

## CCS GREETINGS!

The summer months have flown by, and it's "back-to-school" season once again! My name is Paige Bickford, and I joined the Child Care Services team in June 2016. I stepped into the Child Development Specialist position formerly held by Debbie-Ann Francis and am readily available to help you with training opportunities, technical assistance, and other educational resources. I've spent the last couple of months learning as much as possible about the **Texas Rising Star** program. The benefits of becoming a TRS provider are tremendous and include maximum daily reimbursement rates based on Star Level. There may also be additional financial assistance available toward the purchase of equipment and materials for the center. I hope to have the privilege of assisting many of you in the future as you begin the exciting journey of TRS self-assessment, application, and certification as a Two-, Three-, or Four-Star provider! I'm also available to assist our current Texas Rising Star centers as they prepare to recertify. Please feel free to contact me if I can help you in any way, and thank you for continuing to provide the Concho Valley with high-quality child care! ☺ *Paige*

## CDA REPORT

**Six caregivers** from two CCS providers, **Little Folks Dude Ranch** and **Young Scholars**, are currently working to complete their **Child Development Associate** credentials! They have been working hard to complete their online training hours and projects since October 2015. The Concho Valley Workforce Development Board has supported their efforts by providing each of these caregivers with her CDA textbooks, online curriculum, and a laptop computer with MiFi capability. These resources are theirs to keep upon successful completion of their CDAs! We applaud these ladies and truly appreciate their willingness to tackle this challenge. We know it will benefit them personally as well as enrich the lives of the young children they teach!

## CAREGIVER TRAINING OPPORTUNITIES

CCS is sponsoring two upcoming **SATURDAY TRAININGS** for caregivers at West Texas Training Center!

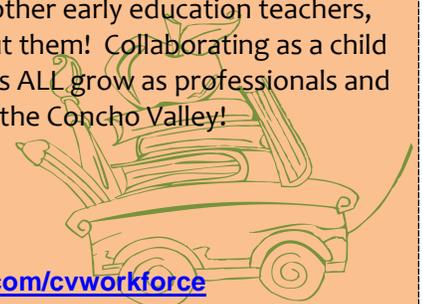
- ❖ On **Saturday, August 6<sup>th</sup>**, we will be hosting **FRESH START: CLASSROOM MAKEOVER & PREPARING FOR THE NEW SCHOOL YEAR**. **Margarita Gonzales** will be presenting some fresh new ideas from **8:30 AM-3:30 PM** with a one-hour lunch break. She will address learning center make-overs and how your center set-up affects the children. Margarita will also present hands-on alphabet activities, classroom management strategies including redirection and discipline, and information related to professional image awareness. Attendees will have the opportunity to participate in hands-on activities and fun demonstrations. This training's cost is **\$10**.

On **Saturday, September 17<sup>th</sup>**, **Chevelle Kirkpatrick** will be presenting **CARING FOR CHILDREN WITH SPECIAL NEEDS – PART 3**. This workshop will run from **9:00 AM-1:00 PM**, and the cost will be **\$5**. (*Attendance at Part 1 or Part 2 is not required to attend this session.*) **Please help us collect materials needed for this workshop by saving your egg cartons and extra coat hangers (metal or plastic).**

## WE COULD USE YOUR HELP...

If you know of any low- or no-cost training resources (online programs, local professionals, etc.) that you would recommend for other early education teachers, please let us know about them! Collaborating as a child care community helps us ALL grow as professionals and benefits the children of the Concho Valley!

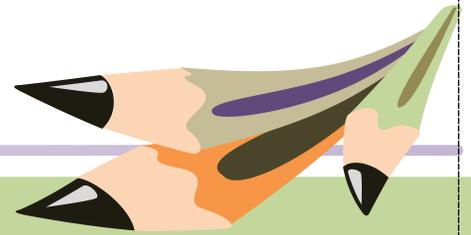
Like us on Facebook-  
<https://www.facebook.com/cvworkforce>



## DIRECTOR TRAINING OPPORTUNITIES

Workforce Solutions of the Concho Valley is now offering **FREE ONLINE DIRECTOR TRAININGS** to our contracted CCS Providers. These training sessions are internet-based and can be accessed from any computer at any time, day or night! **Available titles that will count toward Director Training include:**

- ❖ **First-Time Manager Essentials:** Understanding a Manager's Role / Challenges / Meeting Expectations / Making the Move into Management / Adopting the Appropriate Management Style
- ❖ **Difficult Conversations:** Preparing for a Difficult Conversation / Having a Difficult Conversation / Handling a Difficult Conversation Effectively
- ❖ **Leadership Essentials:** Motivating Employees / Communicating Vision / Building Your Influence as a Leader / Leading with Emotional Intelligence
- ❖ **Safety & Health:** Food Safety & Handling / Food Service Worker Safety / Back Safety & Injury Prevention
- ❖ **Customer Service:** Building Rapport in Customer Relationships / Customer Service over the Phone / Internal Customer Service / Customer Service Confrontation & Conflict / Shaping the Direction of Customer Service in Your Organization / The Angry Caller: What's Your Plan?
- ❖ **Customer Focus:** Identifying and Managing Customer Expectations / Creating & Sustaining a Customer-Focused Organization / Listening To Your Customers
- ❖ **Listening Essentials:** The Basics of Listening / Improving Your Listening Skills / Effective Listening / Listening with Skill
- ❖ **Fundamentals of Working with Difficult People:** Identifying Difficult People / How to Work with Aggressive People / How to Work with Negative People / How to Work with Procrastinators / How to Work with Manipulative People / How to Work with Self-Serving People / Coping with Aggressive Behavior in the Workplace / Reacting to Co-Workers Who Try Taking Advantage



If you would like to take advantage of these NO-COST training opportunities, available only to Directors and Assistant Directors of CCS providers, please contact Paige Bickford at (325) 653-2321 [Ext. 1279] or [pbickford@cvworkforce.org](mailto:pbickford@cvworkforce.org). You will need to provide your **first and last name**, the **name of your center**, and your **e-mail address**. CCS will get a training account set up and send you the link and password to access your account. It's that simple to get started!

Please note that there are many other business-related training topics available including Word, Excel, Powerpoint, Outlook, and Access for Microsoft Office 2013. Although these trainings do not count toward DFPS annual training, they are available for free to provide knowledge and skills that are helpful in running a successful center.

### BE ON THE LOOKOUT:

**New CCS Guidelines** for parents concerning new **eligibility time periods** and **type of income verification** are coming **October 1, 2016**.

These two changes to the CCS program are designed to provide consistent and long term opportunities for children currently in care.

CCS Supervisor Julie Vigil will get you the details on how this may affect you as soon as the information becomes available!



Workforce Solutions of the Concho Valley is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. If you require special accommodations, please email [accommodations@cvworkforce.org](mailto:accommodations@cvworkforce.org) or call 800-996-7589. Funding provided through the Concho Valley Workforce Development Board.

