

MSU Early Childhood Project

Quarterly Report

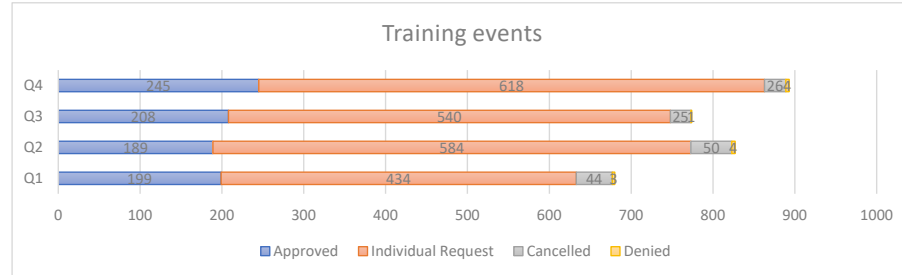
Fiscal Year 2023: Oct 1, 2023 - Sept 30, 2024

Q4: 07/01/2024-9/30/2024

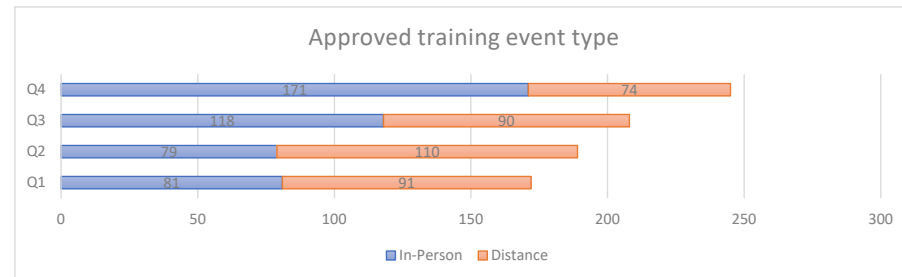
Goal I: Promote professional development options for early childhood practitioners at all levels on the Career Path and in all settings and programs through the Professional Development Approval System

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

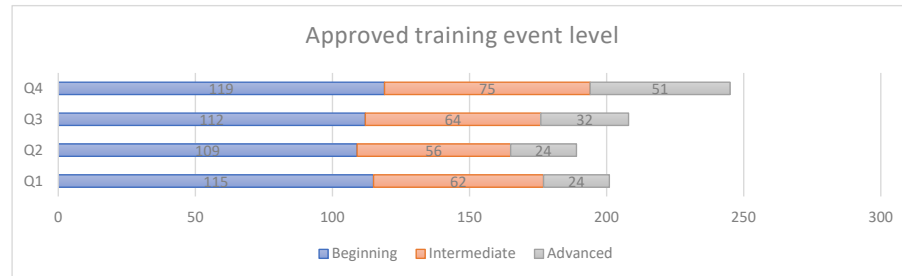
Training Events	Approved	Individual Request	Cancelled	Denied	Total
Q1	199	434	44	3	680
Q2	189	584	50	4	827
Q3	208	540	25	1	774
Q4	245	618	26	4	893
Total	841	2176	145	12	3,174



Approved Training Event Type	In-Person	Distance	Total
Q1	81	91	172
Q2	79	110	189
Q3	118	90	208
Q4	171	74	245
Total	449	365	814



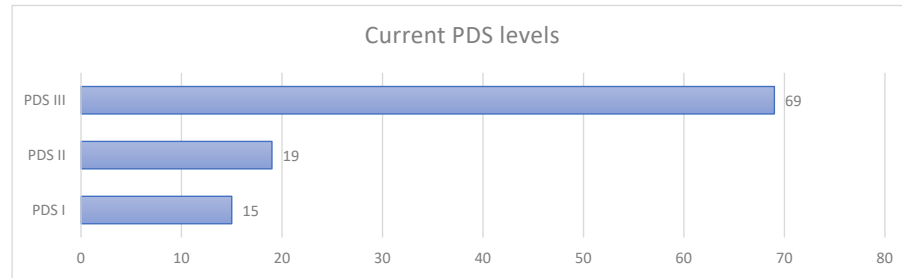
Approved Training Event Level	Beginning	Intermediate	Advanced	Total
Q1	115	62	24	201
Q2	109	56	24	189
Q3	112	64	32	208
Q4	119	75	51	245
Total	455	257	131	843



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	35	27
Total	131	109

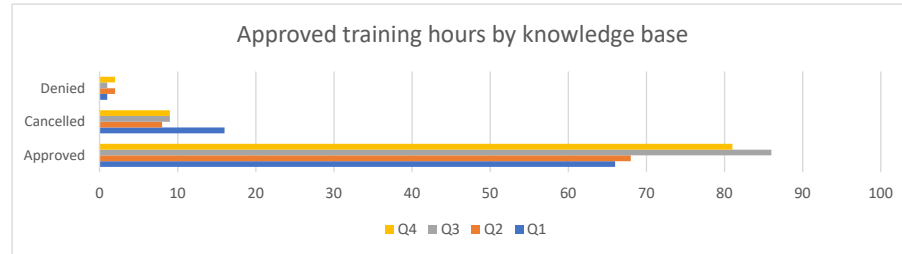
Current PDS Levels	Count
PDS I	15
PDS II	19
PDS III	69
Total	103



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	6.00	52.00	21.00	149.00	13.00	107.50	101.00	77.50	86.50	60.00	192.00	865.50
Q2	5.00	9.00	34.00	101.00	10.00	138.50	73.00	23.00	113.00	44.00	140.00	690.50
Q3	6.00	0.00	16.00	84.00	6.00	200.00	130.00	32.00	128.00	69.00	233.00	904.00
Q4	9.00	2.00	12.00	105.00	2.00	153.50	89.50	12.00	146.00	67.00	222.75	820.75
Total	26.00	63.00	83.00	439.00	31.00	599.50	393.50	144.50	473.50	240.00	787.75	3280.75

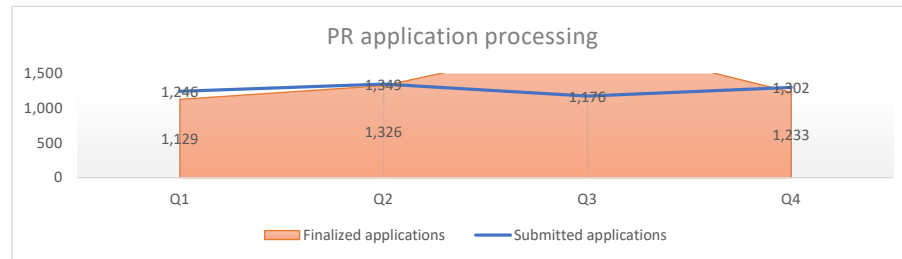
MELS Training Events	Approved	Cancelled	Denied	Total
Q1	66	16	1	83
Q2	68	8	2	78
Q3	86	9	1	96
Q4	81	9	2	92
Total	301	42	6	349



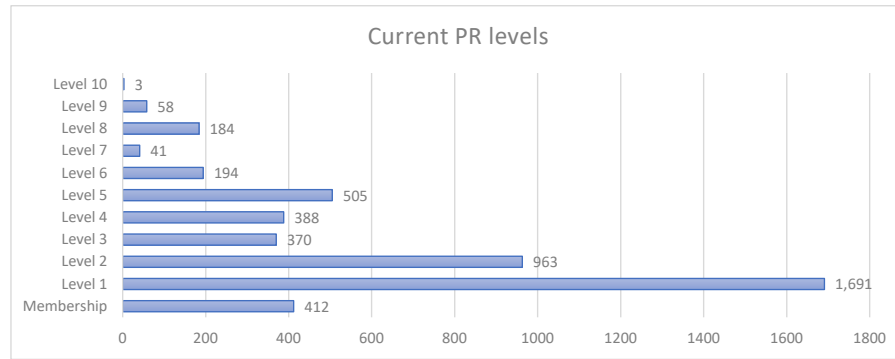
Goal II: Promote and incentivize workforce development, professional recognition, and program quality improvement through The Practitioner Registry

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	1,302	1,233
Total	5,073	5,644

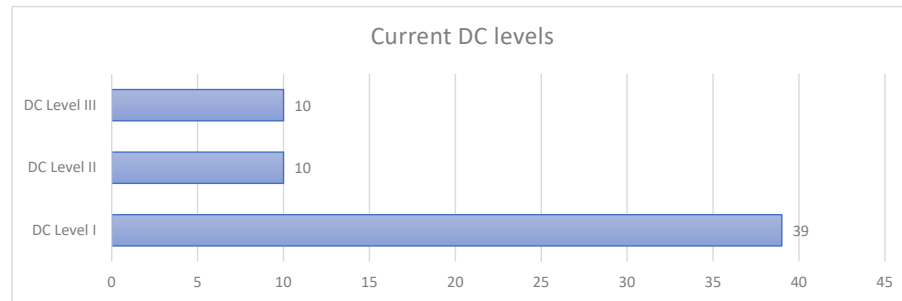


Current PR Levels Count	
Membership	412
Level 1	1,691
Level 2	963
Level 3	370
Level 4	388
Level 5	505
Level 6	194
Level 7	41
Level 8	184
Level 9	58
Level 10	3
Total	4,809



Current DC Levels Count	
DC Level I	39
DC Level II	10
DC Level III	10
Total	59

Director Credential (DC)	Submitted applications	Finalized applications
Q1	25	12
Q2	28	19
Q3	20	17
Q4	26	15
Total	99	63

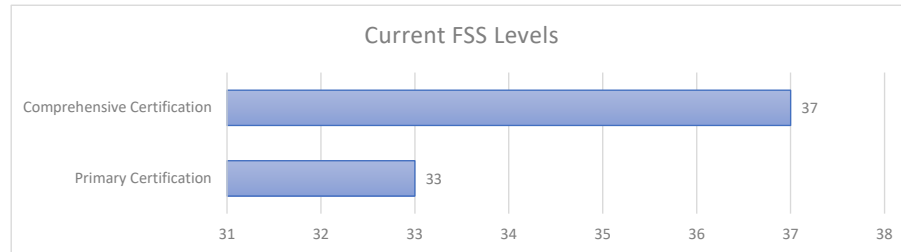
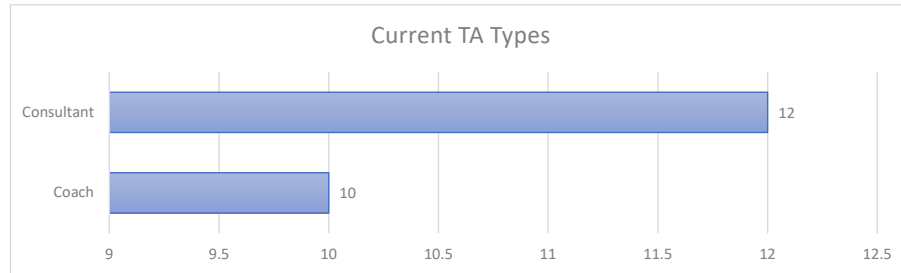


Technical Assistance Specialist (TA)	Submitted applications	Finalized applications	Total Current
Q1	9	4	19
Q2	3	1	17
Q3	7	7	14
Q4	14	8	22
Total	33	20	

Current TA Types	Count
Coach	10
Consultant	12
Total	22

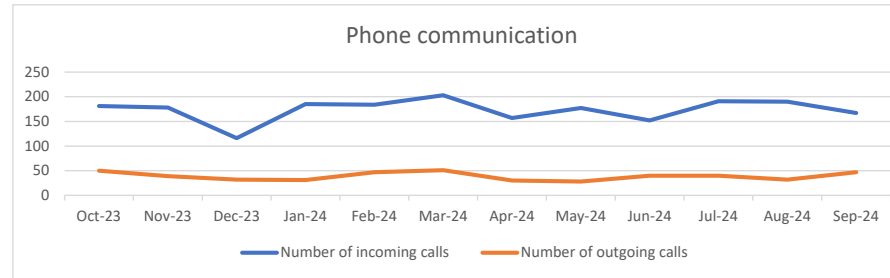
Family Support Specialist (FSS)	Submitted applications	Finalized applications	Total Current
Q1	13	7	88
Q2	14	8	86
Q3	11	6	82
Q4	9	3	75
Total	47	24	

Current FSS Levels	Count
Primary Certification	33
Comprehensive Certification	37
Total	70

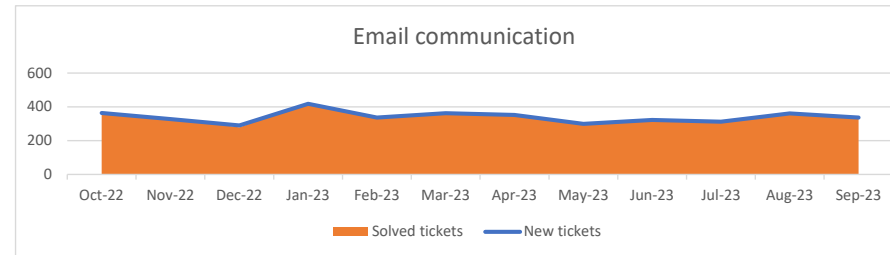


Objective 2: Conduct outreach strategies to support Practitioner Registry participation

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	191	40	10:32:50	3:18:00
Aug-24	190	32	9:58:46	3:16:00
Sep-24	167	47	10:54:42	3:48:00
Total	2,081	467	110:02:27	36:59:00



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	312	313	96.9%	10%	21
Aug-23	361	363	97.6%	12%	19
Sep-23	337	337	100.0%	13%	25
Total	4,083	4,083	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	666
Total	2,437

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	3	\$1,940.00
Total	7	\$5,265.00

NAFCC	Number approved	Amount
Q1	1	\$315.00
Q2	1	\$525.00
Q3	0	\$0.00
Q4	1	\$200.00
Total	3	\$1,040.00

Objective 5: Provide workforce incentives to support professional development

Please see the [appendix](#) for more detailed visualizations of childcare apprentices in Montana. During fourth quarter, \$22,400 of incentives were submitted for completing CDA assesment using vacancy funds from DLI childcare workforce specialist position.

PDIA-HE	Number approved	Amount
Q1	7	\$5,800.00
Q2	43	\$35,800.00
Q3	37	\$31,600.00
Q4	38	\$32,600.00
Total	125	\$105,800.00

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

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

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

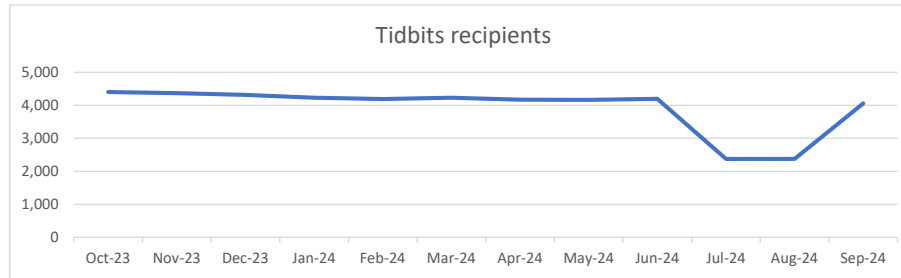
Award for Achievement of High School Equivalency (new per quarter)	Number approved	Amount
Q1	0	\$0.00
Q2	0	\$0.00
Q3	1	\$200.00
Q4		
Total	1	\$200.00

Apprenticeship (new per quarter)	Number Enrolled	Total Amount
Q1	2	\$11,100.00
Q2	1	\$0.00
Q3	2	\$0.00
Q4	8	\$10,850.00
Total	5	\$11,000.00

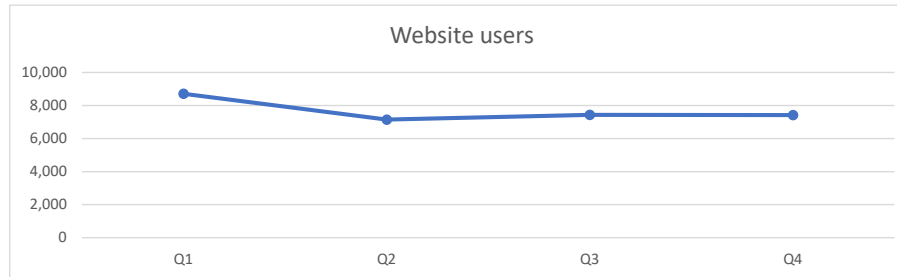
Current Active Apprentices	Count
Q1	13
Q2	14
Q3	14
Q4	16

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	2,375
Aug-24	2,378
Sep-24	4,061



Website	Number of users
Q1	8,709
Q2	7,148
Q3	7,431
Q4	7,420
Total	30,708



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

ECP Team Accomplishments Fiscal Year 2023

ECP staff attended the MT AEYC conference and the Director's Conference where the team was able to connect with practitioners and offer in person supports for registry related questions, etc.

Attended Family / Group Conference in Fairmont and set up a booth to represent ECP. Answered questions from participants.

Launch new Career Path and moved 1,190 participants up to higher levels.

Attended NWRA Conference.

Attended Economic Affairs Interim Committee on Childcare and the Workforce.

Attended MT Child Care Business Connect Fall Summit.

Attended Early Childhood Community Council meetings in Bozeman, MT

Attended NWRA Standards and Data Committee meetings.

Appendix

Childcare Apprentice Data as of Sep 2024

Source

MTDLI Calculation of RAPIDs Data Extracted 10/1/2024

