Development
- 37 Mental Health
- 195 Health & Safety, including Licensing and Compliance
- 21 Inclusion
- 556 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, 2019 and June 30, 2020 a total of 11,262 individual contacts were conducted, including:

- 6,386 family child care providers, including start-up
- 3,265 group or center based providers, including start-up
- 132 Head Start and Early Head Start
- 916 non-providers
- 425 family members
- 20 informal child care providers

A total of 2,386 hours was spent on these individual contacts, with an average of 13 minutes per contact. Technical assistance was provided in the areas of:

- 2,648 Professional Development
- 1,601 Startup/Expansion/Retention
- 1,657 Quality Improvement, including support with Maryland EXCELS
- 855 Infant Toddler Care
- 688 Community Outreach/Support
- 343 Health & Safety, including Licensing and Compliance
- 290 Mental Health
- 173 Curriculum
- 41 Inclusion
- 3 Developmental Screening
- 1 Dual Language Learners
- 2 Business Management
- 2,960 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.
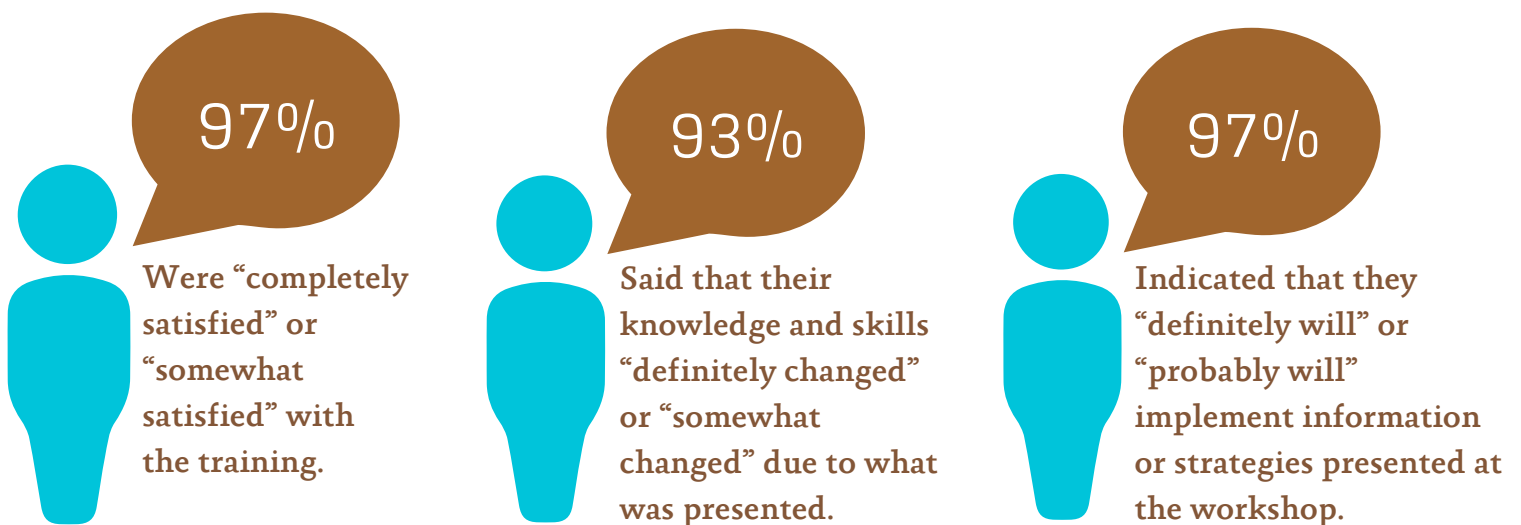
During the period of July 1, 2019 through June 30, 2020, MFN and the CCROs conducted 1,505 workshops for 23,981 attendees, for a total of 5,288 training hours.

During FY20 849 providers purchased 23,410 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:

- 3,190 hours of professional development
- 124 45-hour certificate series
- 120 90-hour certificate series
- 83 9-hour communication series
- 82 family child care preservice series
- 9 CDA training packages
- 1 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.

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Leading Maryland's
Child Care Resource Centers

MARYLAND CHILD CARE
RESOURCE NETWORK

MARYLAND STATE DEPARTMENT OF
EDUCATION
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