



Vermont Association of Child Care Resource and Referral Agencies

***Strengthening Services for Vermont Children and Families***

*2008 Annual Report, July 2007-June 2008*



*Child Care Resource and Referral Agencies are a vital community resource,*



*providing information and referrals to parents so they can become educated consumers, and*

*providing training and guidance to providers to strengthen the quality of available child care.*

*The Vermont Association of Child Care Resource and Referral Agencies, VACCRRRA, is a network of twelve community support agencies throughout Vermont dedicated to developing quality child care options and delivering consistent services to families' and providers statewide.*

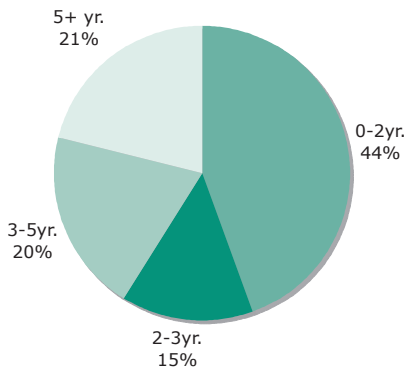
*While VACCRRRA contributes to improving the child care service delivery system, our member agencies are working directly with parents, providers and their communities.*



## Helping Vermont Families and Children

VACCRRRA member agencies provide child care information to parents and assist parents with locating providers that meet their needs. From July 2007 - June 2008, member agencies received 4,976 calls from parents seeking child care for 6,721 children.

### Age of Children Needing Child Care



61% need fulltime care,  
35% seek part-time care,  
4% seek nontraditional care,  
(nights, weekends, other)

### What we know about the AVAILABILITY of Child Care:

Although there are 653 centers and 1,091 homes, parents struggle to find care that meets their needs.

- According to the US Census, there are approximately 33,000 children between the ages of 0-5. 68% of these children have both parents in the workforce. Approximately 20,000 children, under the age of five, need care.
- In 2008, requests for infant care represented over 44% of all referral calls.
- Although customer satisfaction with member agency referral services exceeded 90% during the FY2008, only 50% of families surveyed found child care directly from our referral services.

**We Believe** parents and providers need to inform law makers that the number of slots does not define availability.

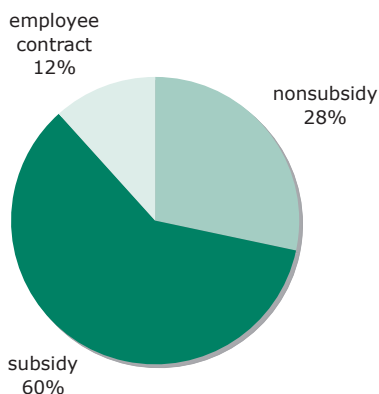
**We Pledge** to continue to inform, educate and encourage parents and stakeholders to discuss and address the reality of child care availability.

### Did You Know?

In efforts to meet the needs of parents, there has been a steady growth of Legally Exempt Child Care Providers, LECC's. Legally Exempt Child Care Providers are often friends or relatives who care for children from only 1 or 2 families. These providers are not required to be registered with the state but may choose to go through a simple authorization process, enabling the care giver to receive payment from the state child care tuition reimbursement program (for a qualifying child in their care).

There are no training requirements for these providers.

### Referral Calls Qualifying for Child Care Assistance



Despite remaining at 1999 poverty guidelines, 60% of referral families qualify to receive some amount of child care reimbursement.

### What we know about the AFFORDABILITY of Child Care:

Qualifying for child care tuition assistance does not mean you receive 100% free child care:

- In 2008, member agencies subsidized a portion of child care for 5,436 families, helping 8,059 children.
- 60% of families seeking child care referrals in 2008 also qualified to receive child care tuition assistance.
- Income eligibility guidelines remain at 1999 rates. A family of four grossing more than \$3,115 per month does not qualify to receive ANY child care tuition assistance. If guidelines were adjusted to 2007 Federal Poverty Guidelines, this family would qualify to receive 65% child care tuition assistance, or \$75 per week.

**We Believe** that child care is not affordable for working families.

**We Pledge** to support the Kids Are Priority One Initiative, Parents Rising, which encourages parents to address their concerns with a broader audience. We will inform and engage parents in opportunities to improve the child care system.

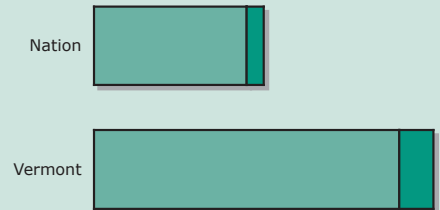
## Helping Child Care Providers

VACCRRRA member agencies support the quality development of providers. From July 2007-June 2008, agencies provided 876 trainings, 23,563 phone consultations and 1,022 visits to child care settings.

### What we know about Quality Child Care:

- The National Association of Child Care Resource and Referral Agencies (NACCRRRA) estimates there are 40-60% operating unlicensed providers in the country; the number of unlicensed providers in Vermont is unknown.
- Nationally, parents believe regulated programs have high standards and oversight mechanisms that are regularly enforced. Parents are largely unaware of actual child care standards that vary from state to state.
- Nationally accredited programs and statewide recognition systems, STARS (Step Ahead Recognition system) are one indicator of quality. The percent of quality recognized programs in Vermont has steadily risen. 28% of centers and 10% homes have attained quality status.
- 11% of the 13,424 training participants completed extended learning opportunities, trainings that were part of a series or course.

### Accreditation Vermont v/s National Average



Nationally, 9% of centers and <1% of homes have attained a national accreditation status.

In Vermont, the percent of accredited licensed centers and licensed homes are double the national average.

With the addition of STARS, over 15% of ALL Vermont programs have been recognized for demonstrating quality that exceeds state standards.

Resource Development Specialists play a critical role in helping providers develop quality programs.

### Did you Know?

Research shows that the caregiver's education, training, and ability to provide a safe and stimulating environment has an impact on children's cognitive and emotional development.

**We Believe** increasing professionalism in the childhood field and the availability of quality training opportunities will greatly benefit Vermont children.

**We Pledge** to support providers in attaining quality standards through exploring the development of a statewide approach to increasing quality in child care settings across Vermont.

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## VACCRRRA FY 08 Key Accomplishments

- Collecting and sharing statewide data on member agencies child care referral services for parents and resource development services for providers.
- Promoting consistent delivery of services among member agencies through: supporting professional development opportunities and best practice discussions and maintaining a web-based resource library
- Increasing public awareness of member agency services through consistent messaging and developing valuable partnerships.
- Participating in collaborative education efforts with Kids Are Priority One and Parents Rising-efforts aimed at improving families' awareness and engagement in child care market rates.
- Contributing to the development of a family centered approach to delivering services for families through: researching strategies for delivering parent friendly information and resources; exploring strategies of utilizing consumer feedback to improve services; and participating in statewide discussions.

## VACCRRRA MEMBER AGENCIES

### Addison Region

Addison County Child Care Services at Mary Johnson's Children Center  
(802) 388-4304

### Bennington Region

Bennington County Child Care Association of Sunrise Family Resource Center  
(802) 447-3778

### Caledonia/Essex (South) Region

Kingdom Child Care Connection at Umbrella  
Toll free: (800) 916-8645

### Chittenden Region

Child Care Resource  
Toll free: (800) 339-3367

### Franklin/Grand Isle Region

The Family Center of Northwestern Vermont  
Toll free: (800) 427-6574

### Lamoille Region

Lamoille Family Center  
(802) 888-5229

### Orange/Windsor (North) Regions

Child Care Project  
Toll free: (800) 323-5446

### Orleans/Essex (North) Regions

North East Kingdom Community Action Parent Child Center  
(802) 334-4072

### Rutland Region

Vermont Achievement Center  
Toll free: (800) 775-2390

### Windsor (South)/North Windham Region

Springfield Area Parent Child Center  
(802) 866-5242

### Washington Region

The Family Center of Washington County  
(802) 828-8772

### Windham (South) Region

Windham Child Care Association  
Toll free: (866) 254-5332

## What Is VACCRRRA?

### OUR MISSION:

The Vermont Association of Child Care Resource and Referral Agencies (VACCRRRA) exists to enhance the capacity of member agencies to build a diverse, high quality early childhood care and education system accessible to all Vermont families.

### OUR PARTNERS:

VACCRRRA is supported and funded by the Child Development Division of Vermont and member agencies contributions.

## What Does VACCRRRA Do?

- We Advocate for Child Care Quality, Accessibility and Affordability through:
  - Communicating the major issues in the supply, demand, cost and quality of child care in Vermont.
  - Engaging in child care public awareness and education opportunities
- We Deliver High Quality Resource, Referral and Tuition Assistance Services throughout the state of Vermont through:
  - Providing consistent, unified messages and information
  - Supporting professional opportunities among our 12 member agencies' staff

## What Do VACCRRRA Member Agencies Do?

- Support and guide parents through the process of finding quality child care;
- Help eligible families pay for child care utilizing the Vermont Child Care Tuition Assistance program;
- Educate the consumers and public on the importance of high quality child care and the growing need for additional resources;
- Support the professional development of child care providers, providing training and classes;
- Collaborate with other organizations, planning and developing affordable, quality child care that meets the needs of children.

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### Needs and Unmet Needs of Parents:

VACCRRRA member agencies often hear from families that not only need child care for one or more children, but also face nontraditional working hours, transportation and financial issues. These parents need care but the slots that are available remain unobtainable. The lack of adequate child care supply contributes to children being placed in unregulated care. Meet Rhea...

Rhea was looking for child care for her two year old and four year old boys. She was hoping to keep her children close to home and continue sending her four year old to a part day pre-k program. Rhea requested a provider who could provide transportation to and from preschool as well as someone who opened before 5am and would accept both children on the child care tuition assistance program.

The early hours, coupled with preschool transportation requests and

two spaces quickly limited Rhea's options. Several providers in the area with openings were located, but none of these providers met the other criteria. Rhea was encouraged to review the provider profiles and discuss the issues with them. She was also encouraged to approach her employer see if they could work something out. In addition, other options, such as in home care and legally exempt child care were reviewed.

Fortunately, Rhea and her employer worked out a new schedule that was

more conducive to traditional child care operating hours and allowed her flexibility to provide preschool transportation. This allowed Rhea the ability to choose a provider from the referral list she had received and continue sending her son to a quality preschool program. Rhea was lucky due to her employer's flexibility, she was able to choose from a regulated program. Many families in this situation have to look at options outside the regulated system to find care that meets their needs.

### July 2007-June 2008 VACCRRRA Member Agency Services for Parents: Referral and Subsidy Requests

Region served/ Community Agency	# Referral calls received	% Subsidy Eligible Families	Age of Children Needing Care						Type of Care Requested			Type of Facility Requested		
			% Infant requests	% Toddler	% Preschool age	%School age	Total # children	% Special needs	%Full time	%Part time	%Nontraditional	Family Child Care	Center Care	Other
<b>Addison Region,</b> Mary Johnson's Children Center	248	42%	50%	18%	22%	10%	309	3.9%	64%	36%	<1%	72%	28%	0%
<b>Bennington Region</b> Bennington County Child Care Association	188	80%	45%	14%	16%	25%	247	1.2%	66%	33%	1%	49%	50%	1%
<b>Caledonia/Essex(South)</b> Kingdom Child Care Connection at Umbrella	321	66%	57%	12%	14%	17%	398	3.8%	93%	7%	0%	50%	50%	0%
<b>Chittenden Region</b> Child Care Resource	1349	74%	47%	16%	19%	18%	1706	2.2%	65%	33%	2%	42%	45%	13%
<b>Franklin/Grand Isle</b> Family Center of Northwestern Vermont	505	64%	34%	15%	19%	32%	780	12.7%	62%	30%	8%	53%	47%	0%
<b>Lamoille Region</b> Lamoille Family Center	391	53%	36%	15%	23%	26%	573	2.6%	59%	38%	3%	49%	50%	1%
<b>Orange/Windsor (North)</b> Child Care Project	545	34%	47%	11%	21%	21%	662	5%	54%	42%	4%	46%	49%	6%
<b>Orleans/Essex (North)</b> North East Kingdom Community Action	102	69%	44%	14%	17%	25%	147	0%	46%	45%	9%	52%	48%	0%
<b>Rutland Region</b> VT Achievement Center	328	62%	38%	17%	22%	23%	482	1%	74%	25%	1%	50%	49.8%	.02%
<b>Windsor (So.) / (North)</b> Windham Regions Springfield Area PCC	231	55%	46%	16%	26%	12%	268	4%	68%	29%	3%	50%	50%	0%
<b>Washington Region</b> Family Center of Washington County	438	45%	45%	14%	21%	20%	600	2.7%	45%	51%	4%	49%	51%	0%
<b>Windham (So.) Region</b> Windham Child Care Association	330	66%	45%	14%	21%	20%	549	6.6%	46%	46%	8%	49.5%	49.5%	1%
<b>TOTALS</b>	<b>4976</b>	<b>60%</b>	<b>44%</b>	<b>15%</b>	<b>20%</b>	<b>21%</b>	<b>6721</b>	<b>4.2%</b>	<b>61%</b>	<b>35%</b>	<b>4%</b>	<b>48%</b>	<b>47%</b>	<b>5%</b>

## From “Watching Children” to Developing a Business and Becoming a Leader in the Child Care Field

VACCRRA Member Agencies play a critical role in encouraging and developing quality child care professionals. They offer trainings and provide individual professional and program support. Meet Mary...

**Then:** In 1998, Mary, armed with a high school diploma and little experience, became a registered home provider. She got into the business because her child was young and she wanted to stay at home with him. As with all providers, Mary attended the required 6 hours of training per year. Quickly, Mary became more and more interested in gaining knowledge and information and began to attend many trainings. Soon she sought professional development guidance from Resource staff at a local VACCRRA agency.

**Now:** Mary is a business woman, advocate, mentor and leader in the child care field. She is the owner and director of a licensed program; she participates in the food program; she is a Starting Points leader; she has obtained her Child Development Associate credential and her program has obtained 3 STARS. Over the years, Mary has participated in numerous professional development opportunities and has received guidance through her local VACCRRA member agency.

## July 2007-June 2008- Supporting Child Care Professionals in Vermont: Developing the Workforce

Region served Community Agency	Child Care Workforce			Trainings				Participants		Consultations				Visits	
	# Family Child Care Programs	# Centers	Total # Facilities	% Workshops	% Series	% Courses	Total # of Trainings	Total attendance	% Participants complete higher ed	% Child Care	% Support agencies	% Unspecified caller	Total consults	Child Care visits	Other visits
<b>Addison Region,</b> Mary Johnson's Children Center	65	34	99	34%	44%	22%	61	913	14%	68%	32%	<1%	993	59	13
<b>Bennington Region</b> Bennington County Child Care Association	68	38	106	88%	8%	4%	64	1017	6%	71%	17%	12%	2184	80	n/a
<b>Caledonia/Essex(South)</b> Kingdom Child Care Connection at Umbrella	73	39	112	48%	30%	22%	63	859	8%	83%	17%	0	536	63	6
<b>Chittenden Region</b> Child Care Resource	207	152	359	47%	24%	29%	210	3739	14%	27%	73%	0	2436	202	410
<b>Franklin/Grand Isle</b> Family Center of Northwestern Vermont	173	43	216	48%	28%	24%	122	1526	11%	84%	15%	1%	2489	89	6
<b>Lamoille Region</b> Lamoille Family Center	60	39	99	38%	38%	24%	53	681	7%	67%	25%	8%	1541	55	50
<b>Orange/Windsor (North)</b> Regions Child Care Project	62	51	113	61%	15%	24%	54	1251	4%	63%	37%	0	1922	43	10
<b>Orleans/Essex (North)</b> North East Kingdom Community Action	69	28	97	68%	21%	11%	19	259	10%	100%	n/a	0	580	57	n/a
<b>Rutland Region</b> Vt Achievement Center	96	70	166	49%	24%	27%	55	1036	16%	n/a	n/a	100%	1723	40	n/a
<b>Windsor (So) / (North)</b> Windham Regions Springfield Area Parent Child Center	42	34	76	61%	23%	16%	20	631	12%	95%	n/a	5%	392	124	6
<b>Washington Region</b> Family Center of Washington County	123	77	200	46%	35%	19%	72	1010	15%	n/a	n/a	100%	4903	93	n/a
<b>Windham (South)</b> Windham Child Care Association	53	48	101	70%	30%	0%	46	502	3%	55%	45%	0	3864	114	114
<b>TOTALS</b>	<b>1091</b>	<b>653</b>	<b>1744</b>	<b>50%</b>	<b>27%</b>	<b>23%</b>	<b>876</b>	<b>13424</b>	<b>11%</b>	<b>53%</b>	<b>25%</b>	<b>22%</b>	<b>23563</b>	<b>1022</b>	<b>624</b>