

2016 CAC@CSS Annual Survey

Care About Childcare

Care About Childcare (CAC) is an online system designed in partnership with the Office of Child Care, Child Care Licensing and Child Care Referral Agencies, that provides links to child care and child development resources for parents, grandparents, caregivers and providers. With cac.utah.gov, parents will be able to find your facility and evaluate it based on your strengths and their needs.

1. What type of child care provider are you?

- Family Licensed (first year)
- Family Licensed
- Center - Director
- Center - Teacher

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Quality Improvement Department (first year)

The Quality Improvement Department is in place to assist individuals interested in becoming Family Child Care providers. The consultants are available to help child care providers with the challenges they may face both before and after they receive their license. Consultants also offer a support system for the more experienced center and family child care provider through the Resource Lending Library, Resource Night (Star Night), Provider Appreciation Day, on-site consultation, and collaboration with the Professional Family Child Care Association.

2. Please indicate which type of family child care you provide in your home:

- Licensed Family Child Care (1 to 8 children)
- Licensed Family Child Care (8 to 16 children)
- Residential Certificate

3. How would you rate the process of obtaining your Child Care License or Certificate?

- Very easy
- Easy
- Difficult
- Very difficult

4. How would you rate the process of obtaining your City Business License?

- Very easy
- Easy
- Difficult
- Very difficult

5. Are you a member of an early childhood professional organization?

- PFCCA (Professional Family Child Care Association)
- NAFCC (National Association for Family Child Care)
- UAEYC (Utah Association for the Education of Young Children)
- NAEYC (National Association for the Education of Young Children)
- I don't belong to a professional organization
- Other (please specify)

6. Have you attended a Professional Family Child Care Association (PFCCA) Chapter Support Group?

- Yes
- No

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Quality Improvement Department (first year)

7. Please mark how often you attended:

- Often
- Occasionally
- Just once

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Quality Improvement Department (first year)

8. Please mark the main reason for not attending:

- I don't know what this is
- I'm not sure where to go
- It's too far to travel
- The time is inconvenient
- Not interested
- I need more information about it

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Quality Improvement Consultants

Quality Improvement Consultants strive to promote quality child care through ongoing education and support for our providers. We are available by phone for simple questions or a personal visit may be scheduled to assist providers with more complicated assistance needs.

9. How would you rate your initial contact with the Quality Improvement Consultant?

- Excellent
- Very good
- Fair
- Poor
- I did not have contact with a Quality Improvement Consultant

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Quality Improvement Consultants

10. How would you rate the Quality Improvement Consultant's knowledge of the programs offered by Care About Childcare for new child care providers?

- Excellent
- Very good
- Fair
- Poor

11. How would you rate the Consultant's ability to answer your questions or refer you to someone who could?

- Excellent
- Very good
- Fair
- Poor

12. Upon receiving your license or residential certificate, did a Quality Improvement Consultant either visit you or mail you information on the services provided by CAC?

- Yes
- No

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Quality Improvement Consultants

13. If yes, was the information and assistance you received from a Quality Improvement Consultant helpful?

- Very helpful
- Somewhat helpful
- Little help
- No help

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Quality Improvement Consultants

14. Did you apply for the \$400.00 Start-Up Grant to reimburse you for the cost of becoming a licensed child care provider?

- Yes
- No

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Quality Improvement Consultants

15. Please rate the process:

- Very easy
- Easy
- Difficult
- Very difficult

If very difficult please specify

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Quality Improvement Consultants

16. Please explain why:

- I have a Residential Certificate (grant is available only by switching to a license)
- I haven't completed the required Basic Child Care class
- I didn't know I could
- I didn't save my receipts
- It was too time consuming
- It was too confusing
- I need more information about it
- Other (please specify)

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Quality Improvement Consultants

17. How helpful was the assistance you received from Care About Childcare during your first year of business?

- Very helpful
- Somewhat helpful
- Little help
- No help
- I did not receive any assistance from a Quality Improvement Consultant

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Training Through the Quality Improvement Department

The QI Department offers specialized training for new family child care providers through Licensing's New Provider Orientation training and CAC's Basic Child Care class. Other classes are created for "Mini Workshops" such as the Exploring Creative Curriculum Learn & Make class.

18. Have you attended the New Provider Training held at the Child Care Licensing Program?

Yes

No

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Training Opportunities

19. Please rate the helpfulness of the information provided by the Quality Improvement Consultant about Care About Childcare at Children's Service Society:

Very helpful

Somewhat helpful

Little Help

No help

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Training Opportunities

20. Did a Quality Improvement Consultant provide you help to write the policies and procedures required by Licensing?

Yes

No

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Training Opportunities

21. How helpful was this assistance?

- Very helpful
- Somewhat helpful
- Little help
- No help

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Training Opportunities

22. Have you attended the initial Basic Child Care training class for new providers?

- Yes
- No

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Training Opportunities

23. Did this training help you gain new skills and information that will better prepare you to care for children more effectively?

- Very helpful
- Somewhat helpful
- Little help
- No help

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Training Opportunities

24. Have you attended an Exploring Creative Curriculum class?

Yes

No

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Provider Coaching Program

The Provider Coaching Program is designed to provide individualized training for licensed childcare providers. The providers, in conjunction with the coach, set goals that will improve the quality of the child care program. The coach provides specialized on-site training to help the provider achieve the goals. Upon completion of the program, the provider is eligible to receive a Provider Coaching Grant.

25. Have you participated in the Child Care Provider Coaching Program?

Yes

No

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Provider Coaching Program

26. How would you rate your experience in this program?

Excellent

Good

Fair

Poor

27. How would you rate the Coach's knowledge and ability to help you in your program?

Excellent

Good

Fair

Poor

28. What additional feedback, if any, would you like to give regarding your experience while participating in this program?

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Provider Coaching Program

29. What are your reasons for not participating in the Child Care Provider Coaching Program?

- I don't know what it is
- I had not considered it
- I need more information about it
- Not interested

30. Would you be interested in having a coach contact you with more information regarding the program?

- Yes
- No

31. If yes, please provide your contact information for a coach to contact you.

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Provider Coaching Grant

The Provider Coaching Grant (PC Grant) is designed to support child care providers in applying the information and concepts learned during their training by offering meaningful learning experiences to the children in their care. Providers are eligible to receive a PC Grant by completing the 20-30 hours of the Coaching Program. Recipients receive \$400.00 worth of developmentally appropriate materials or equipment that targets the needs of young learners.

32. Have you received a PC Grant?

- Yes
- No

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Provider Coaching Grant

33. How easy did you find the process of the PC Grant?

- Very easy
- Easy
- Difficult
- Very difficult

34. How would you rate the materials received with the PC Grant?

- Excellent
- Good
- Fair
- Poor

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Provider Coaching Grant

35. Why have you not received a PC Grant?

- I am still in process with the coaching program
- I need more information
- Other (please specify)

Kids in Care

The Kids in Care program reimburses regulated child care providers when they care for the children of eligible parents while the parent engages in formal job search activities.

36. Have you had families that have suffered the loss of employment during the last year?

Yes

No

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Kids in Care

The Kids in Care program reimburses regulated child care providers when they care for the children of eligible parents while the parent engages in formal job search activities.

37. Did your enrollment decrease due to parents un-enrolling their children from child care because of their sudden unemployment?

Yes

No

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Kids in Care

The Kids in Care program reimburses regulated child care providers when they care for the children of eligible parents while the parent engages in formal job search activities.

38. Were you aware that the Kids in Care program can help parents cover the cost of child care while the parents are engaged in job search activities?

Yes

No

39. How likely would you be to accept part-time children while parents are searching for a job?

- Very likely
- Likely
- Not likely

40. How did you hear about the Kids in Care program? (Mark all that apply)

- Parent
- CAC
- Flyer or ad
- DWS
- Community
- I haven't heard about this program
- Other

41. Have you participated in the Kids in Care program?

- Yes
- No

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Kids in Care

The Kids in Care program reimburses regulated child care providers when they care for the children of eligible parents while the parent engages in formal job search activities.

42. Upon contacting our office, how were you treated?

- The person I spoke with was able to answer my questions and explained the program well
- The person I spoke with did not allow proper time to explain the process to me
- Other (please specify)

43. Please rate the clarity and ease of the program.

- Very clear
- Somewhat clear
- A little confusing
- Very confusing

44. Was the provider agreement process convenient and easy to understand?

- Yes
- No, if not what would you suggest

45. Were you notified of the applicant's approval/denial in a timely manner?

- Yes
- No

46. Was the payment process convenient and easy to understand?

- Yes
- No

47. How easy was it for the parent to get you their job search log documentation forms on time?

- Turned in on time
- Had to be reminded
- Didn't get it turned in
- Parent turned in to CAC themselves

48. Why did the parent stop using the Kids in Care program?

- Found employment
- Used the 150 hours
- 6 months ended
- Other (please specify)

49. How has the program helped you?

50. Were you able to retain the family after the parent no longer used your program?

Yes

No

51. Please write any comments you would like to add about the Kids in Care program.

52. Please share a personal story about how Kids in Care assisted a family in need or how it assisted your program.

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Referral Department

Care About Childcare's Referral Department maintains a database of regulated child care providers throughout Salt Lake and Tooele Counties. Data is collected from child care providers regarding their programs, such as: location, hours of operation, ages accepted, vacancies, etc. and is shared with parents who contact CAC looking for child care arrangements. Please help CAC improve services by responding to the following questions:

53. How many times have you updated your rates and vacancy information in the past year?

12+

9-11

5-8

1-4

0

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Referral Department

54. Why?

- No openings
- Forgot to update
- Do not know how
- Do not understand why it is important
- Choose not to participate

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Referral Department

55. How do you usually update your rates and vacancies?

- Email with update link
- Yourself through the CAC website
- Phone in updates

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Referral Department

56. Please rate the ease of updating your rates and vacancy information through the link we email you.

- Very easy
- Easy
- Difficult
- Very difficult
- Never update my information through the link

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Referral Department

57. Please rate the use of updating your rates and vacancy information through the CAC website.

- Very easy
- Easy
- Difficult
- Very difficult

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Referral Department

58. Please rate the use of updating your rates and vacancy information with a Referral Specialist by phone.

- Very easy
- Easy
- Difficult
- Very difficult

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Referral Department

59. CAC makes every effort to make the process of connecting parents with providers go smoothly. If you had any questions or concerns were they resolved to your satisfaction?

- Very satisfied
- Satisfied
- Unsatisfied
- Unresolved
- I did not have any concerns

60. In the last year, when you had vacancies to fill, how did you fill them? Mark all that apply.

- Referral from CAC
- Word of mouth
- Relative of enrolled child
- Referral from another provider
- Do not know, the parent found me
- Other (explain)

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Referral Department

61. If a parent has come to you looking for child care and you were unable to meet their needs, what did you do to help them?

- Refer to CAC
- Referred to other provider
- Nothing
- Other (explain)

62. CAC sends an incentive to those providers that update their information with CAC two out of every three months in the quarter. Please rate how useful you found the materials and newsletter.

- Very
- Somewhat
- Not at all
- I have not received any incentives

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Facility Updates

Facility updates are when your program's information, such as, hours of operation, vacancies, and other unique attributes are being updated on the Care About Childcare website (<http://cac.utah.gov>). Facility updating is important because parents will be able to search by the information you post when choosing a child care provider that best fits their child/children's needs.

63. Have you accessed your username & password on the Care About Childcare website?

Yes

No

64. Did you know that you can now update your program's vacancies yourself, as well as other information on the Care About Childcare (CAC) website?

Yes

No

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Facility Updates

65. Have you updated your program's information through the CAC website?

Yes

No

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Facility Updates

66. When updating your facility information how easy was it to do?

- Very
- Somewhat
- Difficult
- Very difficult

67. When using the CAC website, in the facility section, what information do you most frequently update?

- General
- Vacancies
- Rates
- Staff
- Attributes

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Provider Marketing Page

The Care About Childcare Provider Marketing Page is a wonderful tool to help you add your own personal touch to your advertising. You have the opportunity to highlight your program's specialties for both current and prospective clients and show how you can meet their unique needs by sharing commentary and photos about your program. Parents will easily be able to view your page with information about your program through our Care About Childcare/Provider Marketing Page.

68. Have you heard about the Care About Childcare/Provider Marketing Page that is available to you as a free marketing tool?

- Yes
- No

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Provider Marketing Page

69. Have you had the opportunity to upload photos and useful information about your child care program on our marketing page?

- Yes
- No (please explain)

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Provider Marketing Page

70. When starting your marketing page, how easy was it to upload and enter the information?

- Very easy
- Easy
- Difficult
- Very Difficult
- I would like some help

71. How helpful was the CAC Specialist in assisting you with starting your marketing page?

- Excellent
- Good
- Fair
- Poor
- I did not speak with a CAC Representative

72. How comfortable do you feel with your computer skills to keep your marketing page updated?

- Excellent
- Good
- Fair
- I will need help

Provider Marketing Page

73. Do you currently have a website that you would like added to our database?

Yes

No

74. If yes, please leave your name and your business website address.

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Provider Marketing Page

75. Would you be interested in having a business website?

Yes

No

76. Would you like a CAC Specialist to help you create a page?

Yes

No

77. If yes, please provide your contact information.

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Provider Marketing Page

78. Would you consider creating one in the future?

- Yes
- No
- I don't know
- Explain:

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Quality Indicator Criteria

The Care About Childcare Quality Indicators have been developed using many research-based standards that define quality in child care settings. Licensed center and licensed family/home providers that are in good standing with Utah's Child Care Licensing Program may voluntarily participate.

79. Have you been licensed for more than 6 months?

- Yes
- No

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Quality Indicator Criteria

80. Have you uploaded criteria under the Quality Indicators?

- Yes
- No

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Quality Indicator Criteria

81. When submitting criteria is it typically approved when submitted the first time?

- First time
- Two or more times
- Still trying to be approved

82. What Indicators do you find most difficult? (Check all that apply.)

- Health & Safety
- Outdoor Environment
- Indoor Environment
- Family Involvement
- The Program
- Administration
- I did not find any indicators to be difficult

83. How likely are you to continue in the Care About Child Care Quality Indicator Program in the future?

- Very likely
- Likely
- Not likely

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Quality Indicator Criteria

84. How inclined are you to participate in the Care About Childcare Quality Indicator Program in the future?

- Very Inclined
- Inclined
- Not inclined

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CAC Website

The Care About Childcare website (<http://cac.utah.gov>) is used by both providers and parents. It allows providers to log-in with a username & password to update their program information including vacancies and whole record update, enroll in classes, and view their Career Ladder and transcripts. Parents can view provider information when looking for child care and find a provider that meets their child's unique needs.

85. Have you visited the CAC website at cac.utah.gov?

- Yes
- No

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CAC Website

86. How often do you visit the cac.utah.gov website?

- Daily
- Weekly
- Monthly
- Every few months
- Never

87. When using the website what information are you looking for? (Please mark all that apply)

- Training Calendar
- Marketing Page
- Facility Updates
- CAC Quality Criteria
- Class Registration
- Transcript
- Career Ladder
- Annual Awards
- Application Status

88. How easy is it to navigate the website, Licensing portal and DWS portal ?

- Very easy
- Easy
- Difficult
- Very difficult

89. How useful do you find the information on the website?

- Very
- Somewhat
- I didn't find what I needed

90. Rate the website appearance, with 5 being excellent and 1 being poor.

- 5
- 4
- 3
- 2
- 1

91. Do you find CAC's information to be current and accurate?

- Yes
- Somewhat
- No

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Children's Service Society Website

Children's Service Society (CSS) provides assistance to child care providers for the Salt Lake & Tooele counties through Care About Childcare. Their website (www.cssutah.org) offers information for child care providers, such as: grants, training, Resource Lending Library, CDA, and referral updates.

92. How often do you visit the CSS website, www.cssutah.org.

- Daily
- Weekly
- Monthly
- Every few months
- Never

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Children's Service Society Website

93. How easy is the website to navigate?

- Very easy
- Easy
- Somewhat difficult
- Very difficult

94. How useful do you find the information on the website?

- Very useful
- Somewhat useful
- Not useful

95. Rate the website appearance, with 5 being excellent and 1 being poor.

- 5
- 4
- 3
- 2
- 1

96. When using the CSS website what information are you looking for? Please mark all that apply.

- CDA credential
- Grant opportunities
- Quality improvement
- Resource Lending Library
- Referral updates
- Training opportunities
- Care About Childcare
- Kids in Care
- Other

97. How quickly do you find the information you are looking for on the CSS website?

- Quickly
- Somewhat quickly
- Slowly
- Very slowly

98. Did you find the information on the CSS website to be current and accurate?

- Yes
- Somewhat
- No

99. What information would you like to see made available on the website?

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Resource Lending Library

The Lending Library was developed by Care About Childcare at Children's Service Society to bring providers resources and ideas to build quality child care experiences.

100. Are you a member of the Resource Lending Library?

Yes

No

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Resource Lending Library

101. Do you plan on renewing your membership?

Yes

No

102. How do you typically contact the Lending Library Specialist?

Email

In-person

Telephone

Facebook

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Resource Lending Library

103. Please rate the helpfulness of your telephone conversation with the Lending Library Specialist:

Excellent

Good

Fair

Poor

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Resource Lending Library

104. Please rate the helpfulness of your in-person conversation with the Lending Library Specialist:

- Excellent
- Good
- Fair
- Poor

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Resource Lending Library

105. Please rate the helpfulness of your email conversation with the Lending Library Specialist:

- Excellent
- Good
- Fair
- Poor

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Resource Lending Library

106. Please rate the helpfulness of your Facebook conversation with the Lending Library Specialist:

- Excellent
- Good
- Fair
- Poor

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Resource Lending Library

107. How would you rate the Lending Library representative's knowledge of the program?

- Excellent
- Good
- Fair
- Poor

108. Was the assistance you received during your visit to the Lending Library professional?

- Excellent
- Good
- Fair
- Poor

109. Which Lending Library services are you aware of? (Please mark all that apply.)

- Location at Children's Service Society
- The library is open until 7:00 pm once a month for STAR Night
- Lamination
- Die Cut machine
- Cricut machine & cartridges
- Binding machine
- Resources for sale, such as: books, First Aid kits, Wet Spills kits, etc.

110. From the list of items available for check out, which have you used? (Please mark all that apply.)

- Theme boxes
- School age materials
- Resource books
- Training modules
- Infant/toddler materials
- Alphabet Alley
- Literacy bags
- Story stretchers

111. How helpful were the materials you checked out?

- Excellent
- Good
- Fair
- Poor

112. How would you rate the accessibility of the materials?

- Excellent
- Good
- Fair
- Poor

113. Were the themes and items you wanted to check out available in the library when you needed them?

- Yes
- No

114. How would you rate the condition of the materials? (Clean, in good repair, etc.)

- Excellent
- Good
- Fair
- Poor

115. How would you rate the variety of materials? (Areas of development, age appropriateness, etc.)

- Excellent
- Good
- Fair
- Poor

116. Why have you not become a member of the Lending Library? (Please mark all that apply.)

- I'm not sure what the benefits are
- It takes too much time to travel to the library
- Inconvenient location
- Inconvenient hours
- Other (please specify)

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Resource Lending Library

STAR stands for Support, Training, Assistance & Resources. CAC holds STAR Night on the 3rd Wednesday of each month. These services are FREE of cost and providers can also receive a one hour certificate for credit towards licensing hours when attending the one hour class on featured CAC criteria.

117. Have you ever attended a STAR Night?

- Yes
- No

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Resource Lending Library

118. Why not? (Please check all that apply.)

- Transportation
- Time inconvenient
- Child care
- Not interested
- Don't need help
- Don't need materials
- Other (please specify)

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Resource Lending Library

119. Did you know there is a "General Store" available during STAR Night where excess craft supplies and materials can be purchased inexpensively?

- Yes
- No

120. Did you know there is "Computer Assistance" available during STAR Night for those who need help and/or do not have access to computers and need assistance to upload their documents for their CAC criteria?

- Yes
- No
- Not applicable

121. Did you know there is "Support & Training" available during STAR Night where providers can learn about Care About Childcare criteria and receive detailed training in different topics each month?

- Yes
- No
- Not applicable

122. Did you know the Lending Library is available during STAR Night and members can use resources and check out materials?

- Yes
- No
- Not applicable

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Professional Development & Class Registration

Child care providers have three options to access the CAC - CSS professional development (training) schedule: Our quarterly provider newsletter, the Children's Service Society website and the Statewide Training Registry. Please answer the following questions regarding the training registration process.

123. Have you accessed CAC - CSS training information on the Children's Service Society website (www.cssutah.org)?

- Yes
- No

124. Have you called the CAC office for assistance?

- Yes
- No

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Professional Development & Class Registration

125. Was the CAC Professional Development Department office staff able to answer all of your training questions or refer you to someone who could?

- Yes
- No

126. If you left a message for the CAC - CSS Professional Development Department was your phone call returned within a 24 hour period during a regular business work week (M-F 8:30 am-5:00 pm) by a Professional Development Department representative?

- Yes
- No
- I have never left a message for the CAC - CSS Professional Development Department

127. How would you rate your contact on the telephone with the Professional Development Department representative?

- Excellent
- Good
- Fair
- Poor

128. How would you rate the Professional Development Department representative's knowledge of the program during your telephone conversation?

- Excellent
- Good
- Fair
- Poor

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Professional Development & Class Registration

129. Are you aware that there are online course equivalents for CAC - CSS classes offered through the National Association for Child Care Resource & Referral Agencies (NACCRRA) on the www.cssutah.org website?

- Yes
- No

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Professional Development & Class Registration

130. Have you taken online classes through NACCRRA through the link on www.cssutah.org website?

Yes

No

131. Have you taken classes online through another website?

Yes

No

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Professional Development & Class Registration

132. Please tell us about your experience with taking classes online by checking all that apply:

It was more convenient

It was more expensive

I enjoyed it more than face-to-face training

I enjoy face-to-face training more

I feel I learn more in online training

I feel I learn more in face-to-face training

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Professional Development & Class Registration

133. Are you willing to take classes online?

Yes

No

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Care About Childcare Training

Utah's statewide Care About Childcare (<http://cac.utah.gov>) tracks all providers' training for the Professional Development Award (PDA). You can refer to the CAC website to see where you are in the PDA system, what CAC courses you have completed, your transcripts, your class schedule, and what training you have used for each PDA level you have received.

134. Have you accessed your username & password and training information on the CAC website?

Yes

No

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Care About Childcare Training

135. Have you accessed your personal training history (transcript) on the CAC website?

Yes

No

136. What do you access most often on the CAC website?

My class schedule

My Career Ladder status

My Career Ladder transcript

Class availability

137. Do you think the CAC website is user friendly?

Yes

No

138. Do you enroll in classes through the CAC website?

Yes

No

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Care About Childcare Training

139. Rate the process for online enrollment with 5 being user very friendly and 1 being not user friendly.

- 5
- 4
- 3
- 2
- 1

140. Are you a Family Licensed provider (first year)?

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Professional Development Award

(Formerly called Career Ladder and Training & Longevity)

The Professional Development Award (PDA) system recognizes and rewards child care professionals for the completion of ongoing training (professional development) in the child care field. A growing body of research demonstrates that the quality of care received by children is directly related to the level of training and education of those who care for them.

141. Do you and/or your staff participate in the PDA system?

- Yes
- No

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Professional Development Award

142. Are you aware of the change to the PDA system regarding the required Demonstrated Competency (such as a CDA) to receive a PDA for Levels 4 and higher, effective July 1, 2018?

- Yes
- No

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Professional Development Award

143. If no, please provide your contact information so a Professional Development Specialist can contact you.

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Professional Development Award

144. How would you rate the Career Ladder training experience overall - for yourself and/or the staff you employ?

- Very good
- Good
- Fair
- Poor

145. How easy is it to implement what you have learned in class?

- It's always easy
- Sometimes it is easy
- It is never easy
- It is difficult to understand how to implement
- It doesn't relate to what I do
- I can't find a way to do it

146. What topics have been most useful to you? (Mark all that apply.)

- Health & safety
- Child development
- Brain development
- Guidance
- Policies and procedures

147. Do you and/or your staff feel the CAC - CSS instructors are skilled and knowledgeable in their presentation of information and materials?

- Yes
- No

148. How do you feel after class? (Check all that apply.)

- I want to learn more
- I'm happy to be done
- I feel accomplished
- I am anxious to apply what I've learned

149. Why do you attend CAC classes? (Check all that apply.)

- My boss requires it
- I want to improve
- I participate in the PDA/Career Ladder program
- To complete my licensing hours requirement
- Other (please explain)

150. Has training (professional development) made a difference in your daily job?

- Yes
- No
- Sometimes

151. Do you feel the children benefit from the training you have completed?

Yes

No

152. What changes would you like to see for the PDA system?

153. Have you enrolled in any of the community based classes offered by CAC? (TOP Star, Growing Up Wild, ASQ-3, ASQ-SE)

Yes

No

2016 CAC@CSS Annual Survey

Professional Development Award

154. Do you have feedback about your experience in the community based class(es)?

2016 CAC@CSS Annual Survey

Professional Development Award

155. Do you and/or your staff register for fewer classes than you have in the past?

Yes

No

2016 CAC@CSS Annual Survey

Professional Development Award

156. Please check all the factors that have affected the number of classes you and/or your staff registered for in the last year?

- Not receiving the quarterly provider newsletter in the mail
- The availability of grants
- The Career Ladder requirement for a CDA or equivalent to achieve a Level 4
- Online course availability
- Changes to the Professional Development Award
- Other (please specify)

2016 CAC@CSS Annual Survey

Professional Development Award

157. Do you read/use the online newsletter that we email quarterly?

- Yes
- No

2016 CAC@CSS Annual Survey

Professional Development Award

158. If you are not receiving the newsletter would you like the newsletter emailed to you?

- Yes
- No

159. If yes, please provide your name and email address.

160. Are you a Center - Director?

2016 CAC@CSS Annual Survey

CDA Consultant Program

CAC - CSS has a CDA Consultant to assist child care providers through the process of obtaining their Child Development Associate (CDA) credential. The services available are free and individualized to meet the specific needs of those we work with.

161. Are you familiar with the CDA credential?

- Yes
- Somewhat
- No

162. Do you understand what the process of preparing to apply for and obtaining a CDA credential consists of?

- Yes
- Somewhat
- No

163. Are you aware there is free support to assist providers through the process of preparing to apply for their CDA credential?

- Yes
- No

164. Are you aware that having a CDA credential is one way of showing demonstrated competency within the field, and therefore qualifies providers to apply for Level 4 on the Professional Development Award system?

- Yes
- No

165. Are you aware that the materials and supplies required to complete the process of obtaining a CDA credential can be provided to providers at no cost?

- Yes
- No

166. Are you aware there is a scholarship to help offset the cost of applying for the CDA?

- Yes
- No

167. The section of questions are specific to the type of care provided. Which type of care do you provide?

2016 CAC@CSS Annual Survey

CDA Consultant Program

168. Do you have a current CDA credential?

- Yes
- I am currently in process to prepare to apply for it
- No

2016 CAC@CSS Annual Survey

CDA Consultant Program

169. If no, why not? (Check all that apply.)

- I did have one, but it expired
- I have a college degree and/or another similar credential
- It seems too difficult and/or confusing
- I do not want one
- Other (please specify)

170. How would you rate the overall difficulty of the process of preparing to apply for your CDA credential?

- Easy
- Somewhat easy
- Somewhat difficult
- Difficult
- Unsure, as I am still going through the initial process
- Other (please specify)

171. What would you rate as the most difficult aspect of the CDA credentialing process?

- 120 hours of training
- 480 hours of experience
- Professional Portfolio (formerly Professional Resource File)
- Family Questionnaires (formerly Parent Opinion Questionnaires)
- Verification Visit, including the observation
- CDA Exam
- Unsure, as I am still going through the initial process
- Other (please specify)

172. Do you feel having a CDA credential makes or can make a difference in your daily job?

- Yes
- Sometimes/maybe
- No

173. Do you feel the children and their families benefit or could benefit from you having a CDA credential?

- Yes
- Sometimes/maybe
- No

174. Did you in the past, or are you currently, utilizing the support of the CDA Consultant Program to help you through the process of applying for your CDA credential?

- Yes
- No

2016 CAC@CSS Annual Survey

CDA Consultant Program

175. Would you be interested in the free support available to assist you through the process of preparing to apply for the CDA credential?

- Yes
- No

176. If yes, please provide your contact information.

2016 CAC@CSS Annual Survey

CDA Consultant Program

177. If no, why not? (Check all that apply.)

- I already have my CDA
- I would like to do it on my own, or have support from co-workers, friends, peers, etc.
- I am not interested in obtaining my CDA
- Other (please specify)

2016 CAC@CSS Annual Survey

CDA Consultant Program

178. How would you rate your experience in this program?

- Excellent
- Good
- Fair
- Poor

179. How would you rate the CDA Consultant's knowledge and ability to help you through the process of preparing to apply for your CDA credential?

- Excellent
- Good
- Fair
- Poor

180. What additional feedback, if any, would you like to give regarding your experience while participating in this program?

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

181. Do you have a current CDA credential?

- Yes
- I am currently in process to apply for it
- No, I meet director qualifications with the NAC and six additional CAC - CSS classes
- No, I meet director qualifications with a college degree and/or other similar credential
- Other (please specify)

2016 CAC@CSS Annual Survey

CDA Credential Program - Center Director

182. How would you rate the overall difficulty of the process of preparing to apply for your CDA credential?

- Very easy
- Easy
- Difficult
- Very difficult
- Unsure, as I am still going through the initial process
- Other (please specify)

183. What would you rate as the most difficult aspect of the CDA credentialing process?

- 120 hours of training
- 480 hours of experience
- Professional Portfolio (formerly Professional Resource File)
- Family Questionnaires (formerly Parent Opinion Questionnaire)
- Verification Visit, including the observation
- CDA Exam
- Unsure, as I am still through the initial process
- Other (please specify)

2016 CAC@CSS Annual Survey

CDA Credential Program - Center Director

184. How important is it that your staff obtains their CDA credentials?

- Very
- Somewhat
- Unimportant
- Unsure

185. Do you encourage your staff to obtain their CDA credentials? (Check all that apply.)

- Yes, I offer friendly support and motivation through the process
- Yes, I pay for part or all of the classes they take to complete their training hours
- Yes, I pay for part or all of the \$425 application fee
- Yes, I complete a practice observation(s) for them if they request it
- Yes, I assist them with their Professional Portfolio(s)
- Yes, I delight in their success/happiness upon achieving it
- No, I do not feel it is necessary
- No, I do not want to
- No, I do not feel I know enough about it
- Other (please specify)

186. Do you feel having a CDA credential makes or could make a difference in your daily job?

- Yes
- Sometimes/maybe
- No

187. Do you feel the children and their families benefit or could benefit from having a CDA credential?

- Yes
- Sometimes/maybe
- No

188. Do you offer incentives to your staff for achieving their CDA credentials?

- Yes
- No

189. If no, why not? (Check all that apply.)

- I do not want to
- I am unable or not authorized to make that decision
- I do not feel it is necessary
- It would be too expensive
- Other (please specify)

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

190. If yes, what type of incentives do you offer? (Check all that apply.)

- Recognition
- Pay raises
- Promotions
- Time off
- Monetary bonuses
- Prizes
- Other (please specify)

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

191. Do you require lead caregivers to have their CDA credentials?

- Yes
- No

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

192. If no, would you consider requiring a CDA for any staff in the future?

- Yes
- No

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

193. Have you or any of your staff utilized, or are currently utilizing, the support of the CDA Consultant Program through CAC - CSS to obtain a CDA credential?

- Yes, I have utilized, or am currently utilizing, the support to obtain my CDA credential
- Yes, my staff has utilized, or is currently utilizing, the support to obtain their CDA credential(s)
- No, I have not utilized the support and neither has anyone on my staff
- No, I have not utilized the support and I am unsure if anyone on my staff has

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

194. How would you rate your experience in this program?

- Excellent
- Good
- Fair
- Poor

195. How would you rate the CDA Consultant's knowledge and ability to help you through the process of preparing to apply for your CDA credential?

- Excellent
- Good
- Fair
- Poor

196. What additional feedback, if any, would you like to give regarding your experience while participating in the CDA Consultant program?

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

197. Would you be interested in the free support to assist you or your staff through the process of preparing to apply for the CDA credential?

- Yes
- No

198. If yes, please leave your name and contact information.

2016 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

199. If no, why not? (Check all that apply.)

- I already have my CDA
- I would like to do it on my own, or have support from co-workers, friends, peers, etc.
- I will assist my staff
- Most of my staff already have their CDA's, another similar credential, and/or degrees
- I am not interested in obtaining my CDA or having my staff obtain their CDA's
- Other (please specify)

2016 CAC@CSS Annual Survey

Provider Appreciation Day

Care About Childcare at Children's Service Society (CAC - CSS) celebrates Provider Appreciation Day in honor of all child care providers in Salt Lake and Tooele counties. This is an annual celebration where CAC joins the whole nation in saying "Thank you for all you do!" Children are invited and honored as well.

200. Did you participate in CAC - CSS's Provider Appreciation Day event last year?

- Yes
- No

2016 CAC@CSS Annual Survey

Provider Appreciation Day

201. If no, why not? (Check all that apply.)

- Never heard of it
- Transporting children is too difficult
- Day or time is inconvenient
- Other (please specify)

2016 CAC@CSS Annual Survey

Provider Appreciation Day

202. How would you rate last year's event?

- Excellent
- Good
- Fair
- Poor

203. How would you rate the incentives (books, bag, and prizes) that were given to child care providers and children at last year's event?

- Excellent
- Good
- Fair
- Poor

204. Did you find the location enjoyable and interactive for you and your children?

- Yes
- No

205. Did you find the CAC - CSS staff helpful?

- Yes
- No

2016 CAC@CSS Annual Survey

Provider Appreciation Day

206. If no, please explain how the staff wasn't helpful at the event.

2016 CAC@CSS Annual Survey

Provider Appreciation Day

207. Please take a moment and share your thoughts about last year's event:

208. Are you a Center - Teacher?

Yes

No

2016 CAC@CSS Annual Survey

Community Partners

CAC - CSS collaborates with organizations in the community to better serve children and families.

This year the Department of Health has the following question regarding TOP Star. TOP Star is a program developed by the Utah Department of Health, local health departments, and other partners to help prevent obesity among children in childcare. The goal of TOP Star is to help childcare providers improve their nutrition and physical activity environments. The TOP Star Program consists of two components:

A training course, which is available through local health departments and Care About Childcare agencies,

A consultation and technical assistance program, which is available through local health departments.

209. What is the primary reason you are not participating in the TOP Star Program? (Please select only one.)

- Never heard of it
- I don't have time
- The application process is too difficult
- The requirements are too difficult to implement
- I am already participating in the TOP Star Program
- Other (please explain)

210. Would you like to receive more information about the TOP Star Program?

If yes, please provide contact information

If no, please explain

211. Are you a Family Licensed provider?

2016 CAC@CSS Annual Survey

Professional Family Child Care Association (PFCCA)

The Professional Family Child Care Association of Utah (PFCCA) is a statewide, non-profit professional organization that is actively working on behalf of all family child care providers. There are currently several chapters throughout Utah. . The meetings offer face-to-face training, support, networking and fun. PFCCA is committed to increasing professionalism among members, awareness to the public, and is an advocate for family child care providers.

212. If you are a PFCCA member, how would you rate the free trainings offered to PFCCA members, with 5 being excellent and 1 being poor?

- 5
- 4
- 3
- 2
- 1

213. As a member how do you prefer that the quarterly newsletter is delivered?

by mail

by e-mail

214. If you would like to know more information about PFCCA, please give your contact information.

2016 CAC@CSS Annual Survey

Personal Information

Thank you very much for your feedback! In order for CAC to send your free class voucher please provide us with your contact information below:

215. Address

Name

Company

Address

Address 2

City / Town

State / Province

ZIP / Postal Code

Email

Phone