

**MARYLAND CHILD CARE RESOURCE
NETWORK RESULTS-BASED
ACCOUNTABILITY SYSTEM
2018 REPORT**



**MARYLAND
FAMILY
NETWORK**

Every community in Maryland is served by one of twelve regional child care resource centers (CCRCs) which make up the Maryland Child Care Resource Network. This network provides leadership and services designed to improve the quality, availability, and affordability of child care in communities across the state. Rather than measure success in traditional terms such as the number of children and families that pass through programs or the size of agency budgets, the Network is focused more on the actual conditions of well-being of the children and families we serve.

LOCATE: CHILD CARE

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



Between July 1, 2017 and June 30, 2018, LOCATE: Child Care referral specialists assisted a total of 4,024 callers and 5,278 children.



The Community Line served 3,066 callers and 4,114 children.



The Special Needs Enhanced Service, which provides comprehensive services to families of children with disabilities from birth to 21 years, assisted 668 callers and 833 children.



The Corporate Enhanced Service aided 223 callers with their child care needs for 245 children.



The Spanish Enhanced Service assisted 67 Spanish speaking callers with 86 children with their child care needs. This service is facilitated by a Spanish-speaking referral specialist and by the translation of brochures and other publications into Spanish.

LOCATE Assist and Maryland After-School database are web enabled databases which users can access to search for child care and after-school activities for their children.



Between July 1, 2017 and June 30, 2018, 7,541 users accessed LOCATE Assist and performed 24,709 searches for child care. During this same time period, there were 1,933 searches in the Maryland After-School Database.

LOCATE: CHILD CARE OUTCOMES

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

81%

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

92%

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

53%

of parents indicated that they found permanent or temporary child care from information they received from the referral specialist.

99%

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

74%

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

83%

of parents indicated that they were satisfied with services provided by the referral specialist.

*Percentages are of those who answered the questions.

TECHNICAL ASSISTANCE SERVICES

Technical Assistance encompass a range of services offered to child care providers. Through technical assistance support and activities, child care providers ensure that research-based practices, which will improve the quality and accessibility of child care, are implemented in their programs. Research has demonstrated that training alone is not sufficient for ensuring implementation. Utilizing coaching, mentoring, and communities of learning models, technical assistance specialists at each CCRC work closely with providers in evaluating all aspects of the program to improve quality, where needed, and increase capacity.

TECHNICAL ASSISTANCE CASES

Technical Assistance Cases are a compilation of activities provided over an extended period of time. Each case typically focuses on a large issue in which the provider has requested assistance, with support in related areas also provided.

Between July 1, 2017 and June 30, 2018, a total of 1,153 technical assistance cases were conducted, including:

- 911 cases closed/completed
- A total of 3,963 hours was spent providing technical assistance services for these closed cases for an average of 4.3 hours per case
- 242 cases remained active as of July 1, 2018 and work continued into FY19

Due to the nature of a technical assistance case, CCRC specialists and the programs/providers interact many times throughout the duration of the case (referred to as a case contact). While the case has an overall focus, these case contacts address a variety of related areas of need. Across all of the cases, a total of 6,213 case contacts were made, for a total of 5,071 hours. Areas of technical assistance for case contacts included (per CCDF categories):

- 2,871 Quality Improvement, including support with Maryland EXCELS
- 1,400 Infant Toddler Care
- 639 Curriculum
- 606 Startup/Expansion/Retention
- 244 Professional Development
- 225 Mental Health
- 184 Health & Safety, including Licensing and Compliance
- 29 Inclusion
- 8 Community Outreach/Support
- 7 Developmental Screening





TECHNICAL ASSISTANCE INDIVIDUAL CONTACTS

Individual contacts are technical assistance activities provided in a single point of interaction, through a variety of means. Providers may connect with a technical assistance specialist by phone or email, visit the resource center for in-person assistance, or invite the specialist to the program for a site-visit. During this contact, one specific concern or issue is addressed and does not require continued assistance or follow-up services. Between July 1, 2017 and June 30, 2018, a total of 9,787 individual contacts were conducted, including:

- 5,021 family child care providers, including start-up
- 3,493 group or center based providers, including start-up
- 132 Head Start and Early Head Start
- 688 non-providers
- 443 family members
- 9 informal child care providers

A total of 1,833 hours was spent on these individual contacts, with an average of 11 minutes per contact. Technical assistance was provided in the areas of:

- 3,558 Professional Development
- 2,041 Startup/Expansion/Retention
- 1,693 Quality Improvement, including support with Maryland EXCELS
- 892 Infant Toddler Care
- 634 Community Outreach/Support
- 490 Health & Safety, including Licensing and Compliance
- 195 Mental Health
- 165 Curriculum
- 84 Inclusion
- 32 Developmental Screening
- 3 Dual Language Learners

TRAINING PROFESSIONAL DEVELOPMENT

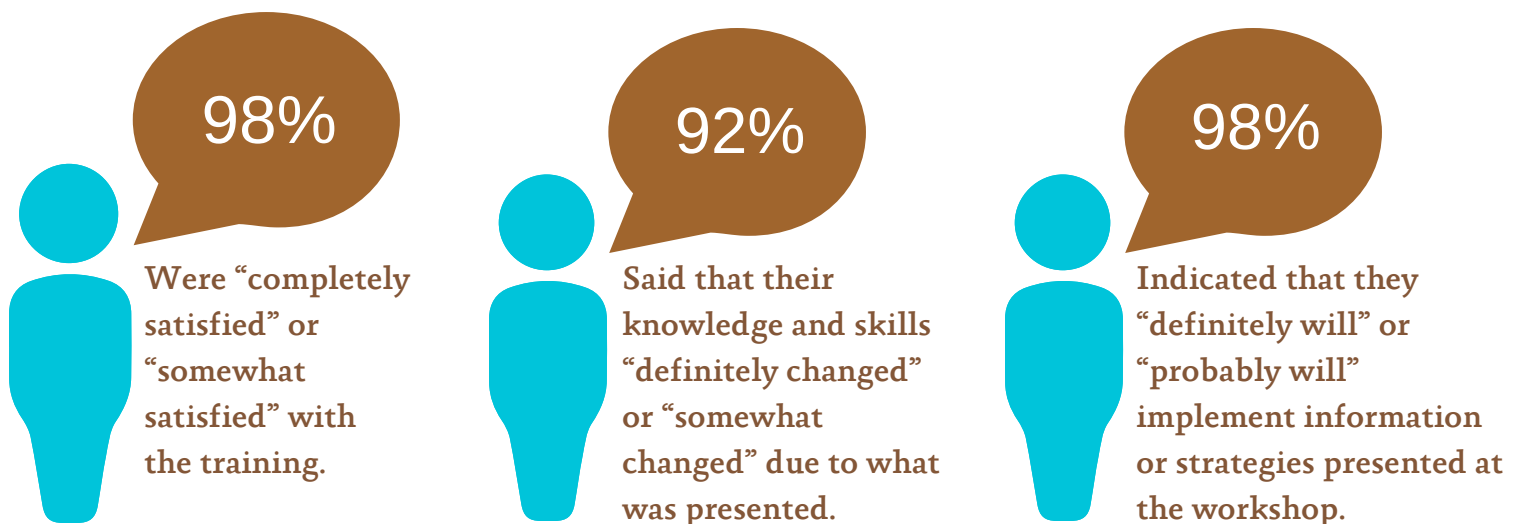
Training Services enhance the quality of care when the child care providers participate in high quality professional development and training opportunities. Each CCRC provides training and professional development opportunities for child care providers through workshops, series training, conferences, and professional development institutes. The content for these training experiences are carefully selected by each CCRC after evaluating the needs and interest data for each jurisdiction, in addition to offering those workshops which are required by MSDE's Licensing Branch through regulations, and essential for program quality improvement.

During the period of July 1, 2017 through June 30, 2018, MFN and the CCROs conducted 1,861 workshops for 31,010 attendees, for a total of 5,927 training hours.

eLearning provides the opportunity for individuals to complete quality training at a time and place that is conducive to their circumstances. These workshops are accessed from a web-based platform and participants are afforded the ability to complete the workshop at a pace comfortable for them. Through a contractual relationship with Smart Horizons, eLearning opportunities are available to all families and child care providers in Maryland. From July 1, 2017 through June 30, 2018, 228 individuals successfully completed 3,508 eLearning workshops, with an additional 1,171 eLearning workshops in progress as of June 30, 2018.

TRAINING OUTCOMES

Of the individuals who attended in-person training workshops:



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**MARYLAND FAMILY NETWORK AS THE STATE COORDINATING
ENTITY OF THE MARYLAND CHILD CARE RESOURCE
NETWORK RECEIVES FUNDING FROM THE MARYLAND STATE
DEPARTMENT OF EDUCATION AND SUPPORT FROM PUBLIC
AND PRIVATE PARTNERSHIPS.**



**MARYLAND
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*Leading Maryland's
Child Care Resource Centers*



**MARYLAND CHILD CARE
RESOURCE NETWORK**



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Subscribe to our newsletter and public policy alerts for the latest news and information about early care and education.



Listen to *The First Five Years* on 88.1 WYPR. It's the only radio series in Maryland dedicated to supporting families of very young children.



Maryland Family Network's free mobile app is a one-stop portal for parents looking for child care. The app also delivers instant public policy alerts and other news and information about early care and education. Available on iTunes and Google Play.



Follow us on Facebook, Twitter, LinkedIn, Instagram, and YouTube.



Become a member. Membership supports our advocacy efforts. Member benefits include reduced fees for training and Professional Activity Units for participants in the Maryland Child Care Credential Program.



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