

CASE STUDY

# First Five Santa Clara County

Supporting quality in family child care settings in partnership with myTeachstone.



# OVERVIEW

## Client



## Program Type



## Contract Start Date

2016 - Present

## Products Used

myTeachstone, CLASS® Observation Tool, Intro to CLASS (I/T & Pre-K), CLASS Primer for Teachers

## The Players

- + FIRST 5 Santa Clara County
- + Family Child Care Homes (FCCH) of Santa Clara County
- + QUALITY MATTERS...a STRONG START for Kids consortium of early learning stakeholders

## The Reach

- + 68 early childhood facilities, reaching over 761 children
- + 250 family child care providers in 2018-19, expanded from 100 facilities in the 2016-17 pilot
- + 75 center-based educators now participating in myTeachstone professional development as a direct result of family child care success

# THE CHALLENGE

In 2016, FIRST 5 Santa Clara recognized the growing need to provide resources and support to family child care home educators. With 60% of Santa Clara's children in family child care settings, providing access to quality improvement in these diverse settings was more important than ever. To that end, FIRST 5 California selected FIRST 5 Santa Clara for a pilot partnership with Family Child Care (FCC) home provider, specifically those participating in the QUALITY MATTERS Quality Rating Improvement System framework. The partnership project is committed to ensuring that children in Santa Clara County have access to high-quality programs and highly qualified staff so that they thrive in their early learning settings and experience success in kindergarten and beyond.

The FCC programs selected to take part in the initiative represented a diverse population and, in many cases, the neighborhoods of highest risk within the county. Over half of the participants used a second language with the children in their program, and more than half of the zip codes served by the partnership rated high or highest on the risk index for early childhood risk factors including low birth weight, lack of prenatal care or family education.

With the reduced budget for in-person visits, the small group of coaches found that myTeachstone provided the leverage needed to reach a much larger group of Family Child Care home providers. While myTeachstone immediately provided a means for coaches to stay in touch with their providers more frequently, providing technical assistance for these providers was an additional challenge. FIRST 5 supported FCC providers with communication, access to digital resources, and training on how to use the apps and devices as they explored whether myTeachstone could be a tool that could comfortably increase FCC providers' knowledge base.

"I completely changed my environment and how I communicate with children."

**Family Home Provider**

# THE IMPLEMENTATION

In 2016, FIRST 5 Santa Clara chose the myTeachstone online professional development platform as the key support for individual coaching and peer group involvement. This was a pilot of the myTeachstone platform and geared specifically toward FCC facilities.

Beginning the 2016-2017 pilot with 100 subscriptions to myTeachstone and CLASS training and materials provided in both English and Spanish, FIRST 5 Santa Clara's Alicia Clark introduced the program, its goals and intended outcomes during an in-person meeting for FCC providers. More than two-thirds of these resources were allocated to lead educators with the remainder provided to assistant educators. This access to resources resulted in family child care educators engaging in more than 1,700 hours of myTeachstone content. Of those hours, 67 percent were spent on self-directed content within the platform with the remaining time spent on resources recommended by coaches.

The platform increased each educator's access to a robust library of teaching and development resources designed to enhance early educators' knowledge and the skills needed to support effective adult-child interactions in alternative settings like family child care. While the pilot was funded by FIRST 5 California, the success of the pilot and demonstrated value led FIRST 5 Santa Clara to fund the continuation of their CLASS journey:

- + Maintaining existing subscriptions
- + Funding additional subscriptions
- + Requesting a Teachstone specialist to directly support their engagement with the platform
- + Adding Teachstone observation training and tailored support

In order to increase access to the platform and its resources, providers were given iPads and Chromebooks in addition to weekly in-person technical assistance.

A Teachstone specialist facilitated six Intro to CLASS Trainings and two Observer Trainings in person to 100 new-to-the-program FCC providers and gave them weekly online support through the myTeachstone platform. This consistency was key to the program's success because, in addition to FIRST 5 Santa Clara's support of 100 second year users, these 100 new users built a strong relationship with their Teachstone specialist. Investing in a culturally competent and linguistically relevant specialist allowed for deeper and more meaningful engagement with educators. As FIRST 5 Santa Clara continues to add users, the original pilot users are now in their third year of the program, continuing to use the platform to learn, communicate, and grow in their classrooms and facilities.

**“My interactions with kids have improved a great deal and I love the video clips and I use them based on the dimensions and as a model to go back and refer.”**

**“I am more mindful of my interaction with the children by listening and observing them, furthermore interact with them and assist with each child's level of learning.”**

**Testimonial quotes from  
FCC participants**

## Growth of Partnership

	2016	2017	2018
myTeachstone Subscriptions	100	200	350
CLASS Observation Trainings	—	2	2
CLASS Primer Trainings	—	—	4
Intro to CLASS Trainings	—	6	7

## THE OUTCOMES

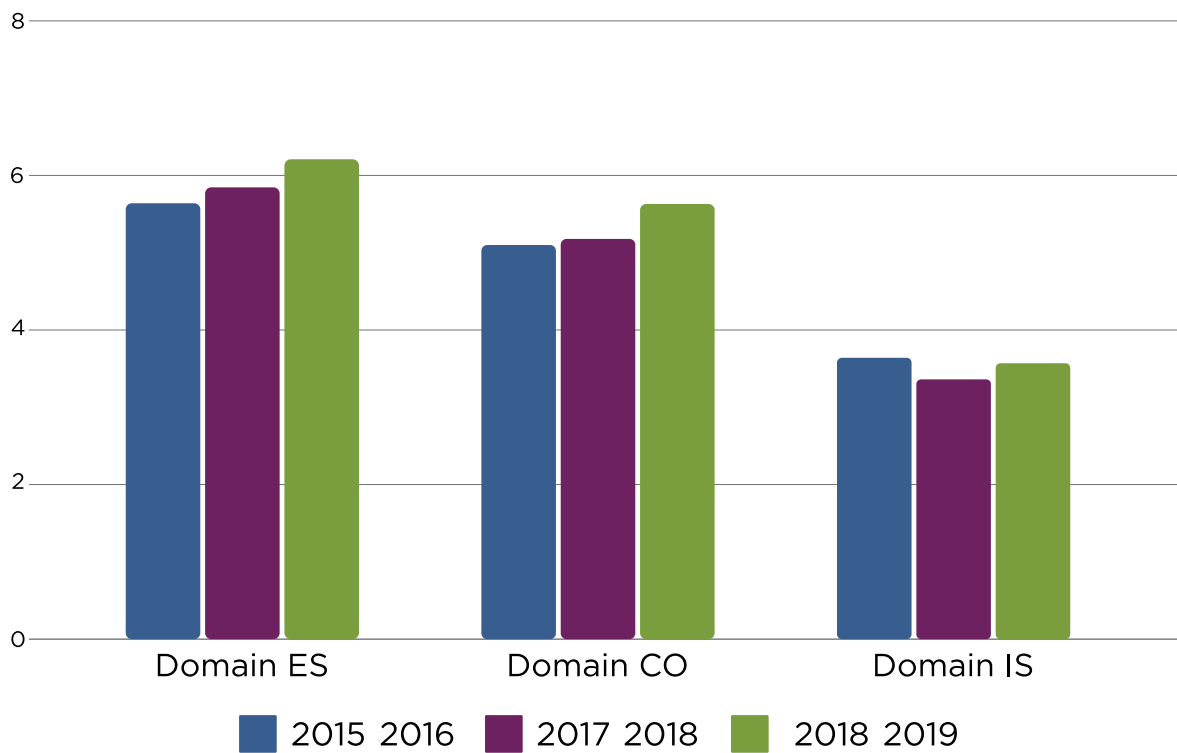
As measured by a retrospective online survey with almost 90 percent participation, FCC participants reported an enormous jump in their understanding of educator-child interactions as a result of their myTeachstone work. At the end of the pilot, a full 98 percent of respondents rated themselves “high” or “very high” in their understanding of why educator-child interactions are important, up from 13 percent from the beginning of the pilot. There was a 47 percent increase in the educators who reported that they thought about educator-child interactions in their classrooms “frequently” or “almost always.” With sizable self-reported gains across all CLASS domains, facilities were highly satisfied with their myTeachstone experience. Over 95 percent of educators agreed that myTeachstone was an effective professional development resource. The overall success of the pilot led the Santa Clara County Board of Supervisors to double the number of myTeachstone subscriptions for interested FCC programs from the 100 educators involved in the pilot to 200 educators overall.

“Soy más consciente de las necesidades de los niños y me ayudado a hacer mas actividades con ellos, **estoy muy contenta con toda la información que nos ofrecieron**, es muy productiva y me hizo crecer como maestra en mi daycare.”

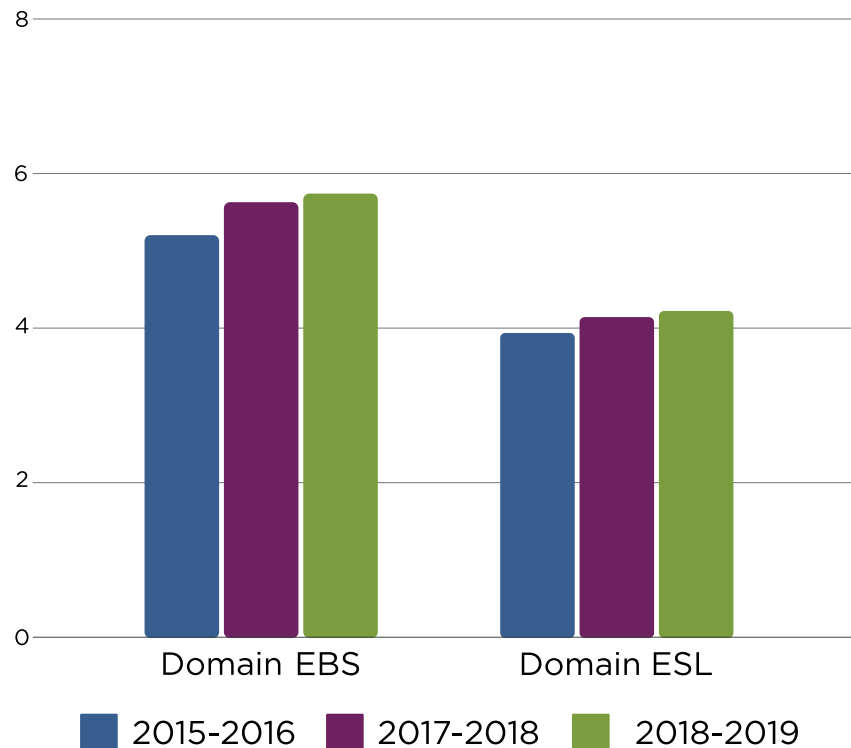
(Translation: I am more aware of the needs of children and it helped me to do more activities with them, **I am very happy with all the information they offered us**, it is very productive and it made me grow as a teacher in my daycare.)

**Testimonial quote from FCC participants**

## First 5 Santa Clara Pre-K Observation Data



## First 5 Santa Clara Toddler Observation Data





# KEY TAKEAWAYS

**Provide personalized recommendations for myTeachstone content** while simultaneously encouraging facilities to search for and engage with content independently.

**Set and communicate clear goals for the use of myTeachstone.** 81 percent of FCC providers agreed that this was essential to their success with the platform.

**Be sure to engage with and scaffold for second-language speakers.** While Spanish-speaking facilities reported greater gains from using myTeachstone, they were slightly less satisfied than English speaking educators.

**Multi-year access to the platform** can increase engagement and further gains in quality and understanding.

**Address the language needs and learning styles of your providers**—bilingual, visual, and auditory learners.

**Provide and support the technology and knowledge resources** that providers need to effectively engage with the tools.

**Be aware of the activity in your account.** Monitoring the system to identify any breakdowns in understanding or interaction from the providers, then addressing those needs.

**Celebrate your successes.** Acknowledging growth and celebrating success builds provider engagement.



## TEACHSTONE OVERVIEW

At Teachstone, we help educators around the world leverage the proven power of interactions with the power of CLASS®. It starts with learning from the best: the committed, innovative educators who build positive relationships in classrooms daily. We pair these practitioners with researchers to rigorously study the meaningful interactions that spark success and continually iterate as we learn more. We then partner with childcare programs and schools, empowering all educators to understand the interactions that matter most. From actionable feedback and training to user-friendly content and tech, Teachstone offers everything needed to apply and advance the simple art of intentional interactions.

Every single student has the potential to achieve when supported by a educator who knows how to effectively connect with them. To stoke their curiosity. To make them feel safe and valued. To inspire their best. **[Connect with Teachstone today](#)** and unlock the outcomes you need by investing in the relationships that drive them.

**CONTACT US FOR MORE INFORMATION**