

SAN FRANCISCO FAMILY CHILD CARE PROVIDERS

2003 SURVEY HIGHLIGHTS

City College of San Francisco's Family Child Care and Professional Development Projects

SURVEY PURPOSE: To develop an updated profile of San Francisco's child care providers and to identify and prioritize the community's need for education and training.

SURVEY TEAM

- City College of San Francisco's (CCSF) Family Child Care and Professional Development Projects
- Survey Consultant, Eva Schiorring

assisted by

- The Family Child Care Association of San Francisco
- The Provider Networks
- The staff of the Family Child Care and Professional Development Projects at CCSF

SURVEY SCHEDULE

Planning: Spring 2003

Implementation: Spring and Summer 2003

Analysis: Fall 2003

SURVEY SPONSOR: The Department of Children, Youth & Their Families

SURVEY RESPONSE RATE

32% based on a (conservative) assumption that San Francisco has in place 676 active providers. Note that a survey conducted in 2002 by the California Child Care Workforce Study used a base of 517 providers. Please note that the statistics cited in this summary pertain to providers who responded to the survey.

SURVEY DESIGN & IMPLEMENTATION

Step 1. The CCSF Team worked with volunteer providers to develop and test the survey questions. The survey was then translated into Chinese and Spanish

Step 2. The CCSF Team collaborated with provider network leaders to plan dissemination of the survey at network meetings. 47 surveys were completed this way.

Step 3. The CCSF Team sent surveys to all providers who had not yet completed a survey, including Chinese and Spanish versions for those whose names suggested they may prefer to take the survey in these languages.

Step 4. The CCSF Team called those who after a few weeks had not returned the survey to remind them to respond. Overall, 145 providers responded by mail.

Step 5. The CCSF Team randomly selected providers who had still not answered, and asked them to take the survey on the phone. This last outreach effort was conducted by staff bi-lingual in Chinese, Spanish,

Vietnamese and Russian. On average, each person who ended up responding on the phone had to be contacted 2-3 times. The phone outreach yielded 26 responses.

PROVIDER PROFILE

- More than half of the providers have completed education beyond high school.
- Almost 60% of respondents reported that English is NOT their first language.
- More than half of the providers completed some or all their education outside of the US.
- A high proportion of providers are actively engaged in professional associations and networks.
- Among those who are NOT members of a network, many are interested in getting information about these groups.
- For many providers there is a significant gap between the number of children they are licensed to serve and the number of children they actually serve; 87 among 155 providers responding to questions about this gap (56%) indicated they were having a hard time filling available slots.

PROVIDER PARTICIPATION AND INTEREST IN EDUCATION AND TRAINING

- The most frequently identified educational goals that respondents considered to be important were: "continuing workshops and professional development activities that meet my needs and interest," "completing courses required for CARES stipend"; and "completing six 1-unit CCSF certificate courses."
- The largest number of providers identified as the most important reason for signing up for a class "that I want to improve my skills caring for children;" a convenient location came in second, followed by "the training is provided in my own language."
- More than 75% of respondents had taken courses at CCSF.
- The breakdown of participants by zip code indicates that the neighborhoods that have the largest number of providers who have NOT taken courses at CCSF include the Sunset, the Marina/Cow Hollow and Bayview Hunters Point. These are, however, also three of the four zip code areas that have the largest number of providers who responded to the survey AND provided their zip code.
- The first choice for class delivery is short courses scheduled on Saturdays.
- A large number of providers who are not using computers at this time would like to do so and computer training is one of the top choices among proposed new courses.
- One fourth of respondents do not own a computer, but would like to.
- Among existing courses, the largest number of respondents were interested in taking "Business Legal and Licensing Issues" followed by "Communicating with Parents."

- Among **proposed** courses, the largest number of respondents were interested in taking "FDCERS (Environmental Reading Scale): Learning Activities" followed by "Computer Courses" and the three-unit "Child Growth and Development."

CCSF's RESPONSE TO SURVEY FINDINGS

New Course Offerings

- CCSF is opening "Environmental Rating Scales" to all providers and offering "Advanced Business Practices" in November-December 2003.

Review of High Priority Course Curriculum

- CCSF's Family Child Care and Professional Development Projects are collaborating with CCSF's Business and Information Technology Departments to determine whether any existing business and/or information technology courses can be adapted to meet child care providers' need for information in these areas.
- CCSF is conducting a dialogue with providers to identify topics and issues the new business curriculum should address.

Recruitment of Experienced Providers to Serve as Course Presenters

- CCSF is exploring the possibility of having "veteran" providers lead workshops and other training sessions for the child care community.

ADDITIONAL INFORMATION

For copies of the complete survey report, please contact Stephen Rico, Department Chair of City College of San Francisco's Child Development and Family Studies Department at 415-239-3172, or email srico@ccsf.edu

For questions about the survey design and findings, please contact Eva Schiorring at 415-595-4825 or email eschiorring@sbcglobal.net