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

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Business Owner/Manager*</td>
<td>35</td>
</tr>
<tr>
<td>Provider</td>
<td>655</td>
</tr>
<tr>
<td>Parent/Relative</td>
<td>40</td>
</tr>
<tr>
<td>Community Partner/Funder</td>
<td>154</td>
</tr>
<tr>
<td>DHS Field Staff</td>
<td>27</td>
</tr>
<tr>
<td>TOTAL</td>
<td>911</td>
</tr>
</tbody>
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*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?

![Bar chart showing responses]

- Child Care Data: 18
- Advocacy: 16
- Recognizing Quality: 14
- Investing in Child Care: 13
- Affording Child Care: 11
- Finding Child Care: 7
- None: 2

# of Respondants
What services would your business and/or your employees be interested in using?

![Bar chart showing interest in services]

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

![Bar chart showing adequacy of services]

Yes

No
Survey-Provider Responses

What services do you find most helpful to your program?

![Bar chart showing the most helpful services for different categories of providers. The chart includes categories such as On-site Consultation, Training, TA, QRS, Program Referrals, Service Referrals, and None. The x-axis represents the services, and the y-axis represents the number of providers. The chart shows that On-site Consultation is the most helpful service, followed by Training, TA, and QRS, with Program Referrals and Service Referrals having fewer providers. None is the least helpful service among those listed.]
What training or type of trainings do you believe would be most helpful?

![Bar chart showing the number of providers for various training types]

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

![Bar chart showing the number of providers for various consultation types]
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?

How would you like to receive information?
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?

![Bar Chart]

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

![Bar Chart]
# 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 |