

2017 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 and the "It's Child's Play" classes.

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

- Licensed Family Child Care
- Residential Certificate

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Quality Improvement Department

3. 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

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

- Yes
- No

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Quality Improvement Department (first year)

5. Please mark how often you attended:

- Often
- Occasionally
- Just once

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Quality Improvement Department (first year)

6. 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 Department

7. 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.

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

- Excellent
- Good
- Fair
- Poor
- Did not hear from a Quality Improvement Consultant

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Quality Improvement Consultants

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

- Excellent
- Good
- Fair
- Poor

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

- Excellent
- Good
- Fair
- Poor

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Quality Improvement Consultants

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

- Yes
- No

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Quality Improvement Consultants

12. Please rate the process:

- Very easy
- Easy
- Difficult
- Very difficult

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Quality Improvement Consultants

13. 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

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Training Opportunities

The Care About Childcare introductory training will give caregivers a broad base overview of child care issues. The training consists of two classes that will assist new licensed caregivers during the beginning stages of their new business.

From Babysitter to Business Owner: In this course caregivers learn basic business skills to help develop the foundations of the quality in-home child care program.

Introduction to Basic Child Care: New caregivers will explore practical ways to promote young children's physical, cognitive, language, and creative development in age-appropriate play and learning activities. Also covered are best practices regarding positive guidance, physical activity and nutrition for children.

"It's Child's Play" Make and Take Class: Handouts in these quarterly classes help explain why block play, playdough, magnets, and puppets among other topics are important parts of an early childhood classroom. Activity ideas and materials to make props help caregivers incorporate the information into their lesson plans.

14. Have you attended the Pre-Service Babysitter to Business Owner class?

Yes

No

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Training Opportunities

15. 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

16. 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

17. How helpful was this assistance?

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

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Training Opportunities

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

- Yes
- No

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Training Opportunities

19. What are your reasons for not attending?

- I don't know what it is
- I am already familiar with the information covered
- Did not want to pay the cost
- Because the training hours did not count for child care licensing credit

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Training Opportunities

20. 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

21. Please rate the helpfulness of the resources provided by the Recruitment Consultant:

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

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Training Opportunities

22. Have you attended an "It's Child's Play" make and take class?

- Yes
- No

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Training Opportunities

23. Please rate the helpfulness of the information and resources provided by the Recruitment Consultant:

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

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Training Opportunities

24. I have not attended because:

- I don't need additional ideas for activities
- I don't know what this is

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Provider Coaching Program

The Care About Childcare Program Coach is available to provide individualized training for licensed child care programs. The caregivers, 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 achieve the goals that were set and help the provider become eligible to receive a grant upon completion of the program.

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

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Provider Coaching Program

28. 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

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

- Yes
- No

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Provider Coaching Grant

The Care About Childcare Program Coaching Grant is designed to support caregivers in applying the information and concepts learned during their coaching experience. Providers are eligible to receive a PC Grant upon completion of 20 to 30 hours of participation in the program. The provider receives \$400.00 worth of developmentally appropriate materials or equipment which helps caregivers offer meaningful learning experiences to all the children in their care.

30. Have you received a PC Grant?

- Yes
- No

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Provider Coaching Grant

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

- Very easy
- Easy
- Difficult
- Very difficult

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

- Excellent
- Good
- Fair
- Poor

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Provider Coaching Grant

33. Why have you not received a PC Grant?

- I am still in process with the Coaching Program
- I need more information
- I am not interested

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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.

34. 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.

35. 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.

36. 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

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

Very likely

Likely

Not likely

38. 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

39. 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.

40. 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)

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

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

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

- Yes
- No, if not what would you suggest

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

- Yes
- No

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

- Yes
- No

45. 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

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

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

47. How has the program helped you?

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

Yes

No

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

50. 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 at Children's Service Society 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:

51. 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

52. Why have you not updated your rates and vacancies?

- 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

53. 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

54. 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

55. 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

56. 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

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Referral Department

57. 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

58. 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

59. How would you rate your contact with the Referral Specialist?

- Excellent
- Good
- Fair
- Poor
- Did not hear from a Referral Specialist

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Referral Department

60. How would you rate the Referral Specialist's knowledge of the services offered?

- Excellent
- Good
- Fair
- Poor

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Referral Department

61. How would you rate their ability to answer your questions or refer you to someone who could?

- Excellent
- Good
- Fair
- Poor

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Facility Updates

Facility updates occur 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.

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

- Yes
- No

63. Did you know that you can 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

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

- Yes
- No

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Facility Updates

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

- Very
- Somewhat
- Difficult
- Very difficult
- I have not updated through the CAC Website

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

- General
- Vacancies
- Rates
- Staff
- Attributes

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

- Yes
- No

If you would like your website added to our database please enter your website address/URL here:

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Provider Marketing Page

The Care About Childcare Provider Marketing Page is a wonderful tool to help programs add their own personal touch to their advertising by sharing commentary and photos about their program. Programs have the opportunity to highlight their specialties for both current and prospective clients and show how they can meet each families' unique needs. Parents are easily able to view the page for each program through our Care About Childcare website.

68. Have you heard about the Care About Childcare/Provider Marking 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 your Marketing Page?

- Yes
- No

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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

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 create your Marketing Page?

- Excellent
- Good
- Fair
- I will need help

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Provider Marketing Page

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

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Quality Indicator Criteria

74. Have you applied for any of the Care About Childcare Quality Indicator Criteria?

- Yes
- No

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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.

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

Yes

No

76. Have you participated in the Quality Grants program and uploaded criteria related to your program?

Yes

No

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Quality Indicator Criteria

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

First time

Two or more times

Still trying to be approved

78. Were you contacted by a CAC staff member for technical assistance regarding criteria submissions?

Yes

No

79. 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

80. 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

81. Was the assistance helpful?

- Very
- Somewhat
- Not helpful

82. How would you rate your initial contact with the CAC staff member?

- Excellent
- Good
- Fair
- Poor

83. How would you rate the CAC staff member's knowledge and ability to help you with criteria?

- Excellent
- Good
- Fair
- Poor

84. How would you rate your overall experience(s) with the Quality Indicator Criteria?

- Excellent
- Good
- Fair
- Poor

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Quality Indicator Criteria

85. If you haven't worked with a CAC staff member on criteria, would you like to?

- Yes
- No

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Quality Indicator Criteria

86. 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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Quality Indicator Criteria

87. Participation in the Quality Indicator Criteria requires some basic computer skills. How much computer technical help do you think you will need in order to participate?

- None, I can do it myself
- I may require some help
- I could not do it without help

88. How could we best assist you in learning more about the Quality Indicator Criteria?

- One-on-one consultation
- Over the phone
- Group Training

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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.

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

- Yes
- No

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CAC Website

90. How often do you use the website?

- Daily
- Weekly
- Monthly
- Every few months

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

- Very easy
- Easy
- Difficult
- Very difficult

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

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

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

- Yes
- Somewhat
- No

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

- 5
- 4
- 3
- 2
- 1

95. 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

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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.

96. 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

97. How easy is the website to navigate?

- Very easy
- Easy
- Somewhat difficult
- Very difficult

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

- 5
- 4
- 3
- 2
- 1

99. 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

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

- Quickly
- Somewhat quickly
- Slowly
- Very slowly

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

- Very useful
- Somewhat useful
- Not useful

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

- Yes
- Somewhat
- No

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

Care About Childcare Fingerprint Assistance

The Next Generation FBI fingerprint or rap-back is a system through which the FBI will retain the Covered Individual's fingerprints and provide Child Care Licensing with federal and state reports. This Next Generation process allows Child Care Licensing the ability to only require a Covered Individual to be fingerprinted once because of the continuous monitoring of the system.

104. Are you aware that Care About Childcare at Children's Service Society(CAC-CSS) offers fingerprinting assistance?

Yes

No

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Care About Childcare Fingerprint Assistance

105. Have you used the fingerprint services at CAC-CSS?

Yes

No

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Care About Childcare Fingerprint Assistance

106. What type of program are you employed in?

Center based

Family

Exempt

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Care About Childcare Fingerprint Assistance

107. How would you rate your contact with a CAC staff member when asking questions or gathering information on the fingerprinting process?

- Excellent
- Good
- Fair
- Poor
- Did not need information

108. How would you rate the ease of setting up fingerprinting appointment(s)?

- Excellent
- Good
- Fair
- Poor
- Did not set up appointment yet

109. How would you rate the professionalism of the CAC staff member during your fingerprint appointment?

- Excellent
- Good
- Fair
- Poor
- Have not attended yet

110. Was your fingerprint appointment completed in a timely manner?

- Yes
- No

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Care About Childcare Fingerprint Assistance

If you are interested in the fingerprinting services and would like more information, please contact our Referral Department at 801-326-4384.

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Provider Resources

The Care About Childcare resources offer a variety of options to help new providers become established in the child care profession.

Lending Library: The Lending Library was developed to bring providers, resources and ideas together to build quality child care experiences.

STAR Night: STAR stands for SUPPORT, TRAINING, ASSISTANCE & RESOURCES. We hold STAR Night on the 3rd Wednesday of every month. This open house evening is FREE of charge and you can also receive a certificate for credit towards licensing hours.

Professional Family Child Care Association: The PFCCA is a statewide, non-profit professional organization that is actively working on the behalf of all family child care providers. We can help you become a member!

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

Yes

No

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Resource Lending Library

112. Do you plan on renewing your membership?

Yes

No

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

Email

In-person

Telephone

Facebook

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Resource Lending Library

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

- Excellent
- Good
- Fair
- Poor

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Resource Lending Library

115. 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

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

- Excellent
- Good
- Fair
- Poor

117. How would you rate the Lending Library Specialist's knowledge of the Library services?

- Excellent
- Good
- Fair
- Poor

118. Was the Library Specialist able to answer your questions or refer you to someone who could?

- Yes
- No

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

- Teaching resources & toy check out
- The library is open until 8:00 pm once a month for STAR Night
- Lamination is available for \$.50 a foot
- Die Cut machine (no charge, bring your own paper)
- Cricut & Cuttlebug machines
- Binding machine (no charge)

120. 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

121. How helpful were the materials you checked out?

- Excellent
- Good
- Fair
- Poor

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

- Excellent
- Good
- Fair
- Poor

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

- Yes
- No

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

- Excellent
- Good
- Fair
- Poor

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

- Excellent
- Good
- Fair
- Poor

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Resource Lending Library

126. 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.

127. Have you ever attended a Resource Night (STAR Night)?

- Yes
- No

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Resource Lending Library

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

- Transportation
- Time inconvenient
- Child care
- Not interested
- Don't need help
- Don't need materials

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Resource Lending Library

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

- Yes
- No

130. 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?

- Yes
- No
- Not applicable

131. 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

132. 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.

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

- Yes
- No

134. Have you called the CAC office for assistance?

- Yes
- No

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Professional Development & Class Registration

135. 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

136. 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

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

- Excellent
- Good
- Fair
- Poor

138. 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

139. 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

140. Have you taken online classes through NACCRRRA through the link on www.cssutah.org website?

Yes

No

141. Have you taken classes online through another website?

Yes

No

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Professional Development & Class Registration

142. 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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Care About Childcare Training

Utah's statewide Care About Childcare website (<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.

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

Yes

No

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

- Yes
- No

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

- My class schedule
- My Career Ladder status
- My Career Ladder transcript
- Class availability

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

- Yes
- No

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

- Yes
- No

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

- 5
- 4
- 3
- 2
- 1

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

2017 CAC@CSS Annual Survey

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.

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

- Yes
- No

2017 CAC@CSS Annual Survey

Professional Development Award

151. Are you aware of the change to the PDA system regarding the required Demonstrated Competency(DC) (such as a CDA) to receive a PDA for Levels 4 and higher, and to keep higher levels achieved without having a DC effective July 1, 2018?

- Yes
- No

2017 CAC@CSS Annual Survey

Professional Development Award

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

2017 CAC@CSS Annual Survey

Professional Development Award

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

- Excellent
- Good
- Fair
- Poor

154. 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

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

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

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

- Yes
- No

157. 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

158. 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)

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

- Yes
- No
- Sometimes

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

Yes

No

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

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

Yes

No

2017 CAC@CSS Annual Survey

Professional Development Award

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

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Professional Development Award

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

Yes

No

2017 CAC@CSS Annual Survey

Professional Development Award

165. 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)

2017 CAC@CSS Annual Survey

Professional Development Award

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

- Yes
- No

2017 CAC@CSS Annual Survey

Professional Development Award

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

- Yes
- No

168. If yes, please provide your name and email addresss.

169. Are you a Center - Director?

2017 CAC@CSS Annual Survey

CDA Consultant Program

The Care About Childcare CDA Consultant is available to assist caregivers 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 receiving assistance.

170. Are you familiar with the CDA credential?

- Yes
- Somewhat
- No

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

- Yes
- No

172. Would you like information on the free support offered to assist providers through the process of preparing and applying for a CDA credential?

- Yes
- No

173. 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

174. Are you aware that CAC is able to cover the cost of the materials and supplies required to complete the process of obtaining a CDA credential?

- Yes
- No

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

Yes

No

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

2017 CAC@CSS Annual Survey

CDA Consultant Program

177. Do you have a current CDA credential?

Yes

I am currently in process

No

2017 CAC@CSS Annual Survey

CDA Consultant Program

178. 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)

2017 CAC@CSS Annual Survey

CDA Consultant Program

179. 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)

180. 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)

2017 CAC@CSS Annual Survey

CDA Consultant Program

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

- Yes
- Sometimes/maybe
- No

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

- Yes
- Sometimes/maybe
- No

183. 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

2017 CAC@CSS Annual Survey

CDA Consultant Program

184. 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

185. If yes, please provide your contact information.

2017 CAC@CSS Annual Survey

CDA Consultant Program

186. 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)

2017 CAC@CSS Annual Survey

CDA Consultant Program

187. How would you rate your contact with the CDA Consultant?

- Excellent
- Good
- Fair
- Poor
- Did not have contact with the CDA Consultant

2017 CAC@CSS Annual Survey

CDA Consultant Program

188. How would you rate the CDA Consultant's knowledge of the services offered?

- Excellent
- Good
- Fair
- Poor

2017 CAC@CSS Annual Survey

CDA Consultant Program

189. What was their ability to answer your questions or refer you to someone who could?

- Excellent
- Good
- Fair
- Poor

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

190. 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)

2017 CAC@CSS Annual Survey

CDA Credential Program - Center Director

191. 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)

192. 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)

2017 CAC@CSS Annual Survey

CDA Credential Program - Center Director

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

- Very
- Somewhat
- Unimportant
- Unsure

194. 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 assist
- No, I do not feel I know enough about it

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

- Yes
- Sometimes/maybe
- No

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

- Yes
- Sometimes/maybe
- No

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

- Yes
- No

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

198. Why are incentives not offered?

- 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

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

199. 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)

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

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

- Yes
- No

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

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

- Yes
- No

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

202. Is your program currently utilizing the support of a Care About Childcare CDA Consultant?

- 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

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

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

- Excellent
- Good
- Fair
- Poor

204. 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

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

2017 CAC@CSS Annual Survey

CDA Consultant Program - Center Director

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

Yes

No

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

2017 CAC@CSS Annual Survey

Provider Appreciation Day

The staff at Care About Childcare at Children's Service Society celebrates Provider Appreciation Day in honor of all child care providers in Salt Lake and Tooele Counties. This is an annual celebration where we join the whole nation in saying "Thank you for all you do!". Caregivers and the children they care for are invited to spend a special day with us in celebration.

208. Did you attend our Provider Appreciation Day event last year?

Yes

No

2017 CAC@CSS Annual Survey

Provider Appreciation Day

209. Why were you unable to attend? (Check all that apply.)

- Never heard of it
- Transporting children is too difficult
- Day or time is inconvenient

2017 CAC@CSS Annual Survey

Provider Appreciation Day

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

- Excellent
- Good
- Fair
- Poor

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

- Excellent
- Good
- Fair
- Poor

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

- Yes
- No

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

- Yes
- No

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.

214. 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)

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

If yes, please provide contact information

If no, please explain

216. Are you a Family Licensed provider?

2017 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.

217. 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

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

- by mail
- by e-mail

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

2017 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:

220. Address

Name

Company

Address

Address 2

City / Town

State / Province

ZIP / Postal Code

Email

Phone