

CPC Early Childhood Learning and Wellness Services



"I am so happy to have this opportunity. I want to learn and grow." - Jenny, 120 hour CDA course participant in 2018

Overview

In 1989, the Chinese American Planning Council (CPC) established its Early Childhood Learning and Wellness Services (ECLW), which aim to improve the supply, quality, and accessibility of NYC's child care services through culturally competent, multilingual supports for families with children and both current and potential child care providers.

ECLW is a founding member of the New York City Child Care Resource and Referral Consortium and connects over **3,000 families** per year to affordable child care resources across NYC. ECLW's certified Classroom Assessment Scoring System (CLASS) and Environmental Rating Scales (ERS) observers offer providers quality assurance, licensing, healthcare consultancy, and technical assistance (TA), while certified trainers provide health/safety, first aid/CPR, medication administration, and 30-hour cohort trainings in English, Spanish, Korean, Mandarin, and Cantonese. We also offer 120-hour CDA courses in Spanish, English, and Chinese.

From 2018 to 2019, ECLW supported **7 family child care networks and 938 family child care providers (FCCPs)**, which collectively serve over **7,500 children ages 0-4 citywide**.

ECLW's efforts to improve the quality of child care are paramount to children's future success. In "From Neurons to Neighborhoods," published in 2000, Shonkoff and Phillips noted that the human brain is most receptive to learning

between birth and the age of three, and that active learning at these ages is most critical for the future formation of neural pathways in the brain. They also found a “positive relation between child care quality and virtually every facet of children's development.”

Our culturally sensitive staff uphold NYS Office of Children and Family Services’ (OCFS) and NYC Department of Education’s (DOE) values of socioeconomic diversity and inclusivity and follow best practices outlined by NYS Early Learning Guidelines, Head Start Early Learning Outcomes Framework (ELOF), Early Childhood Framework for Quality (EFQ), New York State (NYS) Core Body of Knowledge, Creative Curriculum/Teaching Strategies GOLD (CCTSG), the Theory of Change for Infant-Toddler Care, the Pyramid Model, CLASS, and ERS like the Infant/Toddler Environment Rating Scale (ITERS-R) and Family Child Care Environment Rating Scale (FCCERS-R).

ECLW’s services are in high demand and frequently utilized by child care providers seeking to better prepare NYC’s children for future academic success. Our training of additional providers has also had the benefit of allowing parents and caregivers that would otherwise stay home to care for their children to use that time for employment, increasing the overall economic health of the community served by them.

Needs of Families and Children

Challenges faced by low-income and immigrant families in rearing children and accessing daycare services include language barriers, unawareness of existing childcare and social services, mistrust of public-serving agencies, and unwillingness to acknowledge or seek treatment for children’s special needs. To save money, many parents send their infants abroad to receive care from relatives. These young children later return to the U.S. estranged from their parents with attachment issues, limited English ability, or other problems that become apparent later in life. Children struggling with language acquisition may express their frustration through disruptive behaviors and be unprepared for school when they come of age. Families need help reconciling unfamiliar U.S. parenting norms with their desire to teach children traditional Confucian values like self-restraint; resorting to authoritative practices may put families at risk of losing their children to the foster care system. Families also need guidance

navigating the New York education system and transitioning children into suitable public schools.

99.8%
of **families** surveys said they were satisfied with CCR&R hotline support and their referral specialist were effective or very effective”.

99.4%
of **providers** surveyed agreed that CCR&R workshops honored their learning style and culture.

Needs of Child Care Providers

With NYC’s expansion of pre-K services, many child care providers have faced reduced enrollment of 4-year-olds, yet a strong need remains among families for the infant and toddler age group, for whom subsidized care remains insufficient. Providers hoping to stay in business by serving this younger demographic must acquire a very different set of skills and resources and a thorough understanding of infant/toddler care regulations, which can be a daunting and costly endeavor. Within low-income neighborhoods in Manhattan, Brooklyn, and Queens where ECLW intends to focus its efforts, home-based family child care providers may operate in a language other than English and lack credentials soon to be required

by OCFS’ changing childcare regulations, such as the CDA. Their access to child care resources and information is hindered by the same economic, cultural, and language barriers that the families they serve face. Yet, these providers trust ECLW and are trusted by low-income and immigrant families with whom they can communicate. They have the potential to address the community’s need for affordable, multilingual, and culturally competent infant-toddler care services in a mixed-age home setting, but many require the guidance, support, and education that ECLW offers.

Services for Parents

ECLW’s Child Care Resource & Referral (CCR&R) offers a variety of services for parents, guardians, and other caretakers of young children. These include a telephone hotline, information on child care services, education and workshops, assistance and referrals, outreach to the community, and dissemination of child care and safety-related information.

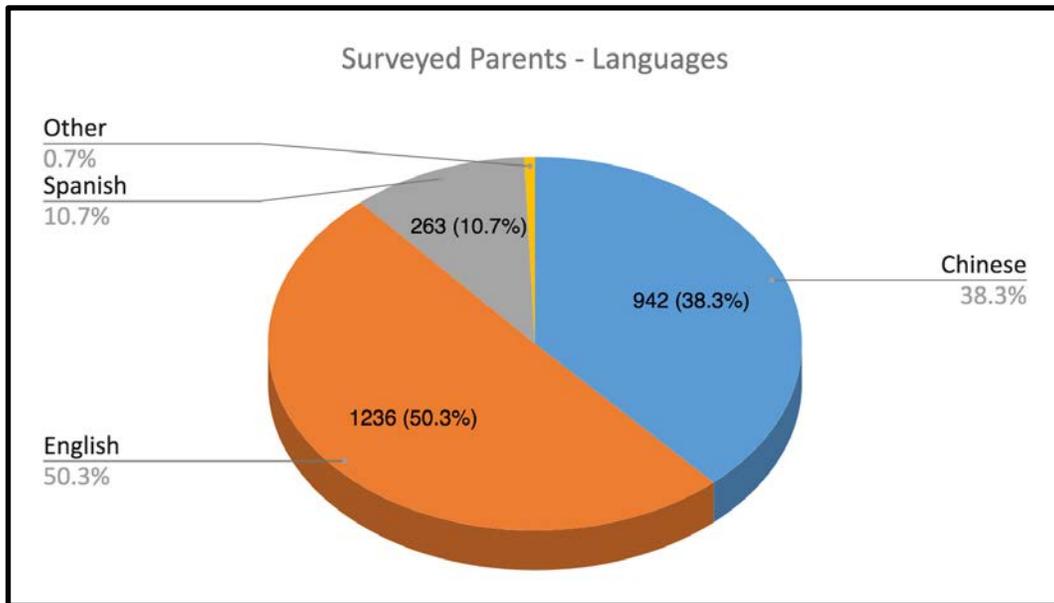
In 2018-19, 926 families responded to a telephone survey after receiving CCR&R) hotline support through an ECLW referral specialist. Of those parents who called in, 25% of their queries could be resolved: while 3% of surveyed families were able to successfully secure child care, 22% reported back their day care choice was not available or had no open spots. At the time of the survey, the remaining 75% of families surveyed were still awaiting notification from their desired child care providers, in the process of applying to their preferred child care option, or continuing to look for the right child care service for their family.

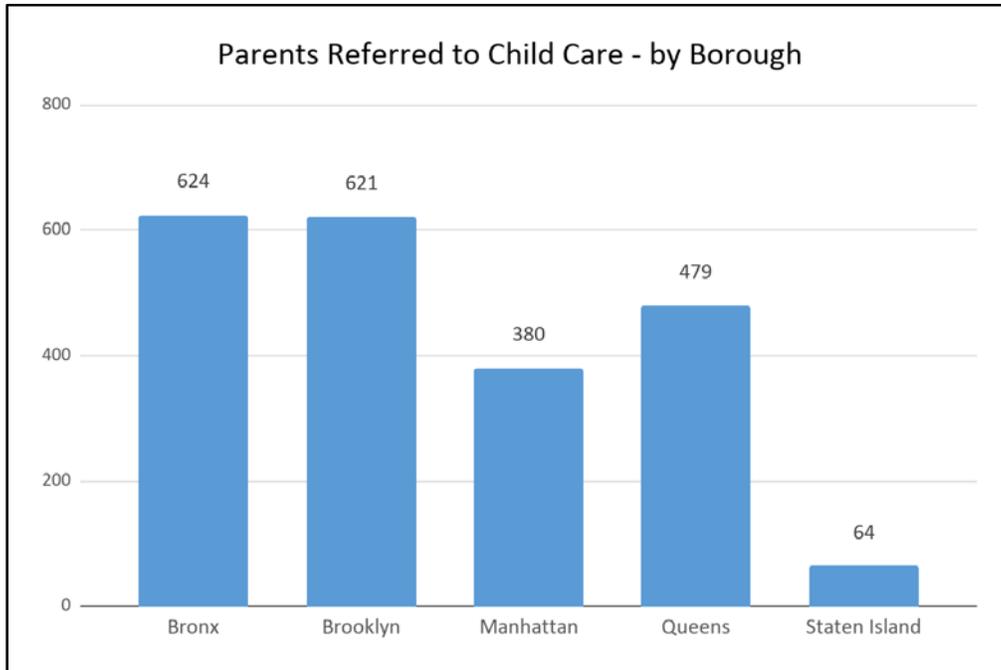
100%
of providers surveyed said CCR&R courses enhanced their knowledge in working with children and families.

Despite this, of all families responding to the survey, **100%** reported that they had successfully received information from the hotline support, **99.8%** were satisfied with the CCR&R service, and **99.8%** reported back that the referral specialist was effective or very effective in addressing their child care concerns.

Respondents of our family feedback survey revealed the following characteristics: 1,236 spoke English, 942 spoke Chinese, 263 spoke Spanish, and 16 spoke another language such as Creole, Arabic, or Russian. (This includes data from multilingual parents, thus there are duplicated counts from the 926 parents, e.g., a father who speaks Chinese and English, and a mother who speaks Chinese would be counted for three languages.)

Overall, families referred to childcare included a citywide population, with families from Brooklyn the most populous (795 families). This was followed by 738 families referred from the Bronx, 537 from Queens, 458 from Manhattan, and 58 from Staten Island.







Services for Child Care Providers

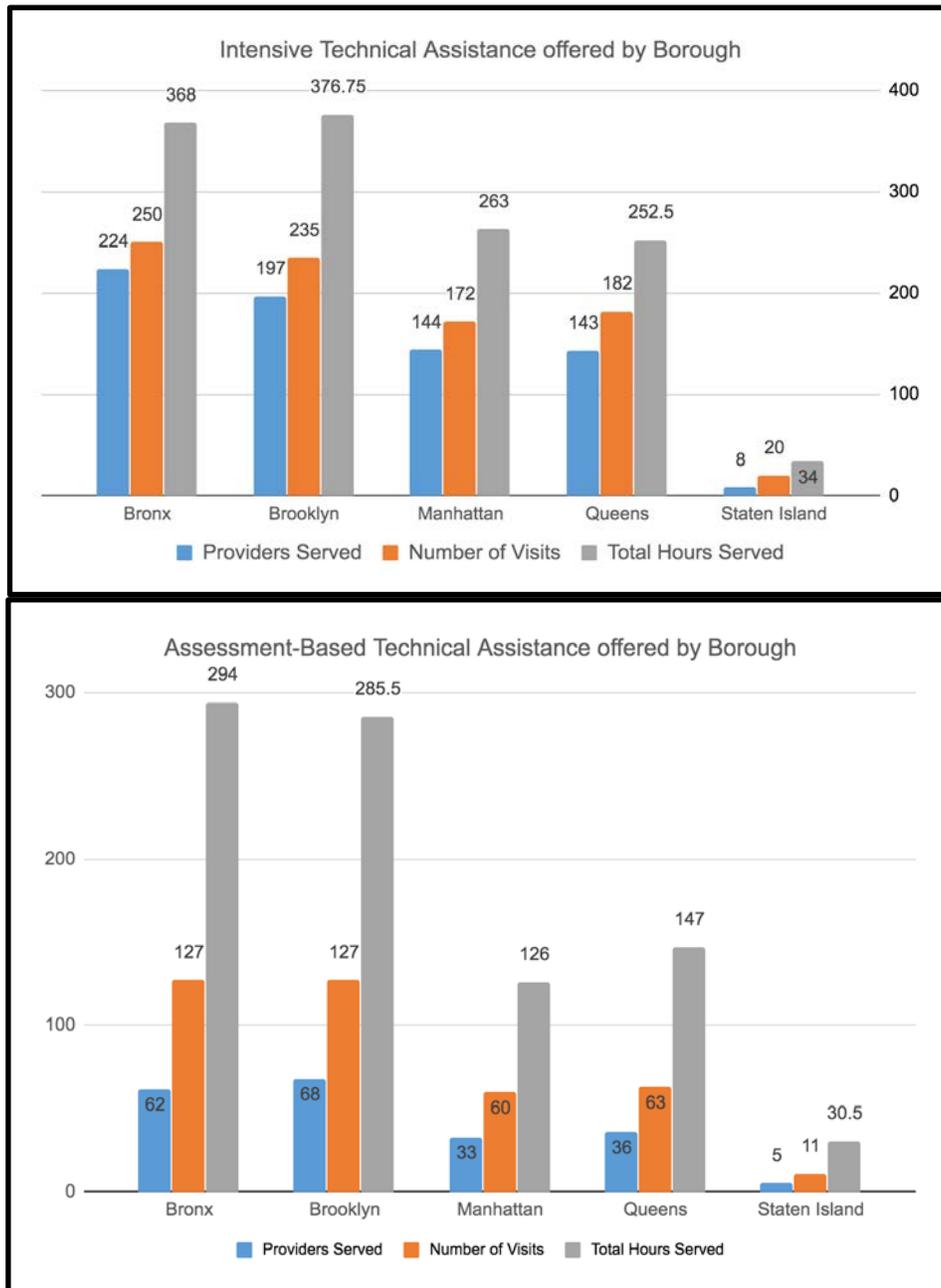
ECLW improves the quality of child care services by providing a range of training, technical assistance, healthcare consultancy, and professional development opportunities for child care programs and supporting early care professionals throughout New York City. Services provided include orientation and health and safety training, regulatory information, technical assistance, assessment-based technical assistance, professional development and training for providers and early childhood educators, quality improvement grants, information on CACFP, and access to scholarships through the New York State EIP program.

How We Improve Child Care Program Quality		
Professional Development & Training	Technical Assistance & Coaching	Resources
120-Hour Child Development Associate (CDA) Certifications	Intensive one-on-one support to understand and apply best practices	Educational Incentive Program
30-Hour Cohort for Licensing Renewal	ERS data-driven assessment to develop quality improvement plans	Learning Environment Quality Improvement Grant
First Aid/CPR, MAT, Health & Safety Trainings	Health Care Consultancy to develop health care plans	Health Care Quality Improvement Grant
Child and Adult Care Food Program (CACFP)		Business Quality Improvement Grant
Online Training Courses		Infant/Toddler Resource Center

ITA and ABTA Technical Assistance

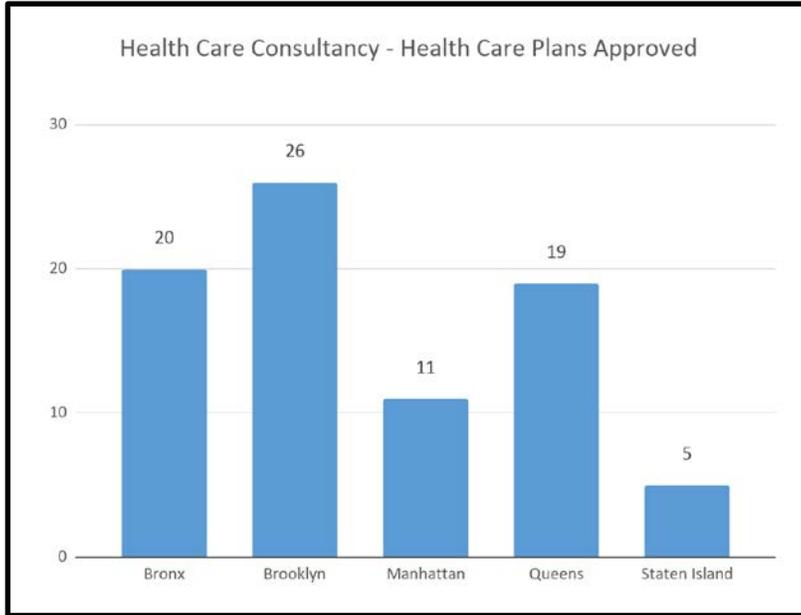
ECLW’s intensive technical assistance (ITA) and assessment-based technical assistance (ABTA) services help identify child care providers’ strengths and weaknesses and educate them about best practices, providing them with individualized strategies for improving their services. Providers receiving our services have demonstrated continuous quality improvement, leading to a higher standard of care for their enrolled children.

In program year 2018-2019, ECLW improved programming quality **for over 1,500 children enrolled in child care through its work with providers**, bettering these children’s chances for success in school and later in life. Last year, ECLW **spent the most hours of training in the Bronx and Brooklyn** for both ITA and ABTA services. Grants and scholarships provided by ECLW have allowed small home-based providers to focus on raising their standard of care without being as severely impacted by the costs.



Healthcare Consultancy

ECLW’s Registered Nurse provides child care staff and early childhood educators with Medication Administration Training (MAT) and CPR/First Aid Training, assistance with developing MAT health care plans and general health care plans, support renewing and making revisions to existing MAT and general health care plans, and health care grants for MAT. In program year 2018-2019, **81 programs** were provided with ECLW’s healthcare consultancy services.



Infant/Toddler Services

Research shows the fundamental importance of receiving quality care from birth to age three and its significant and long-lasting impact on children’s social, emotional, and cognitive development. ECLW infant/toddler services aim to enhance the quality of infant and toddler care and increase the number of programs serving this age group by providing families and early care professionals with multilingual information on infant/toddler care, professional development, one-on-one consulting and technical assistance, quality improvement assessments, health and wellness services, and community outreach. In program year 2018-2019, **108 providers** benefited from ECLW’s infant/toddler services.

Professional Development & Trainings

ECLW’s New York State-certified trainers offer professional development opportunities and training courses in **English, Cantonese, Mandarin, Spanish, and Korean** to licensed family-based child care providers, early childhood professionals, and legally exempt providers caring for infants, toddlers, preschoolers, and school-age children. These include 120 CDA courses, 30-hour cohort training on OCFS content and the Core Body of Knowledge, 7-hour CPR training, 15-hour SUNY Health and Safety training, 10-hour MAT, and infectious disease and EpiPen training.

Trainings Conducted in Program Year 2018-2019		Training Cohorts		
		<i>Medication Administration</i>	12	22.64%
		<i>First Aid/CPR</i>	17	32.08%
		<i>SUNY Health & Safety</i>	14	26.42%
		<i>30-Hour Cohort</i>	6	11.32%
Total Training Sessions	148	<i>CDA</i>	2	3.77%
Total Providers Trained	559	<i>Others</i>	2	3.77%
Average Participants Per Training	11	Total Training Cohorts	53	100.00%

Impact & Outcomes

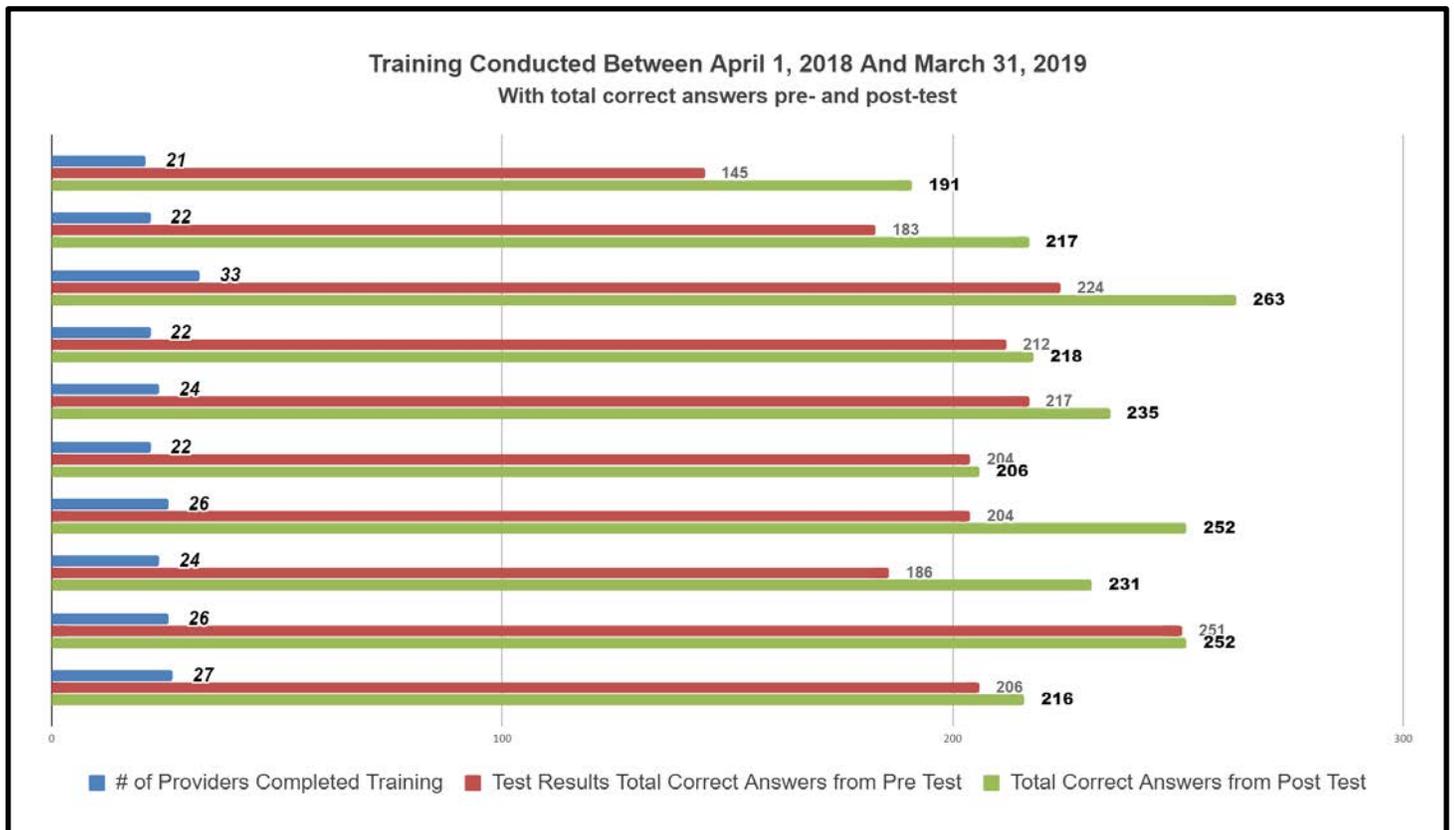
CPC ECLW conducted 53 training courses, with 148 sessions of professional development for 559 family child care providers, and 299 center-based staff during 2018/2019. About 48% were Chinese speaking providers, 21% Korean speaking providers, 11% Spanish speaking providers, and 20% English speaking providers, and these providers were each able to attend sessions delivered in their own home language. Overall providers had an average rate of 13.3% improvement rate, which was measured through the pre- and post-test scores.

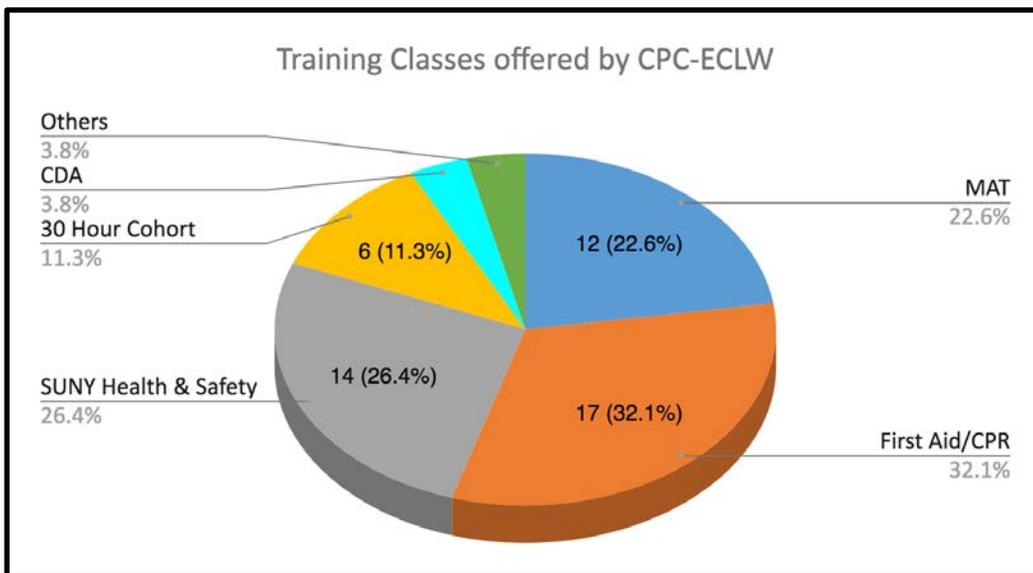
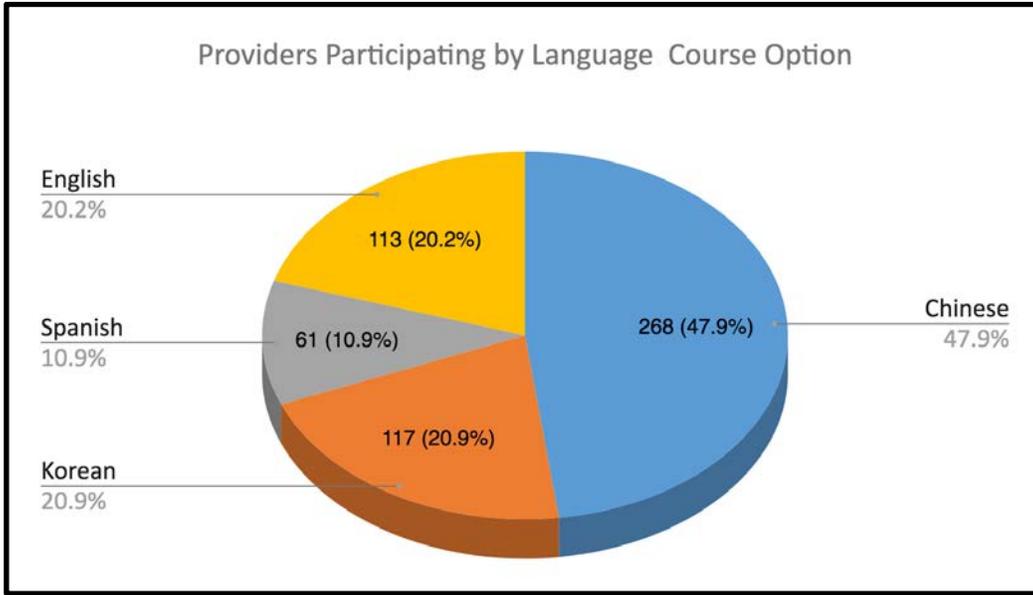
Providers who attended ECLW courses had an average

13.3%

improvement rates based on pre- and post-test scores.

ECLW training feedback surveys administered to child care providers at the end of each session have had overwhelmingly positive responses. In program year 2018-2019, 99.4% of respondents felt that their learning styles and cultures were honored by our training, 99.9% reported they could apply training knowledge to the diversity of their families, and 100% could think of ways to enhance their knowledge working with children and families as a direct result of their training. Of particular note, within the ECLW training programs, the business leadership and family child care business training courses showed provider improvement rates of 24% and 32%, respectively.





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