# MSU Early Childhood Project

Quarterly Report
Fiscal Year 2023: Oct 1, 2023 - Sept 30, 2024
**Q2: 01/01/24-03/31/2024**

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

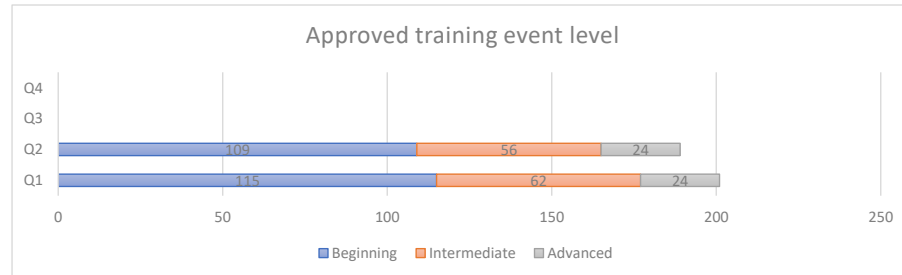Objective 1: Manage the early childhood training approval and tracking system

Training Events	Approved	Individual Request	Cancelled	Denied	Total
Q1	199	434	44	3	680
Q2	189	584	50	4	827
Q3					
Q4					
Total	388	1018	94	7	1,507
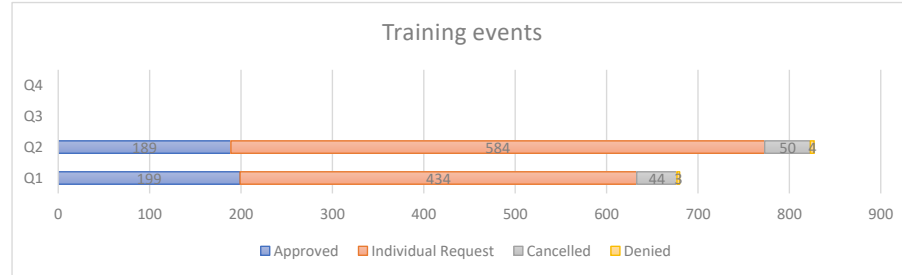
Training events

Approved Training Event Type	In-Person	Distance	Total
Q1	81	91	172
Q2	79	110	189
Q3			
Q4			
Total	160	201	361

Approved training event type
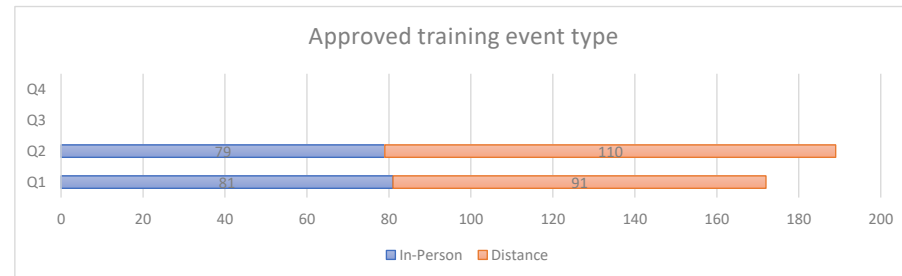
Approved Training Event Level	Beginning	Intermediate	Advanced	Total
Q1	115	62	24	201
Q2	109	56	24	189
Q3				
Q4				
Total	224	118	48	390

Approved training event level

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		
Q4		
Total	68	57

Current PDS Levels	Count
PDS I	19
PDS II	17
PDS III	70
Total	106

Current PDS levels

PDS III	70
PDS II	17
PDS I	19

(axis: 0, 10, 20, 30, 40, 50, 60, 70, 80)
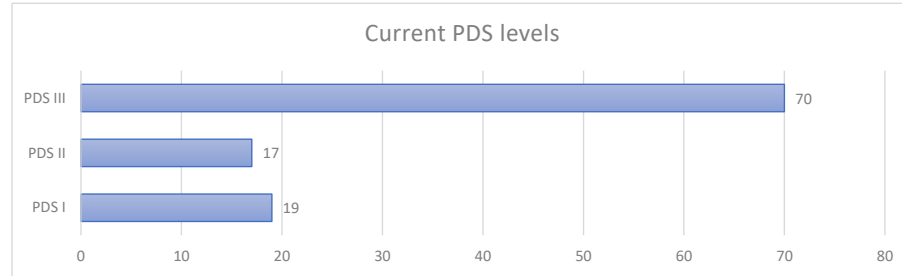
Objective 3: Provide a continuum of training and professional development options to promote practitioner knowledge and skills in the MT Early Care and Education Knowledge Base and the MT Early Learning Standards (MELS)

Approved Training Hours: Knowledge Base Areas	Personal Dispositions	Diversity	Health and Well Being	Child Growth and Development	Environmental 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												
Q4												
Total	11.0	61.0	55.0	250.0	23.0	246.0	174.0	100.5	199.5	104.0	332.0	1,556.00

MELS Training Events	Approved	Cancelled	Denied	Total
Q1	66	16	1	83
Q2	68	8	2	78
Q3				
Q4				
Total	134	24	3	161

Approved training hours by knowledge base
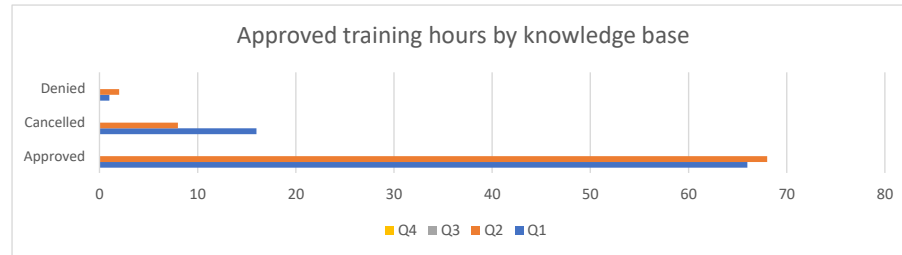
Goal II: Promote and incentivize workforce development, professional recognition, and program quality improvement through
The Practitioner Registry

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		
Q4		
Total	2,595	2,455

PR application processing
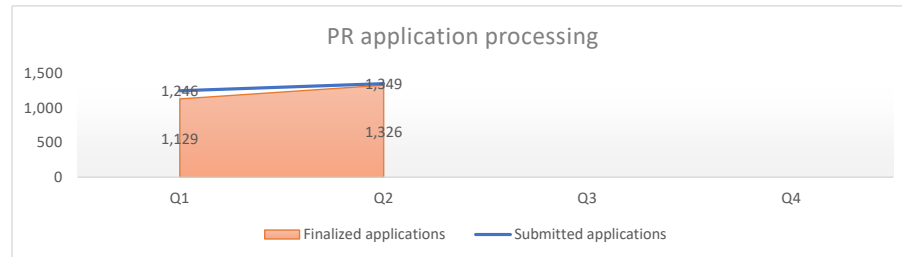
Current PR Levels	Count
Membership	402
Level 1	1,980
Level 2	1,360
Level 3	318
Level 4	222
Level 5	160
Level 6	58
Level 7	40
Level 8	186
Level 9	65
Level 10	4
Total	4,795

Current PR levels

Level	Value
Level 10	4
Level 9	65
Level 8	186
Level 7	40
Level 6	58
Level 5	160
Level 4	222
Level 3	318
Level 2	1,360
Level 1	1,980
Membership	402
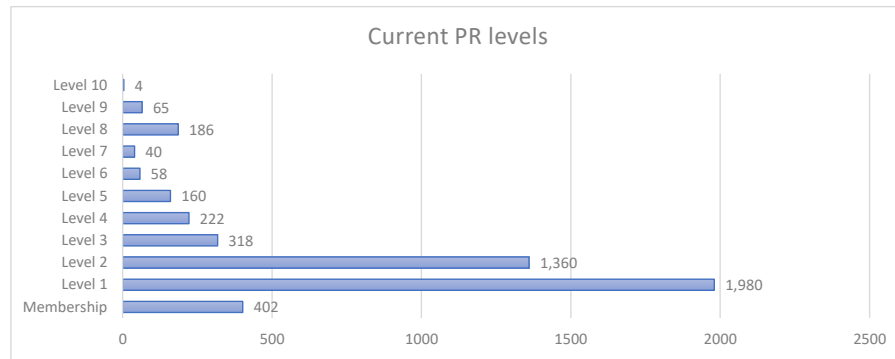
Current DC Levels	Count
DC Level I	40
DC Level II	9
DC Level III	7
Total	56

Director Credential (DC)	Submitted applications	Finalized applications
Q1	25	12
Q2	28	19
Q3		
Q4		
Total	53	31

Current DC levels

Level	Value
DC Level III	7
DC Level II	9
DC Level I	40
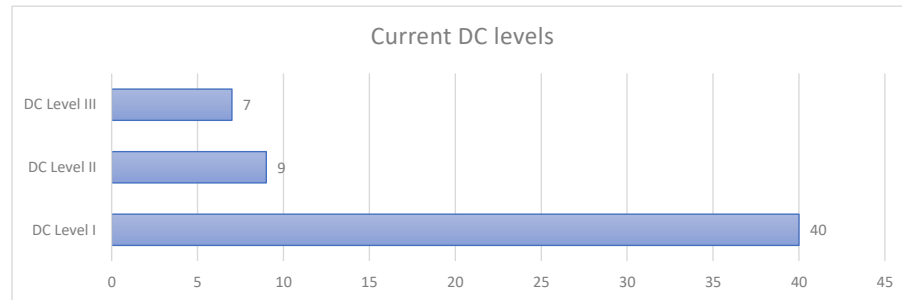
Technical Assistance Specialist (TA)	Submitted applications	Finalized applications	Total Current
Q1	9	4	19
Q2	3	1	17
Q3			
Q4			
Total	12	5	

Current TA Types	Count
Coach	7
Consultant	13
Total	20

Family Support Specialist (FSS)	Submitted applications	Finalized applications	Total Current
Q1	13	7	88
Q2	14	8	86
Q3			
Q4			
Total	27	15	

Current FSS Levels	Count
Primary Certification	39
Comprehensive Certification	42
Total	81

Current TA Types

Consultant 13
Coach 7

Current FSS Levels

Comprehensive Certification 42
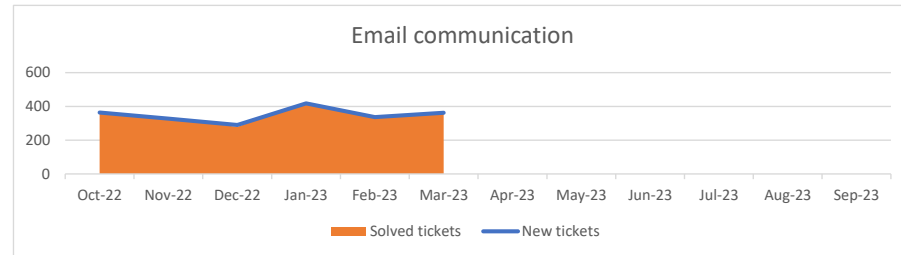Primary Certification 39
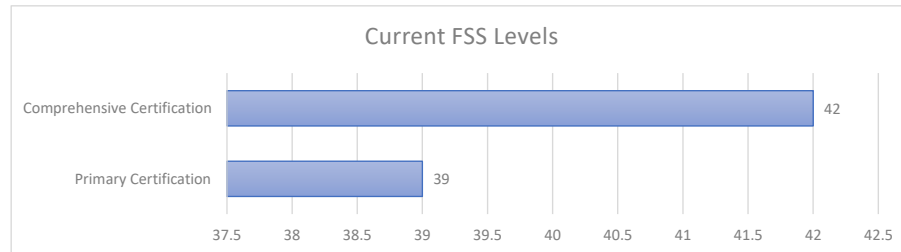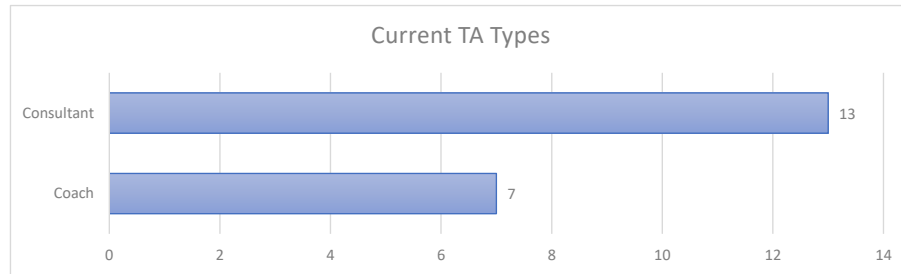
Objective 2:   Conduct outreach strategies to support Practitioner Registry participation

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				
May-24				
Jun-24				
Jul-24				
Aug-24				
Sep-24				
Total	1,047	250	54:01:07	

Phone communication
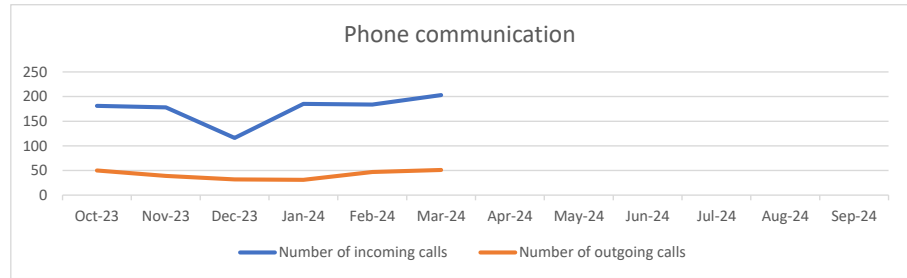
Email communication via Zendesk	New tickets	Solved tickets	Average satisfaction rating	Percent tickets satisfaction rated	Average first reply time (mins)
Oct-22	364	362	100.0%	16.8%	12
Nov-22	327	334	100.0%	11.9%	17
Dec-22	290	279	100.0%	14.0%	18
Jan-23	418	425	98.7%	18.1%	15
Feb-23	337	337	100.0%	18.1%	13
Mar-23	363	363	100.0%	14.6%	18
Apr-23					
May-23					
Jun-23					
Jul-23					
Aug-23					
Sep-23					
Total	2,099	2,100			15.5

Email communication

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	
Q4	
Total	1,131

Objective 4: Coordinate program scholarships to achieve national accreditation

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

NAFCC	Number approved	Amount
Q1	1	$315.00
Q2	1	$525.00
Q3		
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		
Q4		
Total	50	$41,600.00

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

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

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

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

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

| Current Active Apprentices	Count
Q1	13
Q2	14
Q3	
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	
May-24	
Jun-24	
Jul-24	
Aug-24	
Sep-24	

Tidbits recipients
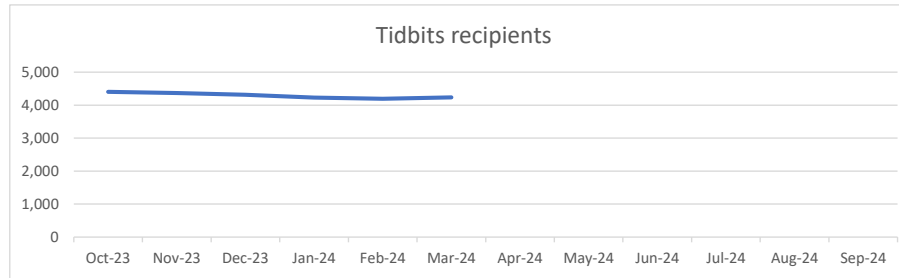
Website	Number of users
Q1	8,709
Q2	7,148
Q3	
Q4	
Total	

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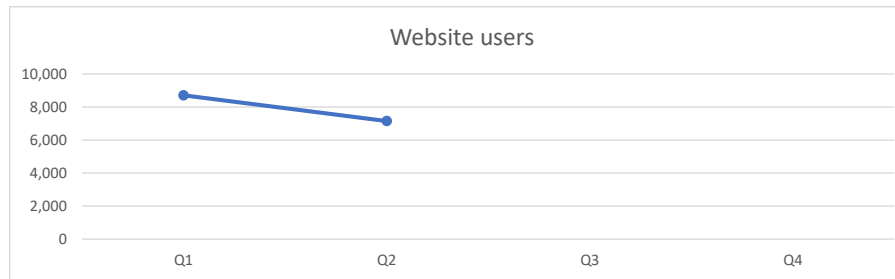
Goal III: Enhance data collection and reporting capabilities to more effectively inform policy and practice around professional development and the workforce

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