Iowa Department of Human Services

Introduction

The Department of Human Services is in the process of writing a Request for Proposal for Child Care Resource and Referral (CCR&R) services.   Currently CCR&R agencies provide statewide services within local communities aimed at supporting accessible, quality child care.   In order to solicit feedback the Department held focus groups across the State and sent surveys to child care providers, parents, businesses and community partners. The intent of the focus groups and survey was to solicit feedback on what types of services or resources were considered important to support accessible quality child care.

Focus groups were held in 10 locations throughout the state in April and May of 2017. Focus groups were held in the following locations: Strom Lake, Sioux City, Waterloo, Dubuque, Harlan, Atlantic, West Des Moines, Ames, Iowa City and Davenport.

A survey was developed using the on-line survey tool Survey Monkey. A link to the survey was sent to businesses, child care programs, parents, community partners and the DHS compliance staff. Respondents were asked to identify their main role of interaction with CCR&R services and were given questions relevant to that role. All respondents were given both multiple choice and open-ended questions. The summary of quantitative responses in this report is organized by category of the respondent while key ideas from survey comments and focus groups are organized into topic areas.

Number of Survey Respondents

| Community Business Owner/Manager*	35
Provider	655
Parent/Relative	40
Community Partner/Funder	154
DHS Field Staff	27
TOTAL	**911**

*Based on comments some center directors/owners picked this role instead of the provider role.
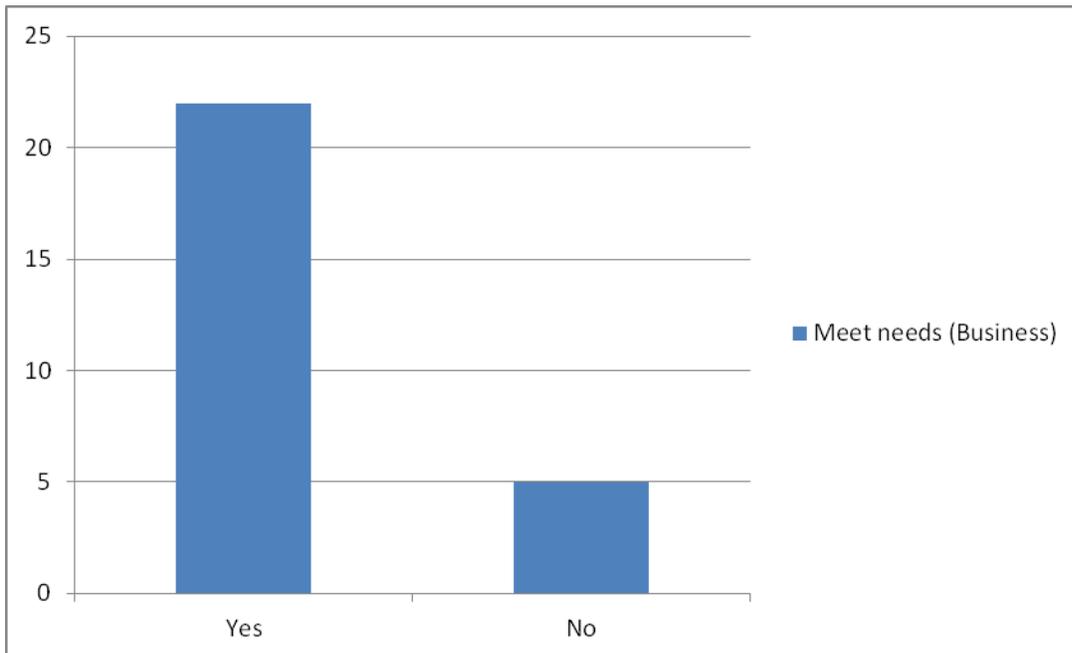
Survey-Business Responses

What topics of child care information would be helpful to your business or your employees?
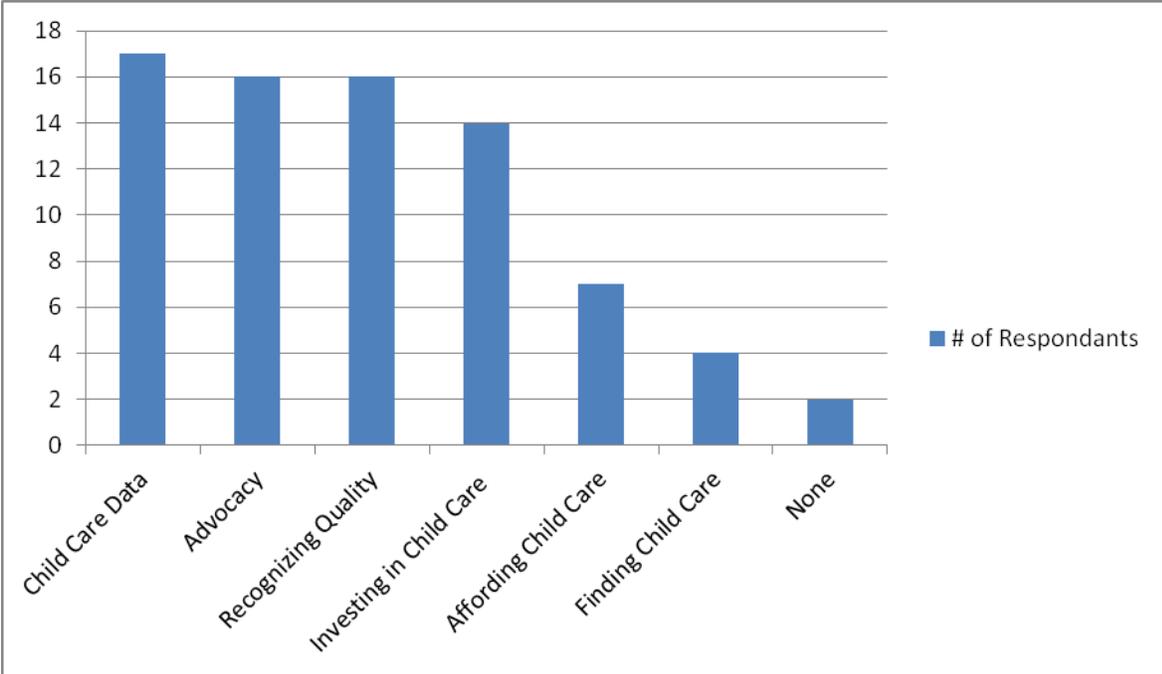
What services would your business and/or your employees be interested in using?
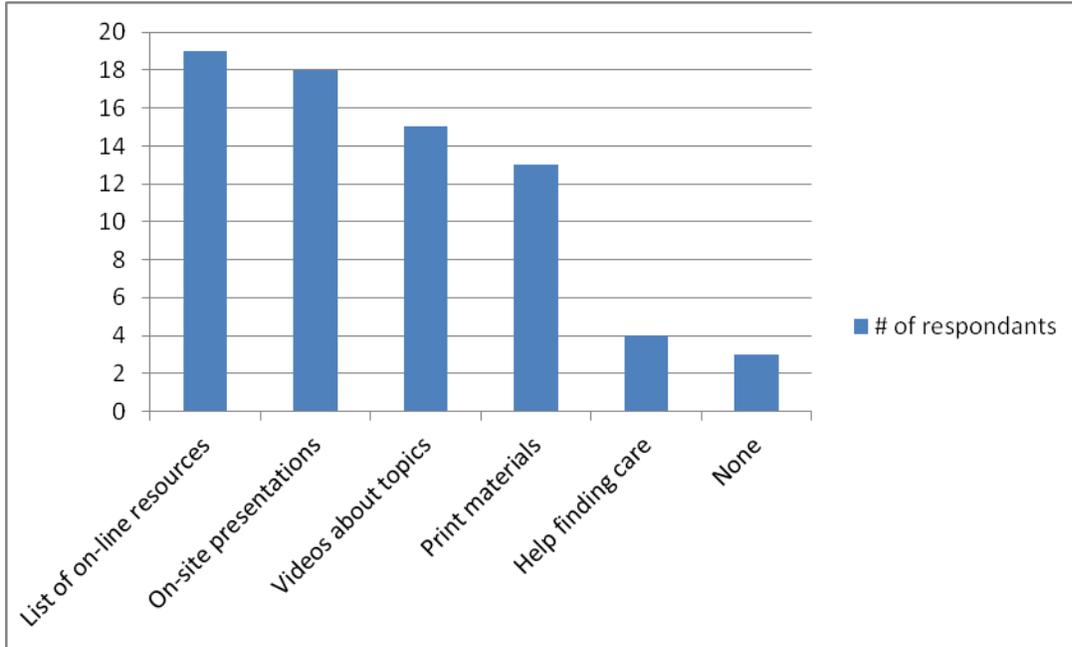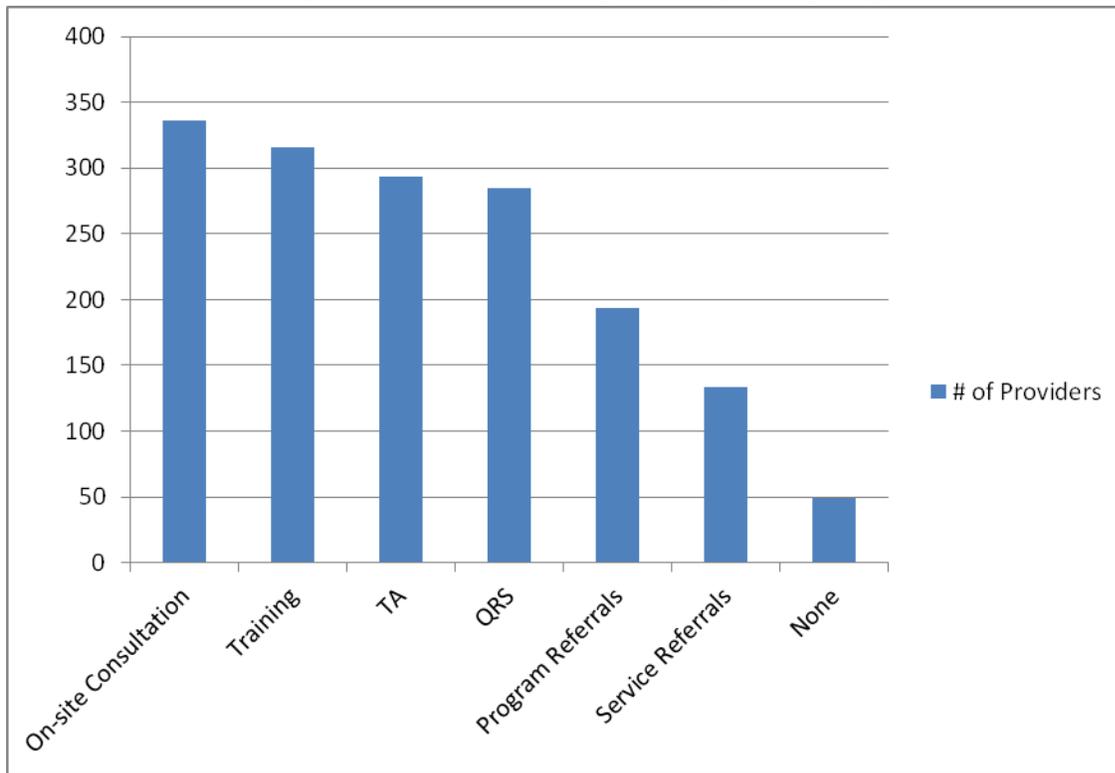

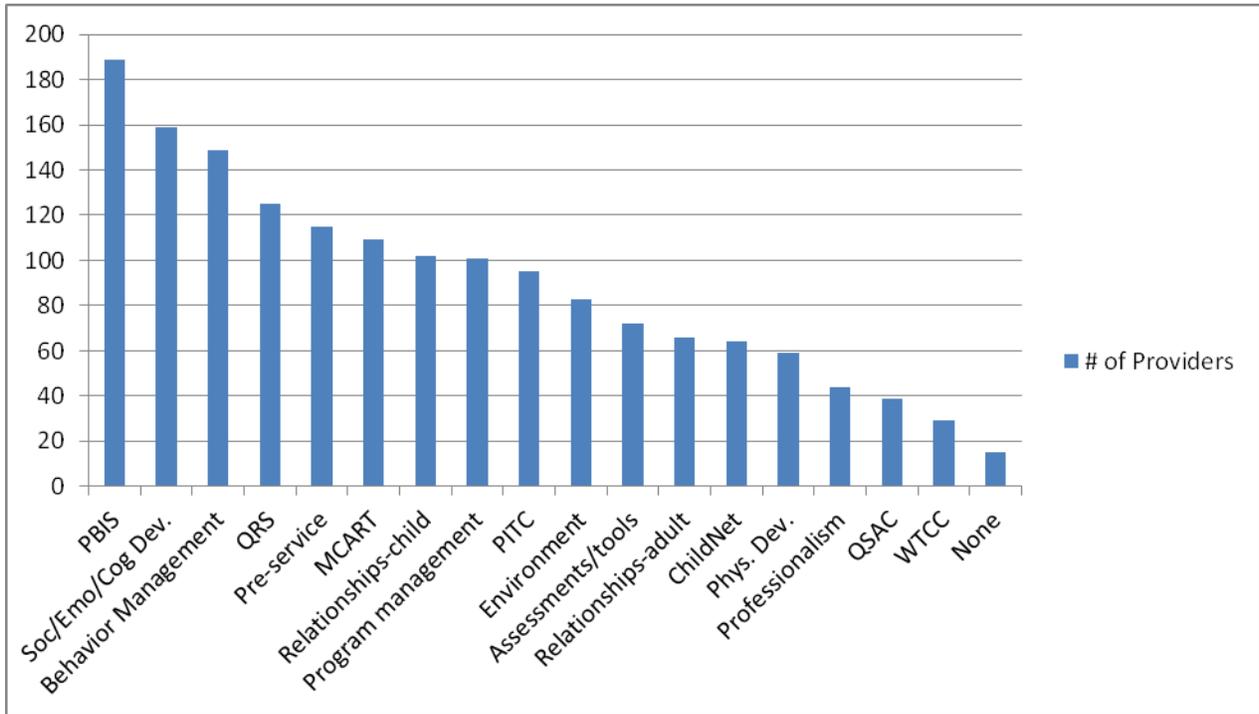## Do you feel the services offered through CCR&R adequately meet your needs?
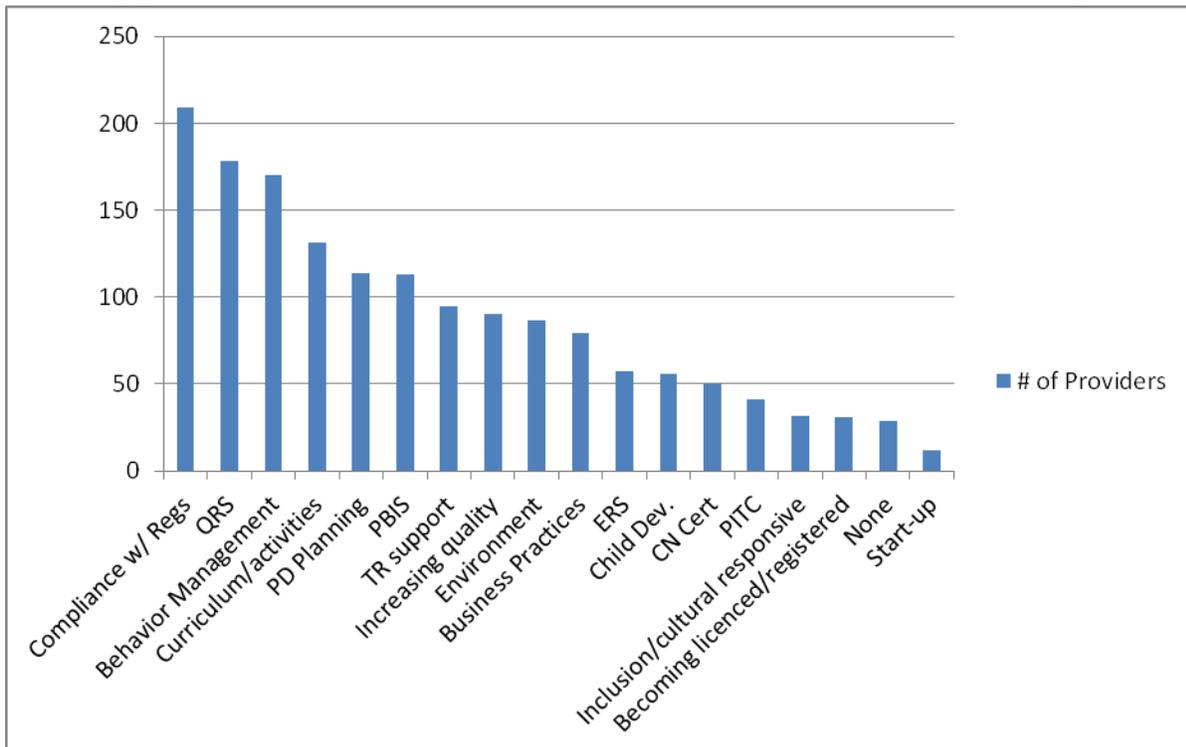
Survey-Provider Responses
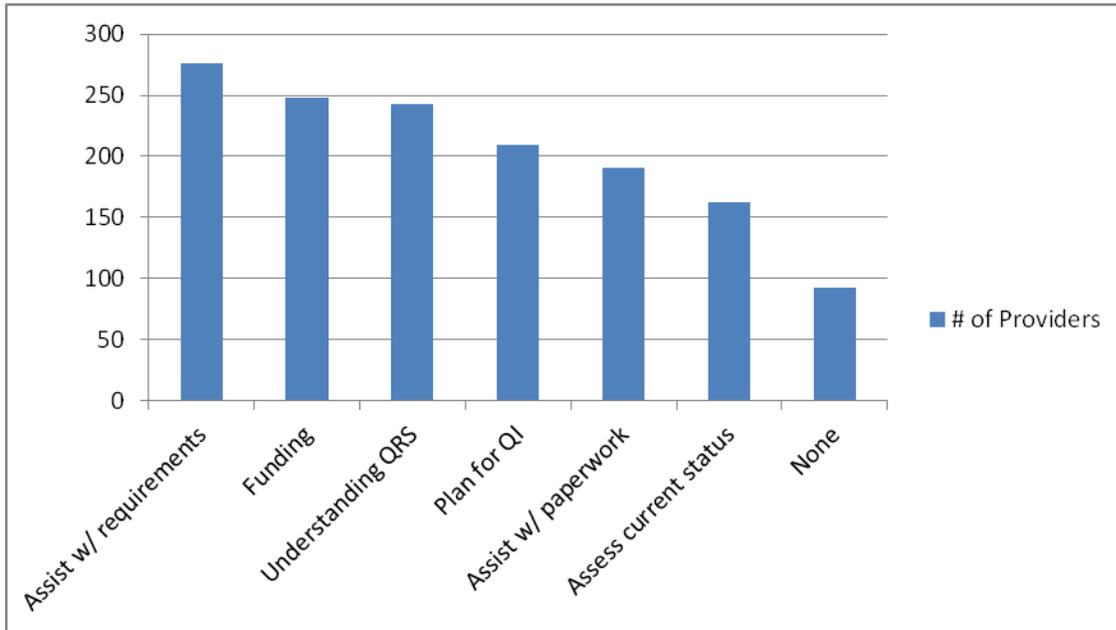
What services do you find most helpful to your program?

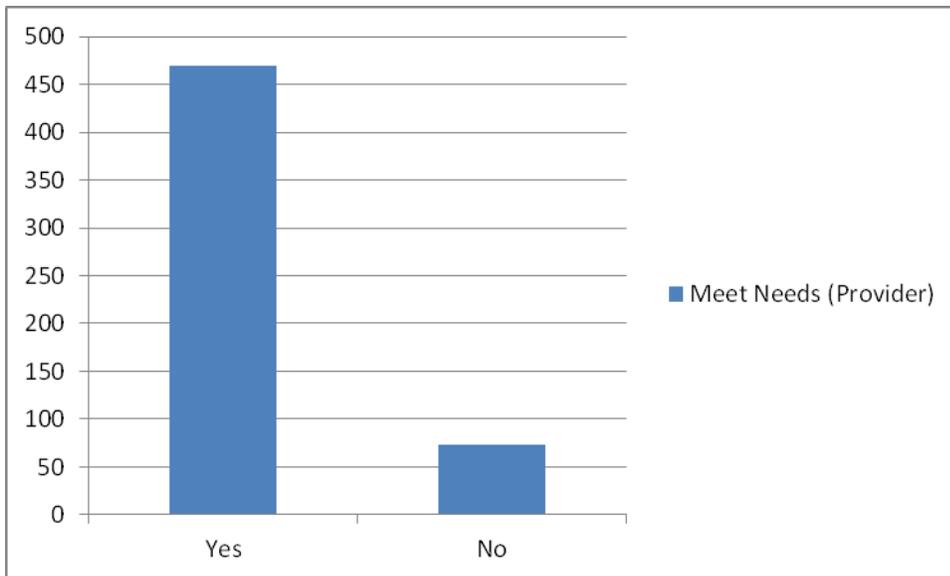## What training or type of trainings do you believe would be most helpful?

Bar chart — # of Providers (approximate values):
- PBIS: 189
- Soc/Emo/Cog Dev.: 159
- Behavior Management: 148
- QRS: 125
- Pre-service: 115
- MCART: 109
- Relationships-child: 102
- Program management: 100
- PITC: 95
- Environment: 82
- Assessments/tools: 72
- Relationships-adult: 65
- ChildNet: 63
- Phys. Dev.: 59
- Professionalism: 43
- QSAC: 38
- WTCC: 29
- None: 15

What type of consultation services would be most beneficial to you?

Bar chart — # of Providers (approximate values):
- Compliance w/ Regs: 209
- QRS: 178
- Behavior Management: 170
- Curriculum/activities: 131
- PD Planning: 113
- PBIS: 112
- TR support: 94
- Increasing quality: 90
- Environment: 87
- Business Practices: 79
- ERS: 56
- Child Dev.: 55
- CN Cert: 50
- PITC: 41
- Inclusion/cultural responsive: 31
- Becoming licenced/registered: 30
- None: 28
- Start-up: 11

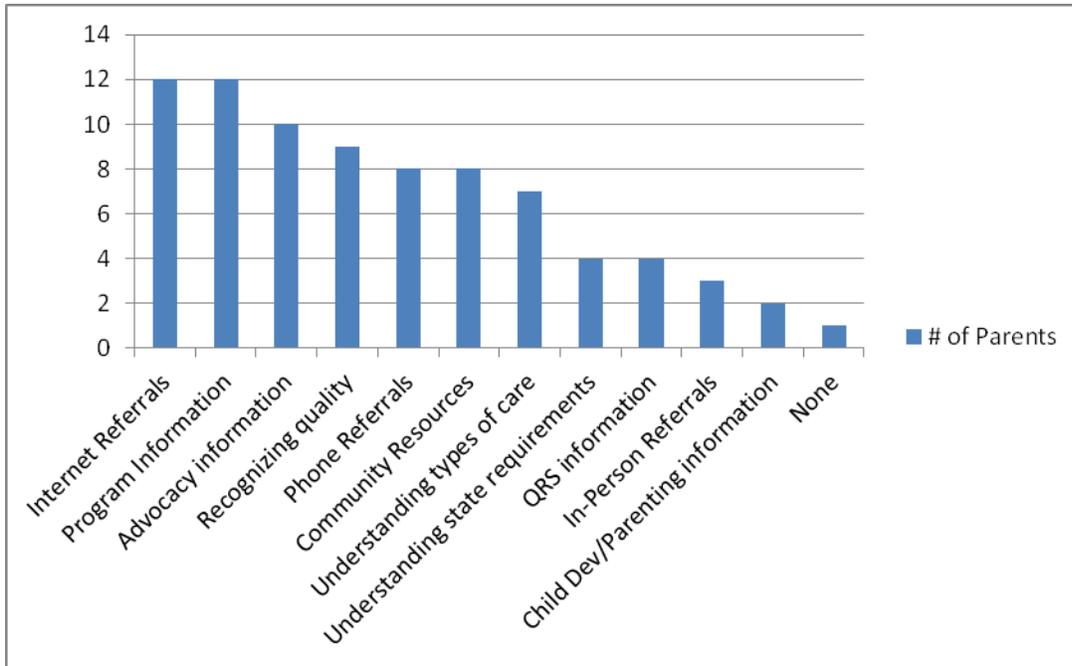## What type of assistance would be most helpful to you in pursuing a QRS Rating?

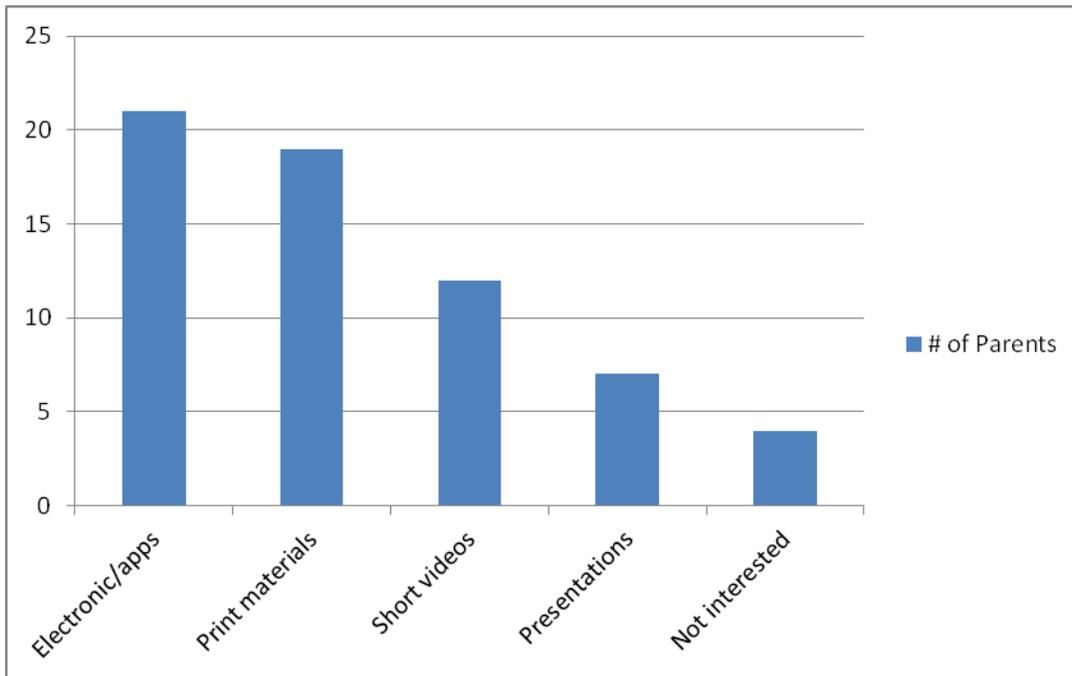## Do you feel the services offered through CCR&R adequately meet your needs?
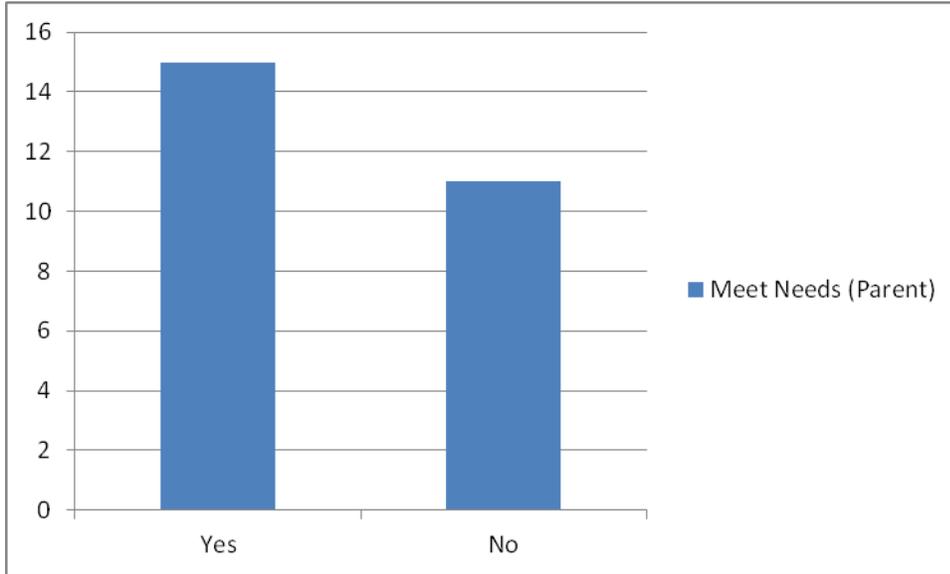
Survey-Parent Responses

What services do you find most helpful to you?

Bar chart titled "# of Parents":
- Internet Referrals: 12
- Program Information: 12
- Advocacy information: 10
- Recognizing quality: 9
- Phone Referrals: 8
- Community Resources: 8
- Understanding types of care: 7
- Understanding state requirements: 4
- QRS information: 4
- In-Person Referrals: 3
- Child Dev/Parenting information: 2
- None: 1

How would you like to receive information?

Bar chart titled "# of Parents":
- Electronic/apps: 21
- Print materials: 19
- Short videos: 12
- Presentations: 7
- Not interested: 4

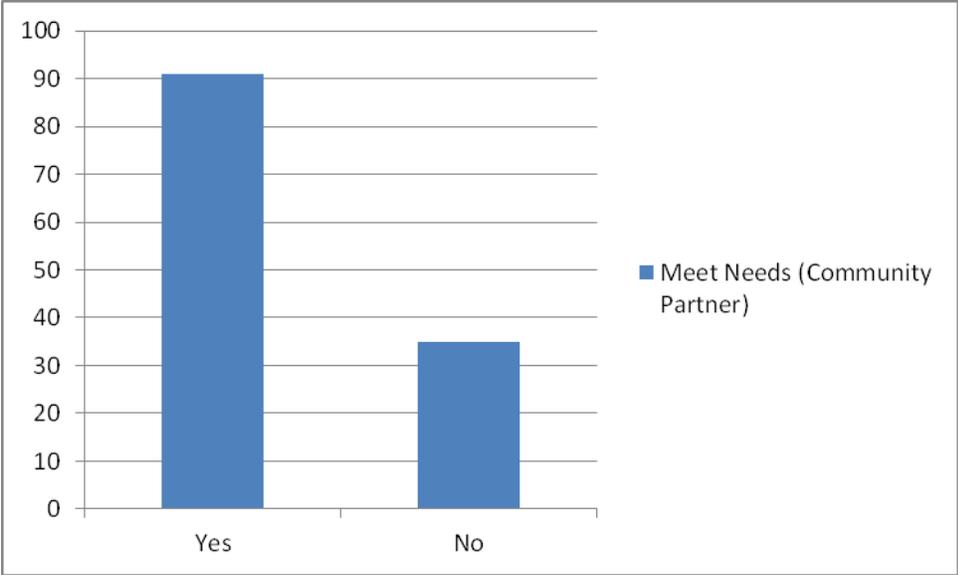**Do you feel the services offered through CCR&R adequately meet your needs?**

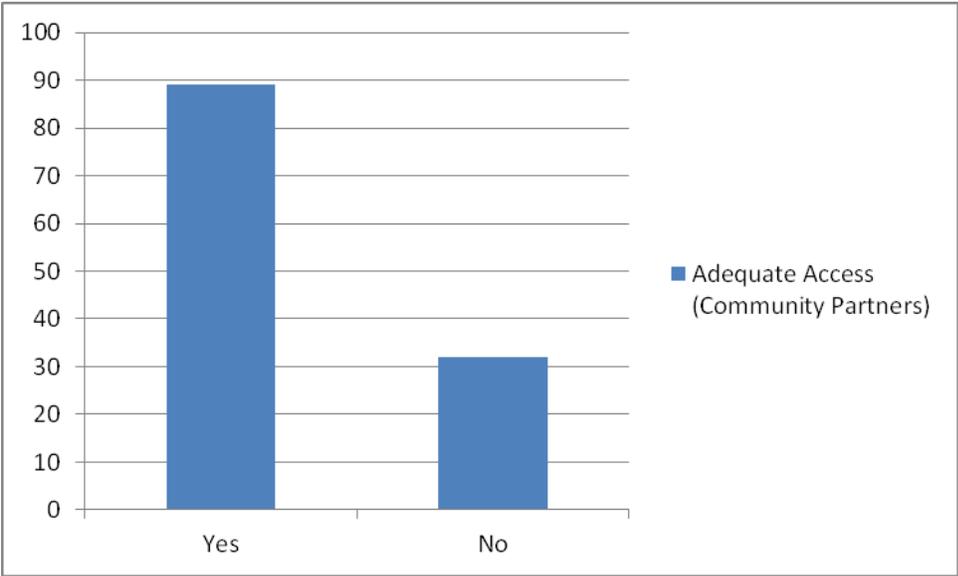**Do you feel like you have access to adequate assistance from your local CCR&R?**
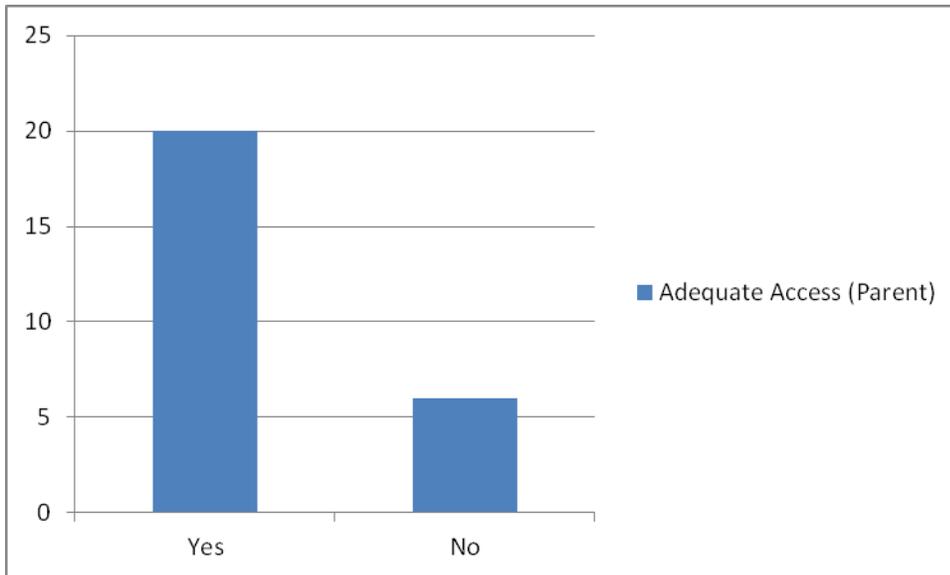
Survey-Community Partner/Funder Responses

Do you feel the services offered through CCR&R adequately meet the needs in your community?
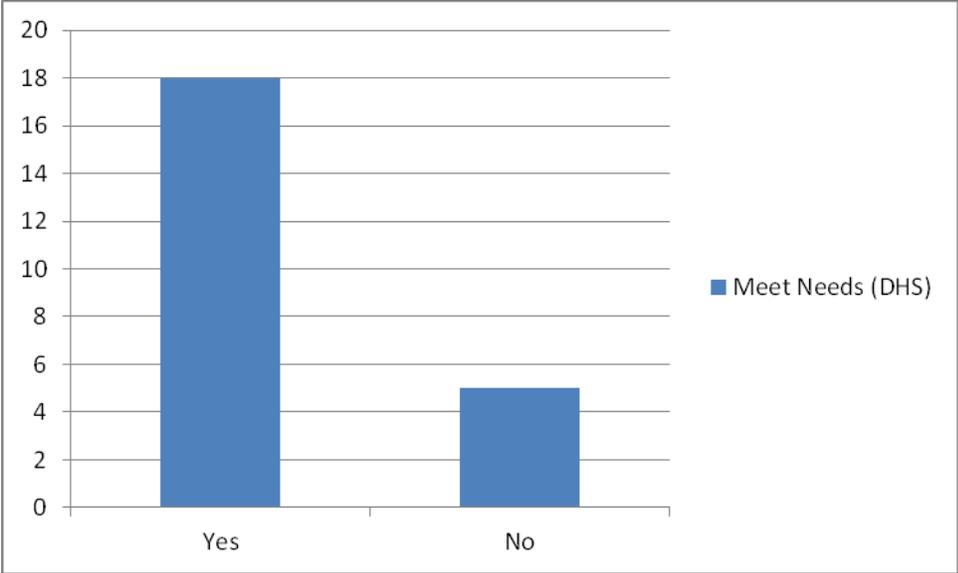

Do you feel like your community has access to adequate assistance from the local CCR&R?
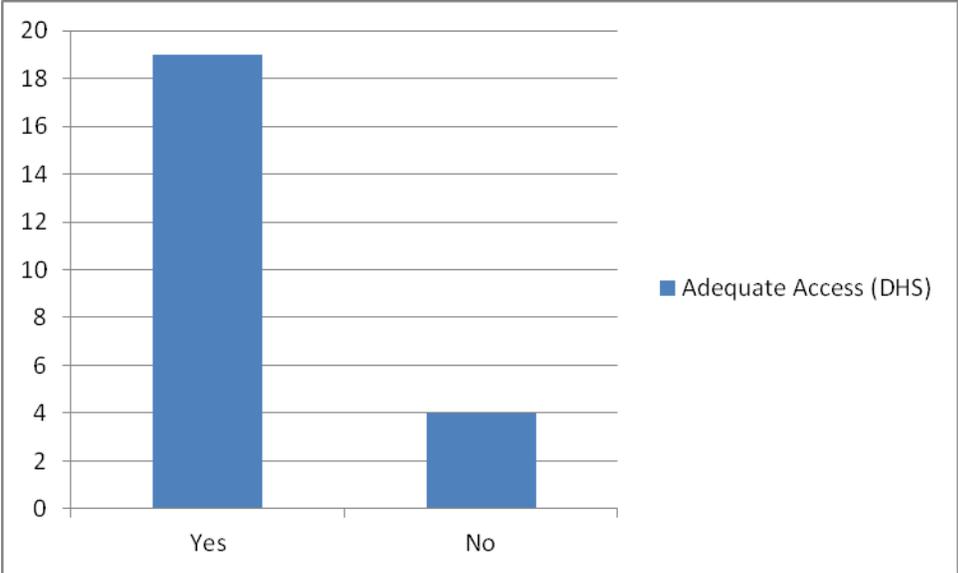
Survey-DHS Field Staff

Do you feel the services offered through CCR&R adequately meet the needs in your service area?

Do you feel like your service area has access to adequate assistance from the local CCR&R?

Themes/Topics in Survey Comments and Focus Groups

Training	• Offer wider variety of trainings • More advanced trainings • Localized training • Innovative use of technology to deliver training online • More weekend/Saturday training • More school-age/part-day training • More train-the-trainer options, including center directors • Challenges with Training Registry
Parent Services/Family Services	• Assisting families in understanding and finding quality child care • Improve the referral website • Educating parents on QRS and other community resources • Assisting families in completing CCA applications and exploring eligibility for other available programs
Consultation/TA	• Assistance with regulatory requirements and basic health and safety (ongoing and/or prior to DHS regulatory visits) • Assistance in increasing program quality(QRS) • Targeted need-based consultation (e.g. EC-PBIS, ERS, GOLD) • Implement Train-Coach-Train model • Increase CCR&R capacity for consultation • Assist with child file requirements • Specialized center vs. home consultants • Explore technology's use in consultation
Provider Recruitment	• Helping non-registered providers move to registered • Assisting programs wanting to open • Increase provider capacity through recruitment and retention, especially infants
Provider Outreach	• Serve as entry point for registration process • Attempt outreach visits to all listed providers • Increase awareness of available services
Community Collaboration/Outreach	• Better assessment of community needs and subsequent collaboration with available community partners to meet the need without duplication of services • Meet with cities to discuss their strategic plan, make sure child care is a part of the plan

Other	- Facilitate peer-to-peer provider support groups (volunteer peer mentors) - Localized offices - Educating employers and the public the need for quality care and related benefits - Increase capacity to serve non-English speaking parents and providers - Provide mentoring assistance to new directors - Outward facing platform that allows providers to go in and do their own updates, i.e. openings, CCA openings, transportation - Establish professional message board to allow peer-to-peer feedback. - Incorporate Child Care Nurse Consultants into CCR&R contract