

MSU Early Childhood Project

Quarterly Report

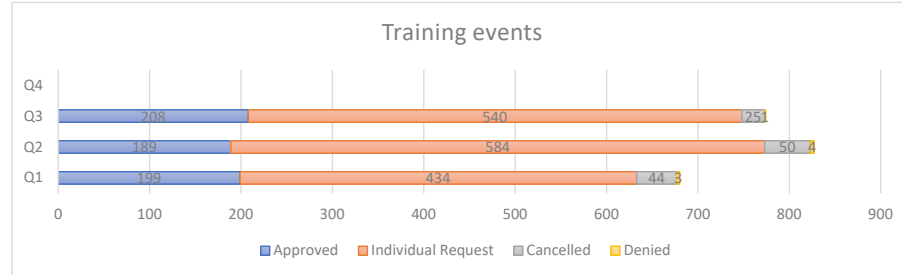
Fiscal Year 2023: Oct 1, 2023 - Sept 30, 2024

Q3: 04/01/2024-06/30/2024

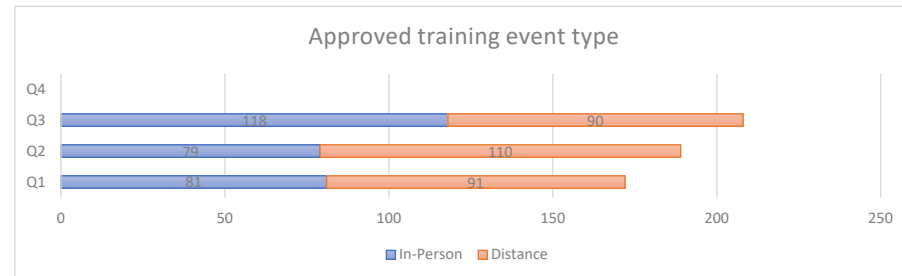
Goal I: Promote professional development options for early childhood practitioners at all levels on the Career Path and in all settings and programs through the Professional Development Approval System

Objective 1: Manage the early childhood training approval and tracking system

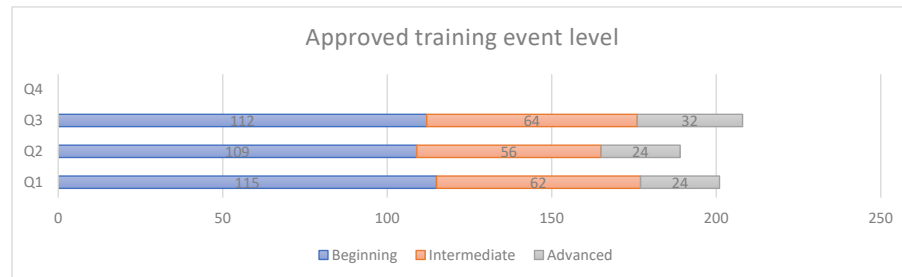
Training Events	Approved	Individual Request	Cancelled	Denied	Total
Q1	199	434	44	3	680
Q2	189	584	50	4	827
Q3	208	540	25	1	774
Q4					
Total	596	1558	119	8	2,281



Approved Training Event Type	In-Person	Distance	Total
Q1	81	91	172
Q2	79	110	189
Q3	118	90	208
Q4			
Total	278	291	569



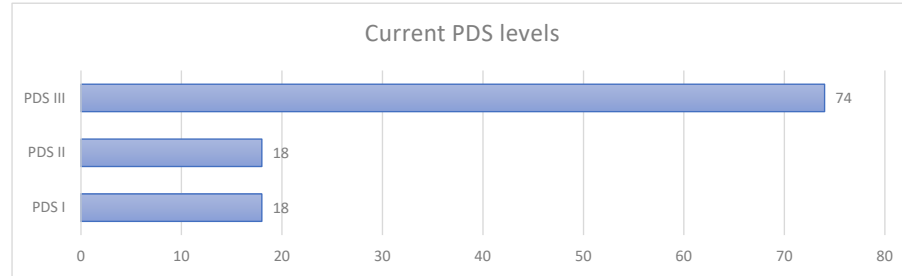
Approved Training Event Level	Beginning	Intermediate	Advanced	Total
Q1	115	62	24	201
Q2	109	56	24	189
Q3	112	64	32	208
Q4				
Total	336	182	80	598



Objective 2: Support growth of Professional Development Specialist to improve the knowledge, skills and professional development for early childhood trainers and the quality of training offered

Professional Development Specialist (PDS)	Submitted applications	Finalized applications
Q1	30	19
Q2	38	38
Q3	28	25
Q4		
Total	96	82

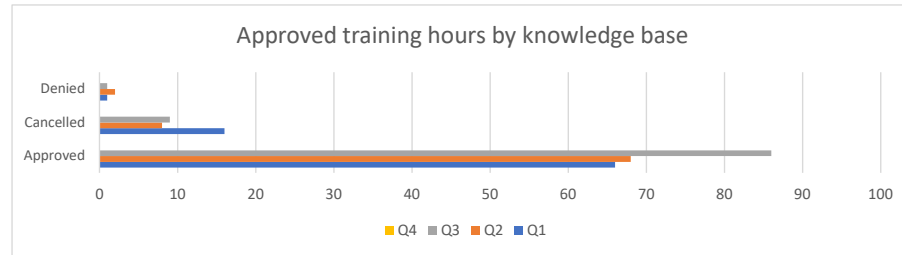
Current PDS Levels	Count
PDS I	18
PDS II	18
PDS III	74
Total	110



Objective 3: Provide a continuum of training and professional development options to promote practitioner knowledge and skills in the MT Early Care and Education Knowledge Base and the MT Early Learning Standards (MELS)

Approved Training Hours: Knowledge Base Areas	Personal Dispositions	Diversity	Health and Well Being	Child Growth and Development	Environmenta I Design	Child Guidance	Family, Community, and Partnerships	Program Mangement	Curriculum	Observation, Documentation, and Assessment	Professionalism	Total hours
Q1	6.0	52.0	21.0	149.0	13.0	107.5	101.0	77.5	86.5	60.0	192.0	865.5
Q2	5.0	9.0	34.0	101.0	10.0	138.5	73.0	23.0	113.0	44.0	140.0	690.5
Q3	6.0	0.0	16.0	84.0	6.0	200.0	130.0	32.0	128.0	69.0	233.0	904.0
Q4												
Total	17.0	61.0	71.0	334.0	29.0	446.0	304.0	132.5	327.5	173.0	565.0	2,460.00

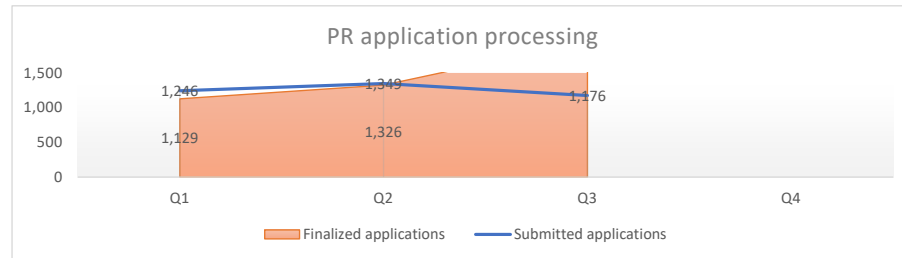
MELS Training Events	Approved	Cancelled	Denied	Total
Q1	66	16	1	83
Q2	68	8	2	78
Q3	86	9	1	96
Q4				
Total	220	33	4	257



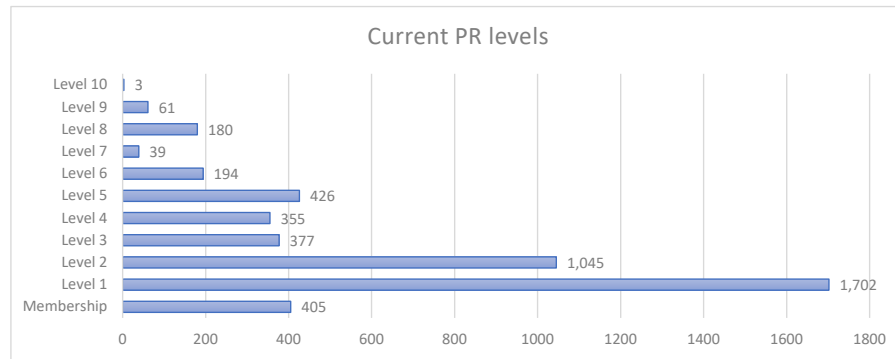
Goal II: Promote and incentivize workforce development, professional recognition, and program quality improvement through The Practitioner Registry

Objective 1: Promote early childhood professional development and recognition through The Practitioner Registry

Practitioner Registry (PR)	Submitted applications	Finalized applications
Q1	1,246	1,129
Q2	1,349	1,326
Q3	1,176	1,956
Q4		
Total	3,771	4,411

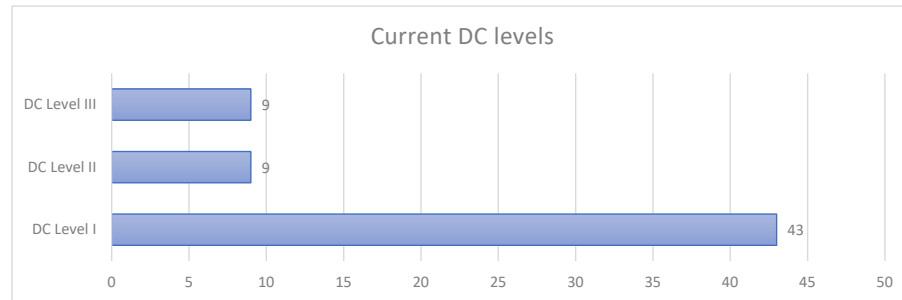


Current PR Levels Count	
Membership	405
Level 1	1,702
Level 2	1,045
Level 3	377
Level 4	355
Level 5	426
Level 6	194
Level 7	39
Level 8	180
Level 9	61
Level 10	3
Total	4,787



Current DC Levels Count	
DC Level I	43
DC Level II	9
DC Level III	9
Total	61

Director Credential (DC)	Submitted applications	Finalized applications
Q1	25	12
Q2	28	19
Q3	20	17
Q4		
Total	73	48

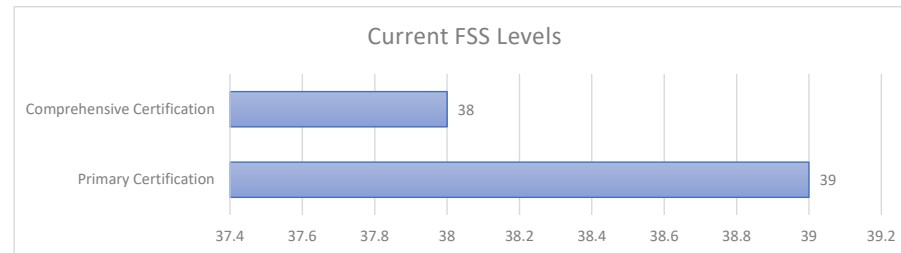
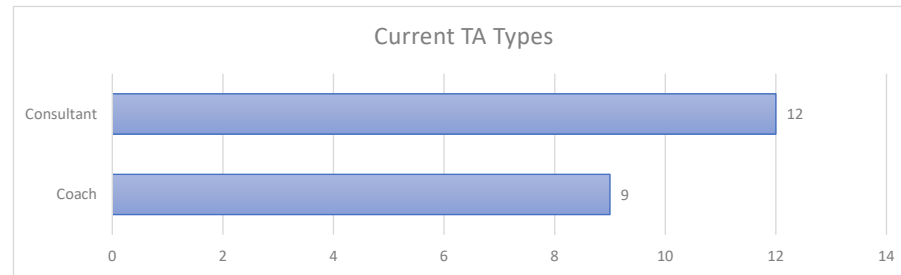


Technical Assistance Specialist (TA)	Submitted applications	Finalized applications	Total Current
Q1	9	4	19
Q2	3	1	17
Q3	7	7	14
Q4			
Total	19	12	

Current TA Types	Count
Coach	9
Consultant	12
Total	21

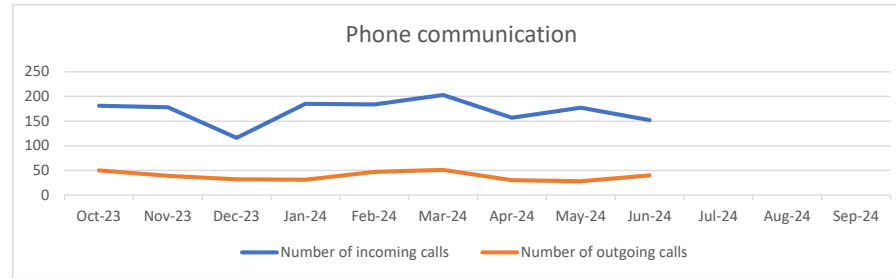
Family Support Specialist (FSS)	Submitted applications	Finalized applications	Total Current
Q1	13	7	88
Q2	14	8	86
Q3	11	6	82
Q4			
Total	38	21	

Current FSS Levels	Count
Primary Certification	39
Comprehensive Certification	38
Total	77

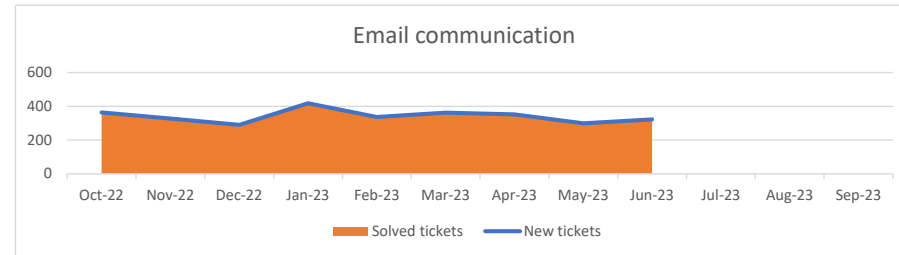


Objective 2: Conduct outreach strategies to support Practitioner Registry participation

Phone communication	Number of incoming calls	Number of outgoing calls	Total call duration	Average call duration
Oct-23	181	50	9:52:00	3:02:00
Nov-23	178	39	7:59:01	2:50:00
Dec-23	116	32	5:55:23	2:46:00
Jan-24	185	31	9:29:49	3:04:00
Feb-24	184	47	9:05:10	2:50:00
Mar-24	203	51	11:39:44	3:15:00
Apr-24	157	30	7:16:38	2:44:00
May-24	177	28	8:33:12	2:54:00
Jun-24	152	40	8:45:12	3:12:00
Jul-24				
Aug-24				
Sep-24				
Total	1,533	348	78:36:09	



Email communication via Zendesk	New tickets	Solved tickets	Average satisfaction rating	Percent tickets satisfaction rated	Average first reply time (mins)
Oct-22	364	362	100.0%	16.8%	12
Nov-22	327	334	100.0%	11.9%	17
Dec-22	290	279	100.0%	14.0%	18
Jan-23	418	425	98.7%	18.1%	15
Feb-23	337	337	100.0%	18.1%	13
Mar-23	363	363	100.0%	14.6%	18
Apr-23	352	354	100.0%	15.5%	16
May-23	299	297	100.0%	14.5%	18
Jun-23	323	319	96.8%	9.7%	23
Jul-23					
Aug-23					
Sep-23					
Total	3,073	3,070	99.5%	15%	17



Objective 3: Maintain Professional Development Records (PDRs) for staff in licensed/registered child care facilities and other professionals current on the Registry

New accounts created (with access to PDRs)	Number of accounts
Q1	567
Q2	564
Q3	640
Q4	
Total	1,771

Objective 4: Coordinate program scholarships to achieve national accreditation

NAEYC	Number approved	Amount
Q1	2	\$1,825.00
Q2	2	\$1,500.00
Q3	0	\$0.00
Q4		
Total	4	\$3,325.00

NAFCC	Number approved	Amount
Q1	1	\$315.00
Q2	1	\$525.00
Q3	0	\$0.00
Q4		
Total	2	\$840.00

Objective 5: Provide workforce incentives to support professional development

PDIA-HE	Number approved	Amount
Q1	7	\$5,800.00
Q2	43	\$35,800.00
Q3	37	\$31,600.00
Q4		
Total	87	\$73,200.00

Infant/Toddler	Number approved	Amount
Q1	0	\$0.00
Q2	0	\$0.00
Q3	0	\$0.00
Q4		
Total	0	\$0.00

Preschool	Number approved	Amount
Q1	0	\$0.00
Q2	0	\$0.00
Q3	0	\$0.00
Q4		
Total	0	\$0.00

Pre-Apprenticeship	Number Enrolled	Total Amount
Q1	13	\$0.00
Q2	13	\$13,000.00
Q3	12	\$0.00
Q4		
Total	38	\$13,000.00

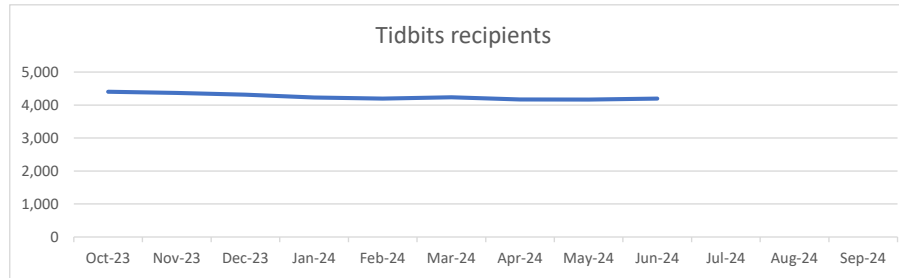
Award for Achievement of High School Equivalency (new per quarter)	Number approved	Amount
Q1	0	\$0.00
Q2	0	\$0.00
Q3	1	\$200.00
Q4		
Total	1	\$200.00

Apprenticeship (new per quarter)	Number Enrolled	Total Amount
Q1	2	\$11,100.00
Q2	1	\$0.00
Q3	2	\$0.00
Q4		
Total	5	\$11,000.00

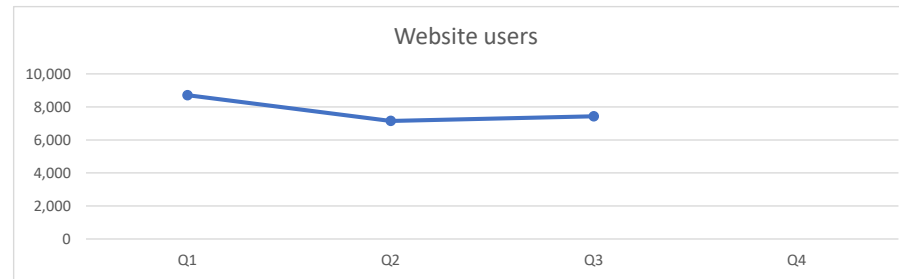
Current Active Apprentices	Count
Q1	13
Q2	14
Q3	14
Q4	

Objective 6: Utilize marketing materials and other strategies to educate about Career Development services and programs

Tidbits	Number of recipients
Oct-23	4,403
Nov-23	4,370
Dec-23	4,314
Jan-24	4,229
Feb-24	4,193
Mar-24	4,233
Apr-24	4,171
May-24	4,166
Jun-24	4,198
Jul-24	
Aug-24	
Sep-24	



Website	Number of users
Q1	8,709
Q2	7,148
Q3	7,431
Q4	
Total	23,288



Goal III: Enhance data collection and reporting capabilities to more effectively inform policy and practice around professional development and the workforce

Objective 1: Participate in data collection and sharing to inform administrators, policy makers and researchers at state and national levels about the early childhood workforce and professional development in Montana

Objective 2: Coordinate with Registry Consortium and state partners to develop standard reports and custom reports to maximize use of data for decision making

Goal IV: Collaborate with partners to promote an early childhood comprehensive system in Montana

Objective 1: Support development of MT Early Learning Standards training statewide in all domains and Knowledge Base content areas that is accessible to all practitioners

Objective 2: Convene the MT Early Childhood Higher Education Consortium (MECHEC)

Objective 3: Convene the Career Development Advisory Board (CDAB) and its committees to guide operation and direction of the career development program and ECP

Objective 4: Actively participate on advisory groups and management teams to promote collaboration

Goal VI: Maintain MSU relationships and operate within MSU policies and procedures

Objective 1: Support ongoing visibility and connections within department, college and other linkages on campus