



Washington Association for the Education of Young Children

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Child Care Subsidy Training Final Report 6/30/09

Contract Purpose

The Department of Early Learning (DEL) contracted with the Washington Association for the Education of Young Children (WAEYC) to provide subsidy training for child care providers to fulfill the requirements of Article 14.3 of the 2007-2009 Collective Bargaining Agreement between the State of Washington and Service Employees International Union 925. Training was to be provided to licensed family child care and license exempt (in-home/relative) child care providers in every geographic region, online, and at various times, days, evening and weekends. The contract period was March 1, 2008 through June 30, 2009.

"I have learned a lot from this class about subsidy payments."

Training Delivery

WAEYC effectively and efficiently delivered the child care subsidy training to 5018 child care providers (3337 licensed family child care and 1681 in-home/relative providers). WAEYC provided classes for licensed providers in English in all geographic areas of Washington starting June 2008. Beginning in October 2008, WAEYC provided classes for licensed providers in Spanish in areas of

the state with high concentrations of Spanish-speaking providers and classes for in-home/relative providers in English in all the major population areas of all DSHS regions. WAEYC also provided one class for in-home/relative providers in Spanish in Yakima. See *Appendix A for training locations.*

"(The training) helped me better understand the billing process and how to fill out invoices."

The online training was launched in English in May 2009 and in Spanish in June 2009. 45% of the providers who completed the training completed it online and 55% in-person. In-person trainings were held in familiar community locations, such as libraries and fire stations, on weekday evenings and Saturday mornings and afternoons. For license exempt providers, WAEYC also provided training during the day on weekdays.

WAEYC developed the curriculum and auxiliary training materials based on curriculum provided by the Department of Early Learning. Content included information on the subsidy program and billing processes, tips and tools to help providers bill accurately and exercises to practice recordkeeping and billing calculations. WAEYC made curriculum revisions throughout the contract period based on participants' feedback and questions, trainers' feedback and DEL's interpretation of policies and procedures. The curriculum and materials were translated into Spanish and Russian.

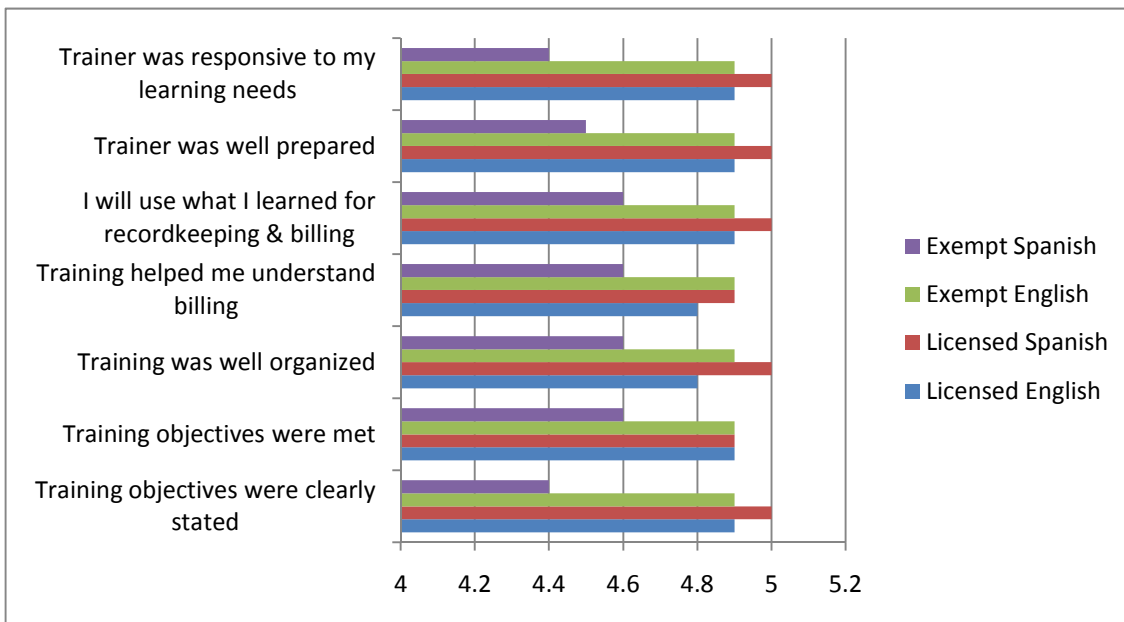
Provider Outcomes

Post-training evaluations clearly demonstrate the effectiveness of the training in meeting the provider learning objectives:

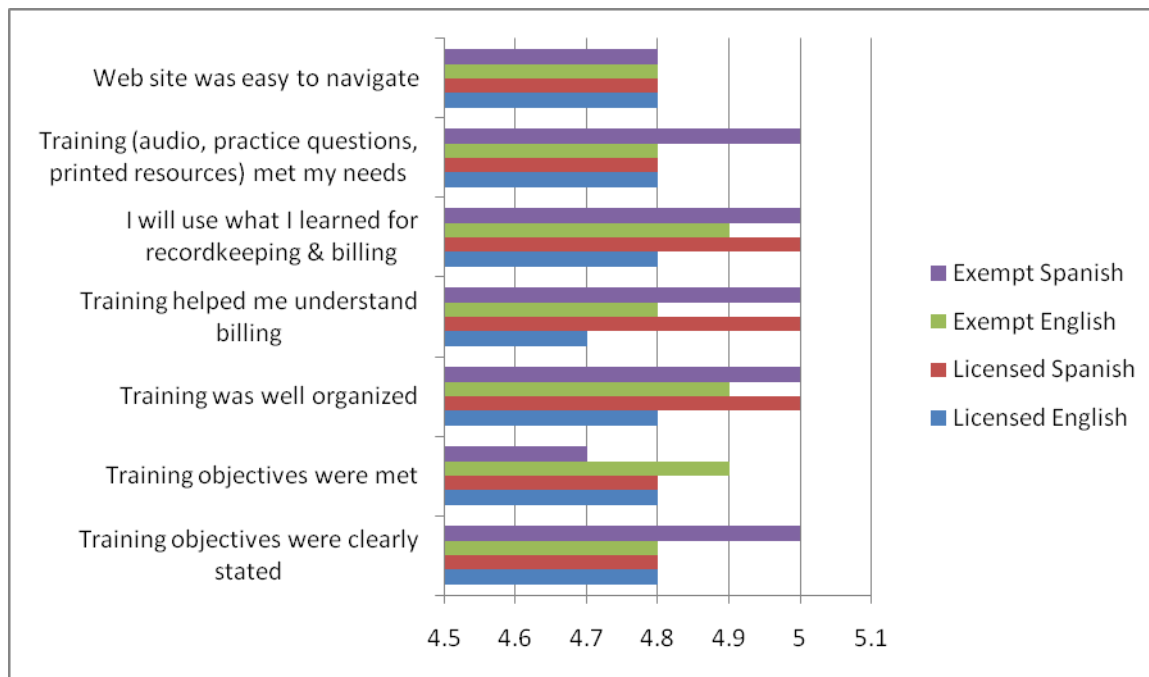
- Understand the steps in the child care subsidy process
- Know the responsibilities of the family, provider and the state
- Learn your recordkeeping responsibilities
- Learn how to accurately calculate billing based on attendance
- Learn about the DSHS billing and payment options available to you
- Become familiar with special situations and learn what to do when they arise

"Providers learned many new things such as yearly registration fee, new rates, non-standard hours, field trip fees, how to contact WCCC, absent day calculation, recordkeeping"

Providers in all types of in-person classes indicated the training was effective. Below are the average scores for the in-person classes January 1, 2009 through June 30, 2009 using the following 1-5 scale: 1=little, 3=some and 5=much.



The online classes were even more effective. Below are the average scores for the online classes May 5, 2009 through June 30, 2009 using the following 1-5 scale: 1=little, 3=some and 5=much.



In addition to the scaled score questions, providers responded to the following questions about their training experience

- If there are specific sections of the training for which you need more training, what are they?
- What one thing did you like most about this training?
- What one improvement, if any, can be made to this training?
- Any other comment?

Providers' responses to these questions demonstrate their increased ease, competence and confidence in subsidy billing. Nearly all providers attending in-person classes reported on their evaluations or verbally to the trainer that they learned at least one thing that would help them with their recordkeeping, attendance calculations or invoicing. The providers expressed appreciation for the trainers' knowledge and responsiveness, the training format, and their questions being answered. They commented on the usefulness of the training booklet and other resources and the relevance of the examples and exercises. Providers reported they understood how to avoid both overpayments and underpayments after completing the training.

The online training was extremely well-received and effective. Nearly all providers who completed the online training expressed gratitude for this option. Most commented that the online training was well-organized and easy to use and they liked the text and audio options. The scores relating to the effectiveness of the online training are extremely high even without the opportunity to directly ask questions of a trainer,

See Appendix B for a sampling of provider comments.

Trainer Effectiveness

Trainers with adult education experience and subsidy knowledge were recruited, trained and supported by WAEYC so that the subsidy training was delivered in a consistent manner throughout the state. WAEYC provided the trainers with initial training in July 2008 and more intensive, expanded training in January 2009. Monthly, WAEYC distributed e-newsletters and provided conference calls to give trainers updates, opportunities for problem-solving and sharing success stories, and answers to subsidy policy or procedure questions. Beginning in January 2009, trainers completed a self-evaluation after each class. WAEYC's contracted subsidy training expert reviewed each evaluation and followed up with trainers as needed.

"(The) instructor was awesome! (She was) very knowledgeable and one of the best I've seen."

The success of the subsidy training program was in large part due to the trainers. They were all committed to understanding the content and effective at delivering high-quality training. Nine of the 13 trainers were currently or had been child care providers. All of the trainers were dedicated to helping providers understand the subsidy process and improve their recordkeeping and invoicing skills. When trainers could not answer policy or procedure questions, they consulted WAEYC's subsidy training expert and then called or emailed providers with the correct answer or clarification.

On their evaluation forms, the providers rated the trainers' effectiveness high. Below are the average scaled scores (1-5 scale) for in-person classes from January 1, 2009 to June 30, 2009.

Licensed and license exempt providers; English and Spanish (1642 responses)	
The trainer was well prepared	4.9
The trainer was responsive to my learning needs	4.9

In written comments, many providers remarked about and expressed appreciation for their trainer's knowledge, training ability and responsiveness to participants.

At the end of contract period, all of the trainers expressed gratitude to WAEYC for the professional materials, training and support. All expressed their desire to continue as trainers should DEL contract with WAEYC again to deliver the subsidy training.

See Appendix C for a sampling of trainer comments.

Appendix A: Training Locations

WAEYC provided 196 in-person trainings June 2008 through June 2009. Regions refer to Department of Social and Health Services regions.

Family Child Care Subsidy Training – English

115 trainings were delivered throughout the state with more delivered in the more densely populated urban areas.

Region 1: 14 trainings, offered in Wenatchee, East Wenatchee, Spokane, Moses Lake and Deer Park

Region 2: 11 trainings, offered in Yakima, Pasco, Sunnyside, Grandview, Kennewick and Walla Walla

Region 3: 16 trainings, offered in Bellingham, Mt. Vernon, Everett, Oak Harbor, Marysville, Burlington, Mount Lake Terrace, Monroe and Snohomish

Region 4: 39 trainings, offered in Lake City, Redmond, Federal Way, Issaquah, Kent, Bellevue, Renton, Burien, Auburn, Seattle, Covington and Bothell

Region 5: 17 trainings, offered in Bonney Lake, Tacoma, Puyallup, Lakewood and Bremerton

Region 6: 18 trainings, offered in Longview, Tumwater, Vancouver, Centralia, Port Angeles, Olympia and Port Townsend

Family Child Care Subsidy Training – Spanish

49 trainings were delivered in Spanish in communities with large numbers of monolingual Spanish-speaking licensed Family Child Care providers.

Region 1: 14 trainings, offered in Wenatchee, East Wenatchee, Othello, Mattawa and Quincy

Region 2: 29 trainings, offered in Sunnyside, Yakima and Pasco

Region 3: 4 trainings, offered in Burlington and Mt. Vernon

Region 5: 2 trainings, offered in Tacoma

License Exempt Child Care Subsidy Training – English and Spanish

32 trainings were delivered; 31 in English and 1 in Spanish.

Region 1: 5 trainings offered in Spokane Valley, Spokane and Wenatchee

Region 2: 4 trainings offered in Yakima and Kennewick; 1 of the Yakima trainings was in Spanish

Region 3: 4 trainings offered in Everett, Mt. Vernon and Bellingham

Region 4: 8 trainings offered in Auburn, Kent, Seattle and Federal Way

Region 5: 6 trainings offered in Tacoma, Puyallup and Lakewood

Region 6: 5 trainings offered in Longview, Olympia and Vancouver

Appendix B: Provider Comments

Below is a sampling of comments from providers demonstrating the effectiveness of the subsidy training.

In-person Training, Licensed Family Child Care Provider Comments

Effectiveness of Training Presentation, Training Curriculum and Trainers

- Thank you for patiently answering all of "dumb" questions!
- It was really good to have someone experienced with both sides
- Instructor was awesome! Very knowledgeable and one of the best I've seen
- Short, Sweet, Accurate
- That it (was) clear and very organized
- Detailed instructions and exercises
- Easy to understand
- The trainer gave examples for us to learn more clearly
- Very relaxed
- The child care subsidy training was informative and the trainer was professional and super
- She took her time to make sure we understood it
- Hands on
- The trainer was very informative
- Trainer was very responsive to groups needs
- Trainer was prepared and booklet is well written and very informative
- The problems written in book
- The scenarios
- Got a chance to work on practices
- The study questions were good to help use the charts
- Accurate and straight to the point
- Going through actual situation. Seeing if we did it correct
- Very knowledgeable teacher. She was very thorough in explaining things to those who did not understand how to correctly claim/invoice DSHS children
- The trainer was very clear and makes everything easy to understand
- Great teacher very good
- Trainer was also a provider and could relate to us
- The trainer - she was wonderful
- The trainer was well prepared
- It was well taught. I enjoyed the class
- Information was clear
- Thank you for keeping the class interesting
- I liked how individualized the trainer made the training
- Excellent instructor! Did not want class to end. Very knowledgeable and well prepared.
- Someone available to answer questions
- I like the way she was explaining things to me and others too
- Able to ask questions and have them answered
- Listening to answers & questions. I really liked the booklet
- She answered all questions with an understanding of my own needs

Increased Knowledge of and Competence with Recordkeeping and Subsidy Billing

- Understanding on how to count the child days allowed
- Learned to do my recordkeeping and billing

- The explaining of correctly reporting absent days
- The sample questions really helped me understand the situation
- Exact days and how to bill the number correctly especially concerning absences & vacations
- Making absences and vacation days clear on billing
- Understanding special needs rate
- Clarifying subsidy claims
- New information about standard state and local services for subsidy invoices
- I have learned a lot from this class about the subsidy payments. I was not aware of some of these things and did not understand some others. Thank you
- Attendance keeping
- Didn't know I could get bonus hours and claim 22 days in February...etc
- It helped me feel more secure in my ability to not mess up the forms
- Helped me understand about the 22 days
- Like absent day chart and two weeks school info
- It helped me to better understand the billing process and how to fill out invoices
- I like how to calculate attending full-time/part-time
- The calculation chart
- I really found the holiday/professional days for closure on training for enrichment, also information of invoice express
- The explanations on holidays and extra pay
- Learned reimbursement rules
- Information in regards to hours, days, etc. able to claim. Problems to help us learn
- I found out a lot more than I realized regarding the subsidy billing for various situations
- Glad I found out I can charge for what holidays
- Finding out I can go back 3 years for errors
- I expected this to be a waste of time because I've been accepting DSHS for two years with the 22 day month. I've actually under-billed my family, am glad to have been corrected. Thank you
- Overpayment, full time and half days
- Learning about how to charge for non school days 2x half day
- I learn how to do invoice express
- Clarification of Absent Days vs Closure vs holidays
- Learning about the filed trip fees and how count absent days
- I like partial month billing
- Going step by step with the absent day chart
- The information about the "UNITS" absent...etc
- Yes it's good for me to know how to ask after the case manager doesn't help to make clear for the payment

Usefulness of Resources Provided

- Handout booklet
- The training workbook. Also, I learned about holiday and absent days
- Stickers and highlighters provided yay! Makes it easy to emphasize important notes
- The booklet and how clear the class was
- The chart in the back of the book
- The book, so if I have any questions I can look it up
- Extra phone numbers
- It was thorough. Good examples; the notebook with examples will be a good resource
- Receiving the book with phone numbers and the sign-in chart
- Receiving the workbook/doing samples problems

- Thank you for the Key to Success Booklet
- The take home information

General Comments

- Thank you! (expressed MANY times)
- Great class, learned a lot
- Informative and fun thank you for the information
- Very informational, still found things I didn't know
- I liked that you forced us to come! I probably wouldn't have come otherwise...even though I desperately needed it
- The location and small group size
- We need more training like this one
- We really need to have some training like this at least every year one time
- It's availability, I have not been offered subsidy training at all since I began child care
- This class was very helpful, thank you
- Thank you! Great class!
- Although I've taken this training before it was a good refresher class
- Good information. I learn so much thanks
- Thank you and this class was very helpful
- The other child care providers at my table were a pleasure to meet and compare "daycare stories". It inspires me to talk to educated providers

In-person Training, License Exempt Child Care Provider Comments

Effectiveness of Training Presentation, Training Curriculum and Trainers

- Trainer was very informative and answered all my questions clearly and understandably
- It answered my questions
- The power point
- Small group works well
- The knowledge of the trainer
- Very comfortable atmosphere to ask questions
- The ease that the leader led the group, making it comfortable and easy to understand for everyone
- The question and answer parts
- It was short and to the point
- Quick and to the point
- The way our teacher broke each line down explaining it thoroughly
- Good flow of information
- Trainer was well prepared for any questions that I had as well as my concerns
- The topics were good because lots of the questions were answered
- The complete organization of the material was easy to understand
- She spoke clear and slow. Never had to repeat
- Time to ask questions throughout the session

Increased Knowledge of and Competence with Recordkeeping and Subsidy Billing

- How to complete and keep records of all your hours. How to call and get more info
- I learned more about hours- billing- school holiday
- Brought awareness about the process for billing and record keeping
- To call about having taxes taken out

- Information for additional hours I can claim
- Special needs
- When the trainer explained about the errors
- Getting to understand the hours that are billable
- Awareness on keeping an accurate attendance log
- Attendance record keeping and holiday hours cleared up
- Learning exactly what went where on the form. What school holiday hours really stood for
- Very informative on how to keep to keep your records
- what we need if we are audited

Usefulness of Resources Provided

- The booklet
- Booklet - well laid out
- Who to call for questions

General Comments

- Training was good, very informative
- Meeting other care providers
- The lady was informative on home training
- This is my first meeting like this and it's made an impression
- Great class
- Thank you, would take the class again if I needed to
- Excellent and very informative. Enjoyable time and fantastic personal experiences
- You all must keep these meetings more often. Thanks very much

Online Training, Licensed Family Child Care Provider Comments

Effectiveness of Training Presentation, Training Curriculum and Training Modality

- Living in a rural area, it was great for me!
- It was direct and to the point
- Self paced - short segments - clearly written
- Self paced!
- Audio device
- Easy to follow and it is very clear on what is expected
- The sample invoices-forms-remittance etc. were very helpful as you could see what to expect to receive.
- Easy to do at home
- Easy to navigate and understand, and I liked that it was online
- It was very clear. If I didn't understand I could go back
- I enjoyed being able to take it from home
- I could do it at my convenience
- The question and answer problems. Information prior was very informative
- The Audio was wonderful! Thank You
- Easy to use and understand and I liked going at my own pace
- I appreciated the convenience of doing the training online
- I liked doing the online training because you can go at your own pace
- Not too much on one page. It was nice to be able to turn audio off. Good to see actual examples!

- How do I pick just one? How easy it was to navigate (forward & back) as needed & to follow
- With our long days it is nice to have this outlet. Thank you for offering this class online. It is very convenient
- Easy access, the ability to stop and take breaks as needed
- It was very much computer friendly!
- I appreciate being able to stop and start the training at my leisure instead of being stuck in a building for 3-4 hours on a Saturday
- I appreciated the choice of audio or text and that you could go at you own pace, faster or slower as needed. Very clear, relevant, productive and positive
- What I liked most was if I missed a question and had to go back, it was the same question. Sometimes when you miss a question and have to try again they change it up like they are trying to trick you. This training was very good
- I like the questions where you can apply what you have learned
- it was easy to do; I am not real good on the computer
- The audio and going back if need be
- Examples were helpful
- The audio and the text working together was great
- Where you read a little bit about it before you got to the question
- The easiness of moving through the website and the availability of audio portion
- Clear audible voice, easy to understand. Enjoyed the repeat audio feature
- Great format. Questions were good and made you think
- The refreshing and doing practice examples
- Given samples of calculations to figure out

Increased Knowledge of and Competence with Recordkeeping and Subsidy Billing

- It was very informative training class. I learned a lot, about absent days etc.
- I enjoyed this training. I didn't think I would - but I did learn additional aspects of completing the paperwork and direct deposit
- I was unaware of the sick days policy. I don't plan on reviewing all my past forms, but I know now that if they are sick one day, I can be paid
- I liked all sections of this training but if I had to choose one, it would be the sections on overpayment and underpayment. It gave me clear and specific instructions on what to do and it was easy to follow. I never knew I could bill for professional training days
- Helped me have confidence that I am filling my forms out right. Plus I thought I had to keep records for 7 years not five. I get to clean out my file cabinet!
- I never knew the rates, and how they determined full day and 1/2 day payments.... now I know
- How to figure out the 1/2 days for school age kids
- I learn a lot about billing parents for payment
- Showed me how to bill when children were absent
- The absent day calculations
- Learning that I have been under-billing for years
- A little refresher course on how to claim absent days was particularly helpful to me. Also, I was interested in the activities fees, although I will probably not use it at this time
- I was not completely familiar with the absent day rules and now feel confident in my understanding
- Learned that half day pay can be billed twice for more than 5 hours
- Information was covered that I personally haven't dealt with such as underpayment, time frames for reporting payment problems, and how to report these situations

Usefulness of Resources Provided

- I liked that I could do it online and could download any info I needed
- Rate chart
- The practice quiz. Information that I can download
- They gave copies of papers to reference to later on
- I liked all the info sheets you could print off and have for your records

General Comments

- Thank you again so much!!! What a pleasure this was! I look forward to doing more online
- Well I learned a lot and will use it daily
- Extremely informational class. Thank you
Thank you for putting this online. This will greatly aid in fulfilling the contract requirements
- Great job!!!
- Thanks to all who worked hard to build this website
- I appreciate the informative training that doesn't have unnecessary information. I give this training an A+++!

Online Training, License Exempt Child Care Provider Comments

Effectiveness of Training Presentation, Training Curriculum and Training Modality

- It was online and with a busy schedule and kids of my own it was very nice
- I was able to complete this course without having to be away from the children
- Clearly explained with examples
- How everything was explained and the practice questions were great!
- I liked how it flowed from one subject to the next and didn't jump around
- The choice of text, audio or both
- The training was well organized and broken into parts that were well defined
- There were questions to make sure you understood the material
- The layout of the objective was nice you got all the information that you needed without having to look all over.
- It went really smoothly and was well organized
- Easy to follow with audio and text. Able to break and return
- I did not have to travel across the water on the ferry to take this mandatory training
- I liked the option of using the audio
- How everything was explained and the practice questions were great!
- It was simple and clear
- I was able to understand what is required of me. This was very helpful. This class was easy to follow and understand. I did not have any trouble navigating as sometimes online can be very difficult. Thank you.
- Could take while baby sleeping
- The training was straight forward and meaningful
- It was all laid out very simply and easy to navigate through
- I enjoyed the audio part because it was easy to understand and follow along. Also the questions were easy to answer because everything was covered in the lesson
- I like online training because you can read and reread at your own pace. You can go back, too
- That it had audio and I didn't have to read it all
- That it taught by audio and visual
- That u could actually hear the audio instead of only reading

- It was concise, and to the point!!!

Increased Knowledge of and Competence with Recordkeeping and Subsidy Billing

- The record keeping
- Learning the correct way to keep records
- How to do the invoice correctly, and keeping attendance records properly
- Will help me keep better attendance records
- Knowing when and how to submit hours and holiday correctly
- It gave me the answers to the questions that I have had for months now
- The one thing is now I know you have to keep your records for 5 years
- I appreciated the school-vacation training and sick days section. Now I understand it!!
- The explanation of over/underpayments
- I now understand how to bill for special needs
- It helped me to understand better the way to bill and about the vacation hours. I've under billed a couple of months because I didn't put the extra 10 or 12 hours under vacation hours when I've watched my grandchildren more than the allotted hours
- A better understanding of the State/Parent/Child Care Services Payment System
- I learned more about how to fill out my invoice. And understood more of what things meant on the invoice
- That there is an audio option and that it talks about how to bill when my grandkids are in school, so I know how to do that in a year or two
- I liked the section on claiming school holiday hours! No one had ever explained any of that to me before, and now I know that I've been incorrectly claiming hours for the last year and a half!
- About the taxes
- Explanation of rates, terms, and practices that I was unfamiliar
- Direct deposit information
- The way I learned how to actually charge for care
- We get to claim 4 hours of pay
- I liked the examples you gave me on how to write the total hours and holiday hours. Now I completely understand
- About keeping the attendance record for five years. I did not know that
- Thanks for providing this. It will make my record keeping much better

Usefulness of Resources Provided

- Provider resources
- The visual paper copies, helped understand what you required of me and a good tool for scheduling my hrs. thank-you
- Attendance Log
- I really like the example sheets that are provided
- Being able to print out the GOOD information
- I was able to download and print information
- It was made very clear, and I liked the idea of being able to print out instructions, so you can go back and read them if necessary

General Comments

- I would like to thank the person I talked to on the phone that walked me into the program, she was great
- Please keep up the good work on keeping our providers informed by both online and classes
- thank you for creating this to help and guide us to the right path

- Being able to take the class online was wonderful. Thank You
- The lady who helped me with my username and password to get me in this online class was very patient and helpful
- This was fun!!!!
- Everything was wonderful
- This training should be required before or during the first month of giving child care, not after almost a year
- I am thankful for the opportunity to participate in this training
- This online training added information to what I'm already doing. I appreciated the training and review

Appendix C: Trainer Comments

Below is a sampling of comments from trainers demonstrating the effectiveness of the subsidy training.

"Providers learned many new things such as yearly registration fee, new rates, non-standard hours, field trip fees, how to contact WCCC, absent day calculation, recordkeeping"

"There was at least one new piece of information that each person took away this evening."

"I would like to express what a great group of providers that I had the privileged of training. These women were bold in their questions, and although a large number of them were illiterate, they showed enthusiasm and eagerness to learn."

"As usual, a few providers came into the training unhappy that they had to be there and stating that they had nothing to learn about subsidy billing. As usual, by the end of the training, all the providers said that they had learned something and enjoyed the training, much to their surprise!" *This was experienced by trainers at nearly EVERY training.*

"I am a Child Care Subsidy Trainer, and I have taught 6 licensed provider workshops and 1 in-home/relative class. I really enjoyed teaching these classes, and working with Marge and Barbara (WAEYC contractor and staff). I enjoyed meeting many providers, listening to their questions, and delivering the content of the workshops. Marge did an excellent job training us. She was very flexible, willing to help anytime when needed. She was a great support. After the training she asked us to be present at one of her workshops to observe prior presenting out first workshop. This was a great idea, and this observation set me for success. Since some of the rules needed clarification, it was good to have conference calls once per month. This served as clarifying some rules, support, and team building. Marge always asked for feedback from workshops, if there were any problems that arose. Her instructions were always very clear and detailed. "

"I received excellent resources: PowerPoint, handouts, flyers, signs, name tags, and office supplies. I received additional supplies when I requested. Scheduling was efficient. Frequency of trainings and conference calls were sufficient. I had Jenny Lemstrom from DEL Olympia visiting one of my workshops, and I received feedback from her observation through Marge."

"Conference calls were done on a monthly basis; they served as clarifying some rules, feedback from workshops, and also as a support to presenters. It was beneficiary to have a Power Point version of presentation; all training material prepared well."

"I thought the trainings went well. I appreciated the trainings we received. The curriculum was easy enough to follow. The training locations worked well and gave the child care providers the opportunity of going to different locations then what they might have been used to in regards to training locations. It helped child care providers to see that they are not alone and it is not only them that had questions regarding how to bill. Actually I felt spoiled because the curriculum was prepared for me, the copies were made for me, the locations were scheduled for me what more could a person want? Personally I think WAEYC did a great job and I pray that you receive the grant again. I would love to continue to do trainings for WAEYC."