

Child Care Resource & Referral Agencies as Resilience Hubs



Project Highlights: 2016-2018



Child care is part of the infrastructure of every community. The quick recovery and restoration of child care services is critical to the overall recovery of the community after a disaster event.

Without the timely reintroduction of child care services, communities struggling to recover in the aftermath of a disaster face a major roadblock. **Jumpstarting local economies requires a reliable workforce, and workers need safe secure child care before they can return to work.** Communities that ensure the availability of continued child care services during and in the aftermath of a disaster can expedite reopening businesses and reestablishing essential services.

Caring for children is a big responsibility under “normal” conditions. However, **when something out of our control happens, such as a natural disaster, caring for children becomes an even greater responsibility.** The safety and well-being of children is a primary concern of child care providers. It takes a great deal of trust for parents to leave their children in child care, and when disasters and emergencies occur, this trust takes on a new dimension.

Restoring child care quickly provides a benefit to children, as they can return to a normal schedule and become reunited with their familiar caregivers and peers, thus restoring stability, which is critical for a young child’s development.

Child Care Resource & Referral Agencies (CCR&Rs) are a constant presence in local communities and serve as a resource for child care providers and families. While many other organizations show up after a crisis and leave after short-term recovery, CCR&Rs build local resilience, relationships, and expertise before, during, and long after a disaster occurs.

With the proper training and resources, CCR&Rs can serve as resilience hubs that reduce, and possibly prevent, the suffering of people affected by disasters—especially those most vulnerable. In 2016, Child Care Aware® of America (CCAoA) launched the “CCR&Rs as Resilience Hubs” project which aimed to bring new training and resources to CCR&R organizations in an effort to improve emergency preparedness, response, and recovery.

ABOUT CHILD CARE AWARE® OF AMERICA



Child Care Aware® of America is our nation’s leading voice for child care. We work with state and local Child Care Resource and Referral agencies and community partners to help ensure that all families have access to quality, affordable child care. To achieve our mission, we lead projects that strengthen the quality and availability of child care, offer comprehensive training to child care professionals, undertake nationally recognized research, and advocate for child care policies that improve the lives of children and families. To learn more, visit usa.childcareaware.org.



CCR&RS AS RESILIENCE HUBS: PROJECT OVERVIEW

Child Care Aware® of America believes that **resilient communities must have preparation, relief, and recovery systems in place to ensure that children are safe and families can return to work.** With generous financial support from a private foundation, CCAoA launched a new initiative in 2016 for CCR&Rs with a goal of increasing the capacity of agencies to serve as resilience hubs in their communities in case of emergencies or natural disasters.

The three overarching objectives of the project included:

1. Increase preparedness awareness, training, and resources for CCR&Rs
2. Increase preparedness awareness, training, and resources for child care providers
3. Build and strengthen relationships with community preparedness organizations

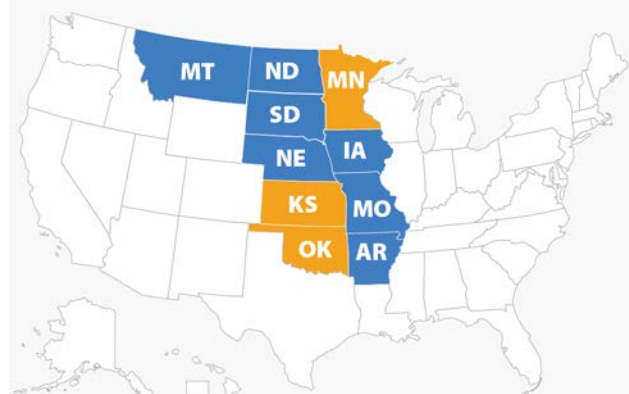
ELIGIBILITY

This opportunity was offered to CCR&Rs within 10 states in the Midwest region of the country, which tend to experience disasters that receive low attention, yet have high impact to vulnerable populations.

These states included:

- Arkansas
- Kansas
- Iowa
- Missouri
- Minnesota
- Montana
- Nebraska
- North Dakota
- Oklahoma
- South Dakota

SCOPE: MIDWEST REGION OF U.S.



■ CCR&R organizations within these states were eligible to **apply**

■ CCR&R organizations within these states were **selected to participate**

Through a competitive application and review process, three CCR&R organizations from three states were ultimately selected and programming began in the fall of 2016.

Child Care Aware® of Minnesota

Coordinating Network of 16 CCR&R sites (6 sites sub granted funds through this initiative)

10,800 licensed child care providers statewide



Child Care Resource Center, Tulsa, Oklahoma

Regional CCR&R, serving 6 counties in the Tulsa metropolitan area

783 licensed child care providers in their service area



Child Care Aware® of Kansas

State Network of CCR&Rs (4 regions)

5,610 licensed child care providers statewide



“We ALL should be prepared for the worst and then we are ready for anything. We must get away from the mindset of “It will never happen to me!”

—Child care provider

PREPARING TRAINERS

During the winter of 2016/2017, **three training of trainer (TOT) sessions** were conducted in Kansas, Minnesota, and Oklahoma by Child Care Aware® of America emergency preparedness team members.

Sixty-five participants completed the training of trainers (14% [n=9] from Kansas, 38% [n=25] from Minnesota, and 48% [n=31] from Tulsa). The majority of participants had been a trainer for less than 10 years. The minimum number of years participants had been a trainer was less than 1 year, and the maximum number of years a participant had been a trainer was 33 years.



Training of Trainer (TOT) session in Tulsa, OK

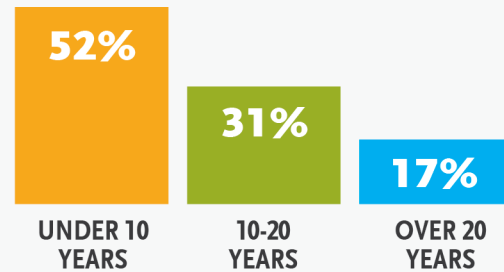
TRAINING OF TRAINER: PARTICIPANT EXPERIENCE

OVERVIEW:

Number of sessions: **3**

Number of participants who **completed** training: **65**

YEARS WORKED AS A TRAINER:

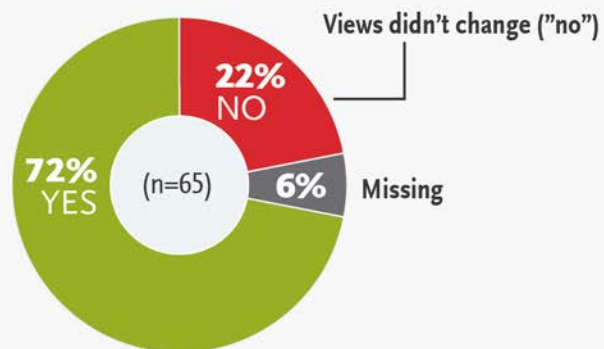


The majority of TOT participants (85%) were confident or very confident in their ability to train child care providers about emergency preparedness in child care settings after the training. In addition, the majority (72%) of participants' views changed regarding emergency preparedness in child care settings since taking this course.

TRAINING OF TRAINER: PARTICIPANT VIEWS

Training of Trainer participants whose **views of emergency preparedness changed** after the training

Views changed ("yes")



"I am familiar with emergency preparedness but this training helped me to realize there are more specifics that I need to know and train others"

—Trainer



PREPARING CHILD CARE PROVIDERS

A major goal of the CCR&Rs as Resilience Hubs project was to **increase the preparedness awareness, training, and resources for child care providers**. Child Care Aware® of America offered the project grantees a variety of tools to help accomplish this goal.

Some of the options delivered by CCR&Rs to providers included: emergency preparedness trainings, emergency plan development technical assistance sessions, emergency drill observations/feedback at child care facilities, build your own disaster kit sessions, newsletter articles, and distribution of multiple handouts on emergency topics.

EMERGENCY PREPAREDNESS TRAINING

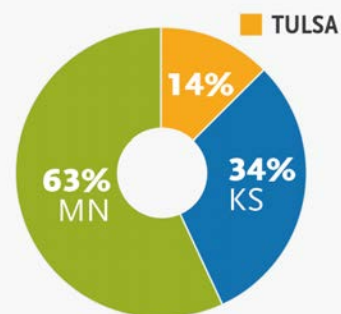
The delivery of child care provider emergency preparedness training was central for each of the project grantees. From 2017-2018, over 3,185 child care providers received training on topics such as:

- Why Preparedness Matters/The Unique Needs of Children
- Identification of Risks and Hazards
- Leading Practices for Child Care Emergency Planning, including:
 - Making a Plan
 - Maintaining Current Health Information for Children
 - Developing and Implementing Family Communication and Reunification Plans
 - Identifying Emergency Teams and Procedures
 - Assembling Equipment and Supplies
 - Including Children and Adults with All Levels and Abilities
 - Practicing the Plan
 - Protecting Program Information and Assets
 - Communication of the Plan to Staff and Parents

Over the course of the CCR&Rs as Resilience Hubs project, **220 training sessions** were conducted by the CCR&R grantees in Minnesota, Kansas, and Tulsa. **3,185 child care providers** received training.

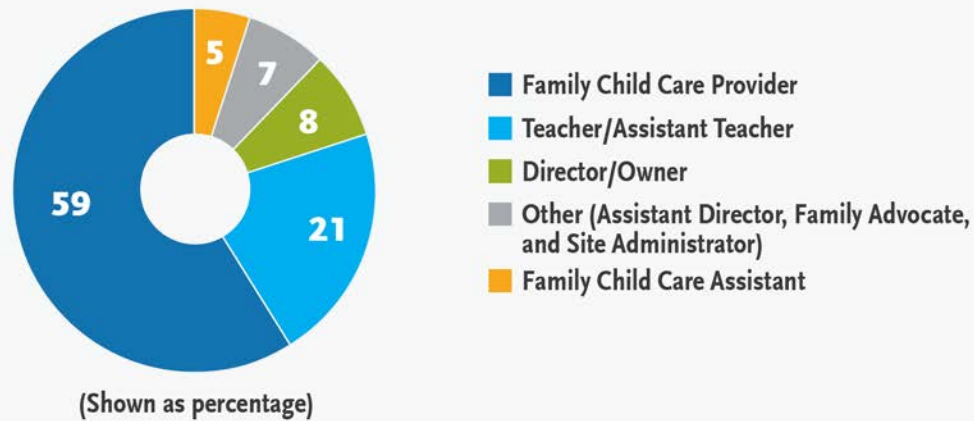


TRAINING SESSIONS BY LOCATION



Over half of the providers trained identified themselves as a Family Child Care Provider, and just under a quarter identified as Teacher/Assistant Teacher.

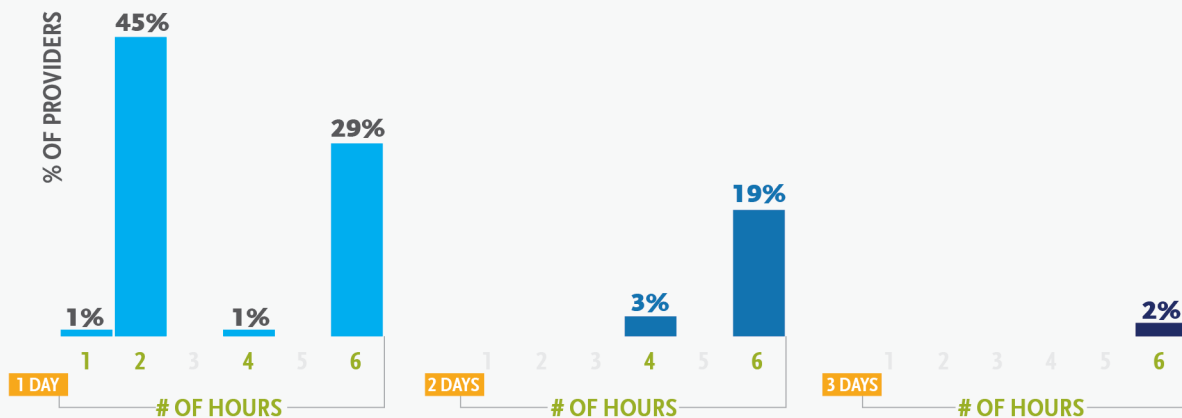
TRAINING PARTICIPANTS BY JOB TITLE



TRAINING ACTIVITY

Trainings were conducted in various formats in terms of days and hours, and the relative frequencies of each format are summarized in the chart below. About three quarters of providers attended training conducted in a single day, and the most frequently attended format was a 2-hour training course. This format was used for all Kansas trainings, a quarter of Minnesota trainings, and more than half of Tulsa trainings. Providers in Minnesota experienced the greatest variety in formats and typically attended longer trainings (1 day, 2 day, and 3 day 6-hour trainings).

DISTRIBUTION OF PROVIDERS BY TRAINING FORMAT



TRAINING FEEDBACK

Across all three locations, child care providers frequently mentioned the most valuable part of the training was the information about the importance of preparedness in child care settings.

Providers (76%) stated their views had changed regarding their awareness or knowledge related to emergency preparedness in child care settings. In addition, providers in all three locations noted the importance of reviewing and updating their emergency plan.

SPECIAL TRAINING OFFERED BY GRANTEEES

Child Care Aware® of Minnesota

In 2018, Child Care Aware of Minnesota created a new 2-hour training for providers surrounding emotional support for children and families experiencing an emergency.

Child Care Resource Center, Tulsa, Oklahoma

In order to meet the needs of a special child care provider population, Child Care Resource Center, Tulsa translated training materials into Spanish and conducted one training session to Spanish speaking child care providers.


Child Care Aware® of Kansas

Child Care Aware of Kansas offered a 'distance learning' option to accommodate providers living in rural areas.

“Even though we have an emergency plan, it needs to work!”

“The class made me think deeper about situations that could arise.”

“Makes me want to prepare my own family plan and check the school’s policies too.”



“It does not have to be a difficult process finalizing your emergency plan. Trust your training and intuition. Being prepared saves lives.”

TECHNICAL ASSISTANCE

Technical assistance was a vital part of the emergency preparedness program. CCAoA staff provided technical assistance to CCR&R staff in each grantee organization, while the CCR&R staff provided technical assistance to child care providers. CCAoA staff helped CCR&R staff serve as liaisons to emergency management professionals in their communities.

TECHNICAL ASSISTANCE PROVIDED TO GRANTEES BY CHILD CARE AWARE® OF AMERICA STAFF

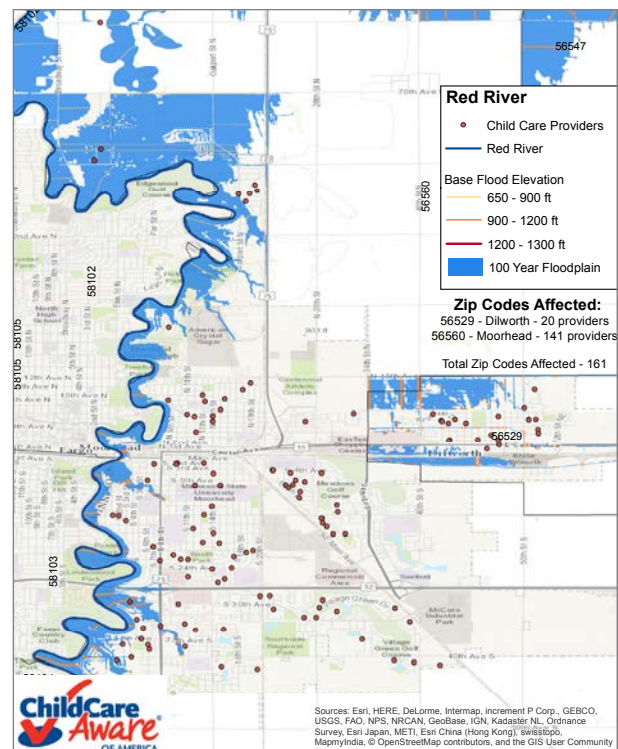
Throughout the duration of the project, CCAoA staff offered technical assistance to the grantees, which included support such as: providing assistance during emergency response, facilitating partnerships, geographic information system (GIS) mapping of child care programs, and providing multiple resources. Resources included promotional materials on insuring child care programs, various fact sheets, websites, business continuity plans, and damage assessment tools. Staff also shared useful videos, including those of child care providers who experienced emergencies. **The most valuable resource mentioned was the GIS mapping that was used by two of the grantees during emergency response.**

In September 2017, CCAoA's emergency preparedness team launched a **webinar series to help CCR&Rs better understand their role after a disaster and to provide information about partner resources** available to children and families before, during, and after emergencies. A total of 2,394 participants attended the webinars from September 2017 through August 2018.

Some of the webinar topics included:

- respite/temporary child care options
- insurance and risk management for child care programs
- social-emotional supports for children after an emergency
- food safety and mold clean up post disaster
- child care emergency supply kits.

GIS Mapping Example: Child Care Providers in the FEMA Floodplain, Moorhead, MN



All CCR&R grantee staff were **overwhelmingly satisfied** with the technical assistance received from CCAoA and noted that the support that they received was invaluable, especially having CCAoA staff in the region to meet in person.

Monthly ‘learning community’ calls for grantee project leads were coordinated by CCAoA staff to encourage open discussions on topics such as mutual aid, damage assessment tools, and working across state borders. CCR&R staff stated the monthly learning and networking opportunities were valuable because sharing resources and hearing other communities’ challenges and experiences allowed for them to apply lessons learned to their community.

TECHNICAL ASSISTANCE TO CHILD CARE PROVIDERS

Many child care providers received technical assistance from CCR&R staff through e-mail, phone, or on-site interactions. **CCR&R staff provided a total of 7,318 technical assistance encounters to child care providers.**

- **96%** of providers reporting on their technical assistance interactions agreed that the **CCR&R staff were knowledgeable** on the topic of **emergency preparedness**
- **93%** of providers stated that **CCR&R staff recommended quality emergency preparedness information and materials**
- **98%** of providers reported that they would **contact their CCR&R staff again for technical assistance.**



Child Care Aware® of Kansas distributed 120 emergency preparedness kits to providers who attended training and as an incentive for follow-up technical assistance.

“The kits removed barriers for child care providers in ensuring their environment is safe and ready for emergencies. The kits also raised awareness about efficient ways to store emergency supplies.”

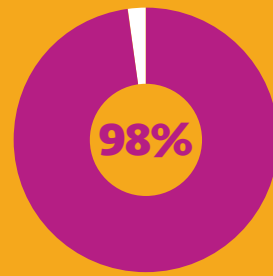
—CCR&R Specialist

The following categories were addressed in technical assistance encounters with child care providers:

- Identifying hazards**
 Discussed risks and hazards specific to geographic location. On-site assistance was provided for conducting drills.
- Evacuation, relocation, shelter-in-place, and lock-down procedures (including training and drills)**
 Described rules for evacuation, when to shelter-in-place, finding the right shelter or evacuation site, transportation to sites, and developing new evacuation maps for family-based programs.
- Procedures for communication and reunification with families**
 Provided guidance on how much and what to communicate with parents regarding emergency preparedness.
- Continuity of operations/emergency and temporary child care service**
 Worked with licensing agencies to help answer questions related to provider concerns/fears over losing their license, if they did not follow evacuation plans exactly.
- Accommodation of infants and toddlers, children with disabilities, and children with chronic medical conditions**
 Discussed concerns about transporting children and complying with licensing requirements.

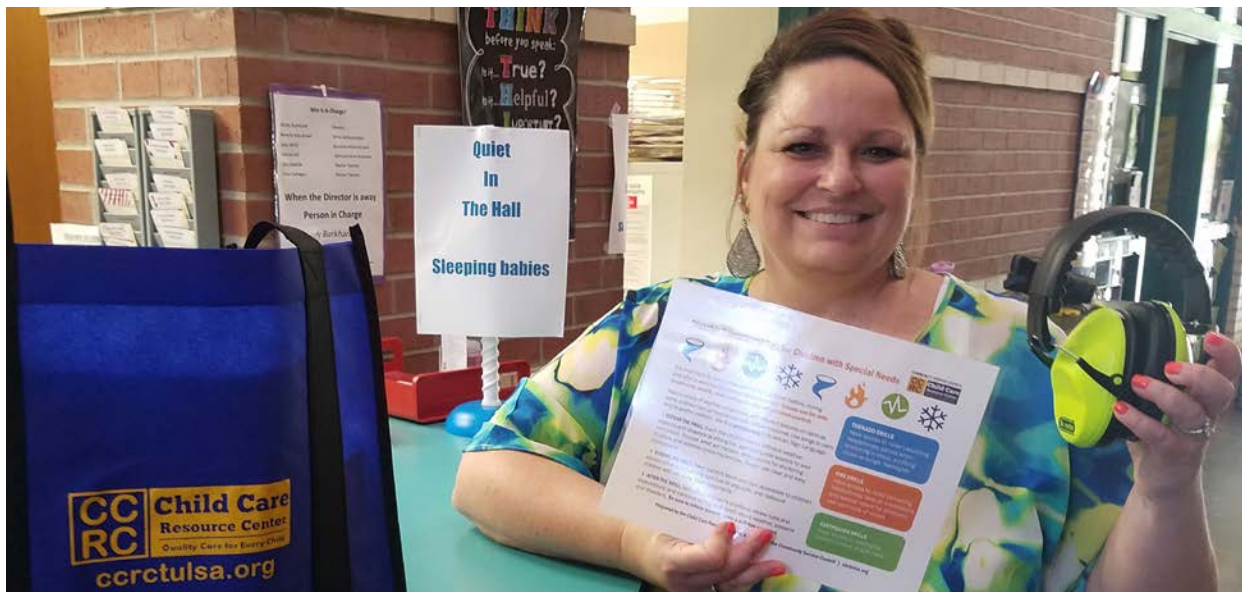
7,318

CCR&R staff across all funded sites provided **7,318** technical assistance encounters to child care providers.



98% of providers reported that they would **contact their CCR&R staff again** for technical assistance.

In the **Tulsa** area, technical assistance included assessing emergency drills, assisting with emergency plans, creating evacuation maps, reviewing first aid and disaster kits, and disseminating weather curriculum. Funds from this project allowed the organization to purchase materials to make a sample **child care center disaster kit and a 'go kit'** as outlined in the curriculum.



Child Care Resource Center in Tulsa purchased noise cancelling headphones for four child care centers and one family child care provider after they learned in trainings that some children were scared of the noises that happen during drills.

Providers were also incentivized during technical assistance visits with wind up flashlights and first aid kits, which often helped open doors for the CCR&R to work with child care providers and ease the monetary issue that providers might have.

In **Minnesota**, **face-to-face technical assistance workshops** were offered in multiple locations to assist child care program operators in meeting a **new licensing requirement** which requires all child care providers to have a written emergency plan. The sessions offered a solution to child care providers who were overwhelmed at the thought of creating a comprehensive plan.

Following one of these technical assistance workshops, a provider called **Child Care Aware® of Minnesota** project staff, indicating that she was ready to quit providing child care because of new licensing requirements and the extra work of putting together an emergency plan. “It just seemed too daunting” she stated. “The help I received from the workshop helped me realize that I could do this. Thank you so much for helping us”.

To help child care providers put their knowledge into practice, **Child Care Aware® of Kansas** supplied providers with **coaching support**. Coaching support included topics, such as: writing/updating/communicating emergency plans, identifying evacuation locations & transportation, backing up important documents, and including children in emergency preparations. One of the coaching highlights included an “Are You Ready?”, an interactive visit focused on storm preparedness. During the visits, children were read a book about being safe in storms and what to do if they experience a tornado warning. Project staff assisted with a tornado drill, followed by a debriefing (how did it go, what worked, what didn’t work, and opportunities for improvement).

Over **5,200 child care programs** received a complimentary issue of the **Kansas Child magazine**, which is a 24-page quarterly publication, dedicated to the various aspects of **emergency preparedness**. Articles from the experts such as FEMA, Centers for Disease Control and Prevention (CDC), American Academy of Pediatrics (AAP), and Fred the Preparedness Dog (Kansas Department of Health and Environment) were showcased.

MOBILE TEXTING

A mobile **texting program** was created to give child care providers **emergency preparedness information** and resources, as a follow up to the emergency preparedness training.

- **Child Care Aware® of Kansas** successfully implemented this program for child care providers and families, and incorporated additional messaging such as **health and wellness** topics.
- During the floods, **Child Care Aware® of Minnesota** was also able to leverage the mobile texting program to conduct **damage assessments** with affected providers.

“I was overwhelmed by the responsibility of keeping children safe, but now I **feel empowered** to write and practice a plan.”

—Child care provider



“There’s so much more to emergency preparedness than we initially think. The **text messages keep me thinking about what more I can do to prepare** in case of emergency”

—Child care provider



PARTNERSHIP BUILDING

CCAoA staff and CCR&R grantees agreed that building partnerships was one of the most valuable components of this project. CCAoA staff have been able to bridge the gap for CCR&R agencies by assisting them with identifying organizations to partner with (e.g., emergency management, Voluntary Organizations Active in Disasters, public health), and building an understanding of the benefits of these relationships.

CCAoA successfully helped CCR&Rs develop relationships with organizations that were not normally on their radar, which ultimately enabled many of them to have a “seat at the table” during community emergency preparedness discussions.

CHILD CARE AWARE® OF MINNESOTA PARTNERSHIPS:

From the onset of this project, Child Care Aware® of Minnesota felt it necessary to consistently have input from their community partners and those that could help guide this work. They established a child care emergency preparedness advisory committee, which brought over a dozen new partners together for quarterly meetings to discuss the different facets of emergency preparedness and how to include children’s unique needs in disaster planning. Committee members included representation from emergency management, Public Health, Department of Human Services licensing, Minnesota Extension, insurance professionals, Community Initiative Foundations, regional CCR&Rs, and many more. This was a very successful part of Child Care Aware® of Minnesota’s project and led to great information exchange, and strong relationships.



Child Care Aware® of Minnesota - Advisory committee

Through presentations and vendor tables at conferences such as the AMEM (Association of Minnesota Emergency Managers) and MNVOAD (Minnesota Voluntary Organizations Active in Disasters), Child Care Aware® of Minnesota **developed relationships and increased awareness of the unique needs of child care with many county and state level emergency managers** and those who work with volunteer organizations across the state. They have stressed to emergency managers the importance of knowing who provides child care in their communities and knowing where they can turn for data and location information about child care providers to be used for emergency purposes. Similarly, they have emphasized to child care providers the importance of reaching out to local emergency managers during ‘blue sky days’.

MINNESOTA CHILD CARE DISASTER IMPACT ASSESSMENT

When real disasters struck in July and September 2018 (floods and a series of tornadoes), **Child Care Aware® of Minnesota** was primed to quickly prepare an impact assessment survey and make the assessment tool link available online and through mobile phone. Just under 40 child care programs completed the assessment, which provided critical data that was used to assess where resources were needed. Information gathered from these assessments helped to **leverage recovery grant funds** for impacted child care providers and the Minnesota Department of Homeland Security used details in their assistance request to FEMA.

CHILD CARE AWARE® OF KANSAS PARTNERSHIPS:

Strengthening and establishing local and statewide partnerships was a priority for **Child Care Aware® of Kansas** network staff, as well as regional CCR&R staff. They sought out and connected with individuals, organizations, and groups to become more involved and to cultivate new and different partnerships. A few highlights of the partnerships strengthened include:

- Teaming up with **Kansas Department of Health and Environment (KDHE) Child Care Licensing** to create consumer education materials for child care programs, which were distributed through child care licensing renewal packets, newsletters, and websites.
- Partnering with the **Mid-America Regional Council (MARC), Community Disaster Resiliency Network (CDRN), Child Care Aware® of America, Child Care Aware® of Missouri** and **The Family Conservancy** to offer a 3-hour Children in Disasters workshop forum to a variety of partners and stakeholders, including child care providers, churches, library staff, Head Start Programs, emergency managers, law enforcement, fire department staff, state agencies (KDHE, DCF), city officials, CCR&R staff, Red Cross, Health Departments, Parents as Teachers, United Way, volunteers, and many others.

Child Care Aware® of Minnesota collaborated with Camp Noah, a program of Lutheran Social Service of Minnesota to revise and pilot their resiliency curriculum to make it available to preschool aged children, attending child care settings (previously written for school-age children).



Aftermath of natural disasters in Morristown, MN



Salina, KS Community Fair

The forum provided a platform for participants to discuss challenges communities and organizations face when planning for children's needs in disasters, as well as the opportunity to discuss the vision for future planning with a goal of developing a regional bi-state plan for the Kansas City metro area (Kansas and Missouri).

- Collaborating with partners for a variety of community events which provided **emergency preparedness information and resources to families**. Some of these events included the Salina Community Fair, Big Truck Night, and Safe Kids Day at the Zoo where hundreds of Child ID kits were completed and resource bags were distributed.
- Presenting at the **Kansas Emergency Managers Association Conference**

CHILD CARE RESOURCE CENTER-TULSA PARTNERSHIPS

Expanding upon existing relationships with the **Tulsa Disaster Resilience Network's Business Council** has been a priority for **Child Care Resource Center in Tulsa**. The two organizations have collaborated to host a seminar, Write Your Plan For Disasters: Business Continuity Planning for Nonprofits (with a special invitation extended to non-profit child care programs) to stress the importance of creating a business interruption plan.

In addition, Child Care Resource Center staff were invited to the **City of Tulsa Hazard Mitigation planning** to ensure that child care information (locations of child care programs) can be integrated into emergency mapping/plans.

Staff had the opportunity build upon relationships by presenting on the topic of child care emergency preparedness at the **National Indian Child Care Conference**, held in Oklahoma.



National Indian Child Care Association (NICCA)

A Day Without Business (conference)

CHILD CARE AWARE® OF MINNESOTA

Child Care Aware® of Minnesota was pleased to be able work with partners from across the state to **substantially improve the overall emergency preparedness capacity** of our system as well as of child care providers, through training and technical assistance. The timing of the project coincided with efforts at the state level to develop and require a child care emergency plan.

Our 2- and 6-hour training options, as well as technical assistance sessions, helped Family Child Care programs and Child Care Center staff understand the requirements and create a plan for emergency preparedness. **We were able to put all our hard work to good use helping child care programs when floods ravaged parts of the state in July 2018.**

We believe that one of the strengths of the Minnesota Child Care Aware® system is **relationship building and statewide connections**. In addition to our quality statewide professional development system, our regional Child Care Aware® offices have made solid connections with local emergency managers, child care licensing staff, and public health staff. We believe in **investing in systems that are sustainable for years to come** and we have spent the last year laying a solid foundation for this great work to continue.



CHILD CARE RESOURCE CENTER-TULSA

The Child Care Resource Center was the only 'city' to be selected for this grant. We were proud that we would be able to show what a regional program could do versus a state office. Our first priority was to do a statewide Train the Trainer for the other regions and state CCR&R office in Oklahoma so we could share the training widely beyond the Tulsa metropolitan area.

Our plans are to **continue to utilize this training and train child care programs on Emergency Preparedness**. We plan to continue to offer technical assistance to child care programs and be a resource for the state.

This is too valuable of a resource to not continue to use to help our child care providers be prepared. There is so much to do in regards to emergency preparedness in child care.



CHILD CARE AWARE® OF KANSAS

It has been a rewarding journey over the last two years! Through our participation in the **“CCR&Rs as Resilience Hubs” project**, we have been able to focus on both foundational child care supports (training, technical assistance, and community education resources) as well as macro level services (process coordination, systems building, and fund development).

We have seen child care providers advance their emergency preparedness skills and practices. To further illustrate this point, we were able to capture the story of a family child care provider in Kansas who endured an intruder situation during child care hours. She attributed her preparedness and positive outcome to the emergency preparedness training and coaching support she received from Child Care Aware® of Kansas staff. Stories like these demonstrate the significant impact of our work.

Our journey continued with new connections with first responders, law enforcement, and emergency management. Our partnership with Child Care Aware® of America encouraged us to seek out and experiment with new ideas and activities.

Although we've merely scratched the surface of our emergency preparedness work, we can undoubtedly say that we have an increased knowledge on what our role is and what our goals are as we move forward. The sky is the limit in Kansas!





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