



**Children's  
Service Society**

**Child Care Resource  
& Referral ~ Metro**

Dear Child Care Provider,

Child Care Resource & Referral ~ Metro values your opinion regarding the services we offer to you as a child care provider. Enclosed is a survey that we would like to ask you to take a few moments and fill out. This will allow us to understand your level of satisfaction, as well as assess the areas in which we can improve. If you would like us to contact you regarding any of your responses or for further information, please include your name and contact information at the end of this survey.

**As a thank you for taking time out of your busy schedule to share your opinion with us, we will send you a valuable Lakeshore Learning store coupon and a certificate for a free Career Ladder class!**

To receive the coupon and class certificate, please complete the enclosed survey and return it in the enclosed self-addressed, stamped envelope no later than **April 17, 2009**.

As a program of Children's Service Society we are proud to introduce our new logo (see above). As our program and services have evolved so must our logo. The new design not only represents who we ultimately serve—the children—but it is also more up to date with new graphic trends. We hope you like it as much as we do!

Thank you in advance for your input.

Regards,

Encarni Gallardo, Director  
Child Care Resource & Referral ~ Metro

*Si usted necesita esta información en Español,  
llame a Sonia al (801) 326-4373.*



**Child Care Resource  
& Referral ~ Metro**  
Your Child Care Connection  
*A Program of Children's  
Service Society of Utah*

# THE CAREER LADDER PROGRAM

The Early Childhood and School Age Career Ladder Programs recognize and reward child care professionals for the completion of ongoing training in the child care field. A growing body of research demonstrates that the quality of care children receive is directly related to the level of training and education of those who care for them. Participants in the Career Ladder Program receive a certification and cash bonus for each level of training they complete. In addition, any Career Ladder course may also be used for state licensing training hours. The following questions will help us determine the effectiveness of this program:

1. How would you rate the Career Ladder training experience for yourself and/or the staff you employ?
  - Very good
  - Good
  - Fair
  - Poor
  
2. How would you rate the training locations for the CCR&R ~ Metro Career Ladder Training classes?
  - Very good
  - Good
  - Fair
  - Poor
  
3. How useful have the Career Ladder courses been for you and/or your staff in your day-to-day work with children?
  - Very Useful
  - Useful
  - Somewhat useful
  - Not useful
  
4. How likely would you and/or your staff be to participate in new endorsement classes?
  - Very likely
  - Not likely
  
5. Please name five topics you and/or your staff would like to have training on:

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6. Do you and/or your staff feel that the CCR&R ~ Metro Trainers are skilled and knowledgeable in their presentation of information and materials?
  - Yes
  - No
  
7. Do you and/or your staff feel the \$10 Lakeshore gift certificate received by all participants following the completion of each 10 hour training class is useful?
  - Yes
  - No

8. What additional feedback, if any, would you like to share regarding the Career Ladder training experience?

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## TRAINING INFORMATION & CLASS REGISTRATION

Child care providers have three options to access the CCR&R ~ Metro 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.

1. What parts of the Quarterly Provider Newsletter, which you receive in the mail every three months, do you find the most useful?
  - Updates from professional organizations
  - Provider curriculum resources
  - Class registration
  - Articles for providers & parents
  - Provider achievements & awards
  
2. Have you accessed CCR&R ~ Metro training information on the Children's Service Society website ([www.cssutah.org](http://www.cssutah.org))?
  - Yes
  - No

What additional feedback, if any, would you like to give regarding CCR&R's class registration process, website, and/or quarterly provider newsletter experience?

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In an effort to make the registration process fair and accessible to all who would like to participate in training classes, Child Care Resource & Referral ~ Metro requires all class registration forms be sent through the U.S. Postal Service and requires all participants to pre-register and pre-pay.

1. How would you rate the CCR&R ~ Metro class registration process?
  - Very easy
  - Easy
  - Difficult
  - Very difficult
  
2. If online registration was available would you register online?
  - Yes
  - No
  
3. Was the office staff able to answer any training questions or refer you to someone who could?
  - Yes
  - No
  - Haven't had the need to ask a training question

4. Were your phone calls returned within a 24 hour period?
  - Yes
  - No
  - Have never made a phone call to the CCR&R ~ Metro Training Department
  
5. How would you rate your contact with the Training representative?
  - Excellent
  - Good
  - Fair
  - Poor
  
6. How would you rate the Training representative's knowledge of the program?
  - Excellent
  - Good
  - Fair
  - Poor

## STATEWIDE TRAINING REGISTRY

Utah's Statewide Provider Training Registry (<http://trainingregistry.jobs.utah.gov>) tracks all providers' training on the Career Ladder and any Training and Longevity Supplement awards you have received. You can refer to the Training Registry to see where you are on the Career Ladder, what CCR&R Career Ladder courses you have completed, your class schedule, and what training you have used for each Career Ladder level you have received. CCR&R agencies also use the Training Registry to list their schedule of upcoming training courses, and to track your attendance at those courses. Class participants need a username and password to access their information. Your username and password can be obtained by calling CCR&R ~ Metro. Please answer the following questions regarding this program:

1. Have you accessed training information on the Statewide Training Registry and accessed your username and password?
  - Yes
  - No
  
2. Have you accessed your personal training history on the Statewide Training Registry?
  - Yes
  - No

## REFERRAL DEPARTMENT

Child Care Resource & Referral ~ Metro's Referral Department maintains a database of regulated child care providers throughout Salt Lake and Tooele Counties. We collect data from child care providers regarding their programs such as: location, hours of operation, ages accepted, vacancies, etc. This information is given to parents who contact us looking for child care arrangements.

In an effort to best meet the needs of families looking for child care, we strive to maintain the most updated information regarding your program. For this reason, we ask you to update your vacancies

and any other changes in your program as they occur. Please help us improve our service by responding to the following questions:

1. How many times have you updated your rate and vacancy information in the past year?
  - 0-4
  - 5-8
  - 9-12
  - 12+
  
2. If you updated your rate and vacancy information at least once, what method did you use to make those updates?
  - Called the Referral Department
  - Called the Provider Update Hotline
  - Updated over the Internet
  - Waited to receive a call from the Referral Department
  
3. Have you ever used the website to update your rate and vacancy information?
  - Yes (if yes, please rate the process)
    - Very easy to use
    - Easy to use
    - Difficult to use
    - Very Difficult to use
    - No

What suggestions do you have, if any, for making our website easier to use?

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Is there any information that you would like to see added to our website?

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4. If you have questions or concerns about your program being referred to parents by CCR&R, is it easy for you to reach a representative in the Referral Department?
  - Yes
  - No
  
5. How would you rate your satisfaction with the resolution of your concern or question after speaking with a representative in the Referral Department?
  - Excellent
  - Good
  - Fair
  - Poor
  
6. What type of child care program do you work in?
  - Child Care Center
  - Family Home Provider

What other services would you like to see CCR&R offer?

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Do you have any other comments or suggestions to share with CCR&R?

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## **MENTOR & TECHNICAL ASSISTANCE**

The Technical Assistance program is designed to help providers with any issues that they might be experiencing in their program. Providers can call the Technical Consultant and receive helpful information over the phone, by e-mail, through the mail, or even an on site visit.

1. Have you used our Technical Assistance services?
  - Yes *(If yes, please continue to question #2)*
  - No *(If no, please indicate the reason)*
    - I've never heard about it
    - I'm not interested in it
    - I haven't had the need to
  
2. If yes, how would you rate the results?
  - Extremely helpful
  - Very helpful
  - Somewhat helpful
  - Not at all helpful
  
3. How would you rate your contact with the technical consultant?
  - Excellent
  - Good
  - Fair
  - Poor
  
4. How would you rate the technical consultant's knowledge and ability to help your with your issue?
  - Excellent
  - Good
  - Fair
  - Poor

5. Are you familiar with the National Association for Family Child Care (NAFCC)?
  - Yes
  - No
  
6. Would you be interested in becoming NAFCC accredited?
  - Yes
  - No

## COMMUNITY

Child Care Resource & Referral ~ Metro works with outside agencies to help better serve the community. These agencies find the data helpful when applying for grants or making child care issues aware to legislators.

The *Salt Lake Valley Department of Health* would like to know:

1. Do you have any concerns about child safety seats used by your facility; i.e., age of seats, condition of seats, etc.?
  - Yes
  - No
  
2. Would you be interested in hosting child safety seat training for you staff?
  - Yes
  - No
  
3. Would you be interested in educational materials/presentations for your children; i.e., poison safety, bike safety, vehicle safety etc?
  - Yes
  - No

Do you have other comments or questions for the Salt Lake Valley Health Department regarding safety topics for child care providers and the children in their care?

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The *Office of Child Care* would like to know:

Do you operate a separate classroom for first through six grade students in before or after school or summer programs?

- Yes
- No

If Yes, how many school-age youth do you serve on an average “afterschool” day? On an average summer program day, if applicable? \_\_\_\_\_

Thank you very much for your feedback! In order for us to send your valuable Lakeshore Learning store coupon and free class certificate, please provide us with your contact information below.

Name:		
Street :		Apt #:
City:	State:	Zip:
Phone:		E-mail:

- I would like to have a CCR&R representative contact me to answer my questions or provide me with further information about this survey.

