

# Mary Johnson Children's Center, a VACCRRRA Member Agency

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## Helping Families

A young lady who has 3 children, an 8 month old, a 6 year old and a 10 year old has been looking for child care for her children for 7 months.

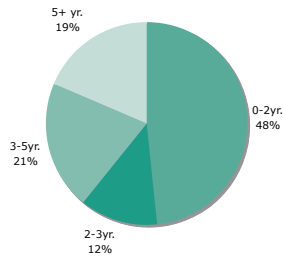
The third time she called looking for care, she had moved from her rural town into Middlebury where child care is more accessible. There

was however, an added difficulty. She needed 2 months of late evening care and continued to need care for her infant.

I was unable to help her find traditional child care, but successfully devised a temporary plan. She will continue her search.

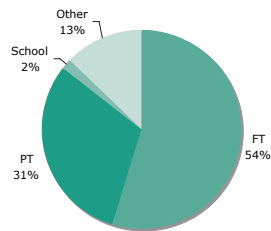
## Referrals in FY 07

### Age of Children Needing Care



8% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
73% seek Family Child Care  
24% request Licensed Centers  
3% seek other arrangements.

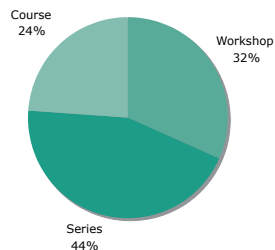
## Meeting the Needs of Parents

- From July 2006-June 2007, agency received 390 child care requests.
- The # 1 child care search challenge reported by parents is a lack of availability. 45% of parents report an inadequate supply of child care.
- 93% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 50% of parents found child care, 34% parents are still looking, 16% have quit work.
- 45% of parents qualify for subsidy services

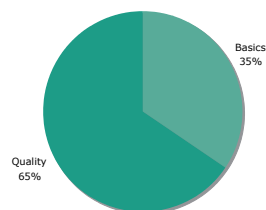
*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

Mary Johnson's Children Center supports 73 Registered Family Homes and 37 Licensed Centers. From July 2006-June 2007, MJCC offered 63 trainings and provided 437 phone consultations to providers. In addition, MJCC supported an additional 54 individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

We have a seasoned provider in our area who felt she had nothing more to learn. Knowing she had received licensing violations, I contacted her to provide support in the form of Literacy visits. Over 5 weeks, she seemed more enthusiastic about the program and began to seek our guidance and support. I have returned to her program to assist in arranging the space and provide consultation services.

The children in her care are benefiting from a calmer environment and are more engaged.

MJCC serves families residing in Addison County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact MJCC directly or VACCRRRA.

## Helping Families

A father called looking for part time care for his one year old son. His wife's current schedule is 2-3 days per week from 6:00 am to 2:30 pm. She has an opportunity to change her schedule to 11:00 am to 7:30 pm. The father is disabled and not able to work at this time or provide all the care his son needs.

No provider was found in the preferred area that is open until

7:30 pm. The Referral Specialist was able to find three programs with openings within the preferred area that open at 6:00 am but close at 4:00 pm.

The Referral Specialist discussed with the father other care options from 4:00 to 7:30 pm. In the end the family decided their best opportunity to find child care was if the wife stayed at her current schedule.

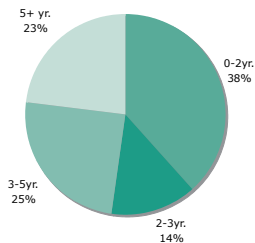
## Meeting the Needs of Parents

- From July 2006-June 2007, Bennington County Child Care Association received 133 child care requests.
- The #1 child care search challenge reported by parents is a lack of availability. 86% of parents report an inadequate supply of child care.
- 97% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 69% of parents found child care, 28% parents are still looking, 3% parents quit work.
- 74% of parents qualify for subsidy services.

*(Parent feedback based upon 20% of total FY 07 referral calls.)*

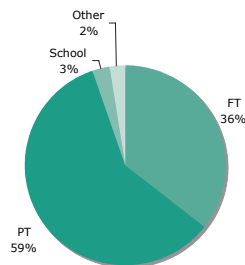
### Referrals in FY 07

#### Age of Children Needing Care



1.5% of children needing care have special needs

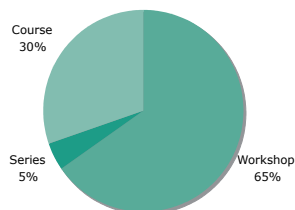
#### Type of Care Needed



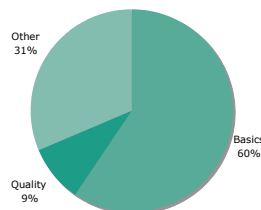
Parent Child Care Preferences:  
49% seek Family Child Care  
51% request Licensed Centers

## Supporting Child Care Providers

Bennington County Child Care Association supports 65 Registered Family Homes and 39 Licensed Centers. From July 2006-June 2007, BCCCA offered 63 trainings and provided 1176 phone consultations to providers. In addition, BCCCA supported an additional 248 individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

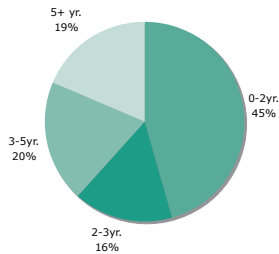
There was a seasoned provider who rarely chose to exceed required training hours.

I convinced her to allow me to introduce a literacy visit with children in her program. She learned a great deal and is using the techniques in her teaching practices. She has also attained her Child Development Associate and is working toward an Associates Degree in Early Childhood as well as Step Ahead Recognition System.

*Bennington County Child Care Association serves families residing in Bennington County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact Bennington County Child Care Association directly or VACCRRRA.*

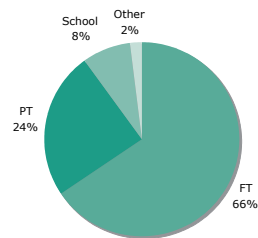
## Referrals in FY 07

### Age of Children Needing Care



2% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
 44% seek Family Child Care  
 46% request Licensed Centers  
 10% seek other arrangements

## Helping Families

I received a call from a homeless parent living in a hotel with her 4 children. The parent has limited transportation and needs full time care to begin as soon as possible for her 4 year old daughter. She also will need after school care for her other 3 children. She was hoping that all 4 children could be with the same provider or at least "close to each other".

I found 7 providers that have openings for the 4 year old. I also found an after school program that could accept her other 3 children.

After providing her with information, I suggested she contact our subsidy specialist for child care assistance.

We are unsure if parent found care yet. We can not reach her.

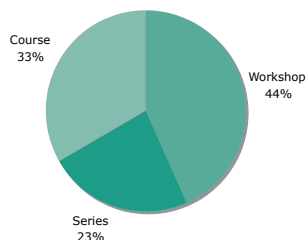
## Meeting the Needs of Parents

- From July 2006-June 2007, Child Care Resource received 1816 child care requests.
- The #1 child care search challenge reported by parents is a lack of availability. 44% of parents report an inadequate supply of child care.
- 90% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 73% of parents found child care, 27% parents are still looking.
- 74% of parents qualify for subsidy services.

*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

Child Care Resource supports 201 Registered Family Homes and 150 Licensed Centers. From July 2006-June 2007, Child Care Resource offered 175 trainings and provided 2500 phone consultations to providers and individuals seeking guidance on child care related issues.



### Type of Trainings

A Family Child Care Provider was very anxious to become a licensed program and was seeking support and guidance in setting up her space to do so, however, she was not qualified at this point to become a licensed program.

Resource Specialist and recruitment responded by supporting her on-site and by phone to go over Family Child Care Licensing regulations and providing resources to obtain her Child Development Associate. This included connecting her with a mentor, providing information about Child Development Associate contacts and process and enrolling her in appropriate classes.

The provider decided to pursue her Child Development Associate to further her professional development and qualify her to be the Director of a licensed family program. We will continue to provide support and resources as this provider moves through the process.

Child Care Resource serves families residing in Chittenden County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact Child Care Resource directly or VACCRRRA.

## Helping Families

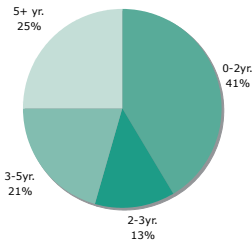
A family relocated to the area from out of state. They are experiencing a great deal of financial and emotional stress. Two of their children are in the process of being evaluated for special needs.

We have provided them with referrals to doctors offices, and have done several child care referrals with mom. They located a center and returned to use our service to

locate another child care program that more adequately met their needs.

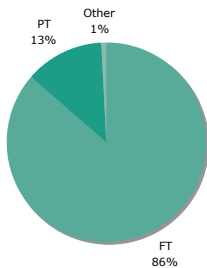
Although the family has settled into the new Family Child Care home, we remain in close contact to ensure they are receiving all of the services they need. We are also working with this family through our Family Support Program.

## Referrals in FY 07 Age of Children Needing Care



1.5% of children needing care have special needs

## Type of Care Needed



Parent Child Care Preferences:  
49% seek Family Child Care  
51% request Licensed Centers

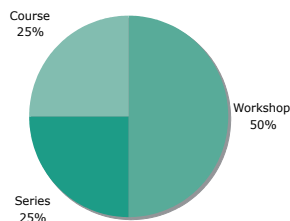
## Meeting the Needs of Parents

- From July 2006-June 2007, Kingdom Child Care Connection at Umbrella received 386 child care requests.
- The # 1 child care search challenge reported by parents is a lack of availability. 57% of parents report an inadequate supply of child care.
- 100% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 77% of parents found child care, 23% parents are still looking.
- 69% of parents qualify for subsidy services.

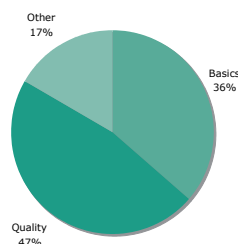
*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

Kingdom Child Care Connection at Umbrella supports 70 Registered Family Homes and 36 Licensed Centers. From July 2006-June 2007, Kingdom Child Care Connection at Umbrella offered 64 trainings and provided 420 phone consultations to providers and individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

Upon completing a visit with a registered home provider, I witnessed a provider overwhelmed and ineffective in supporting the children in her care. I returned for additional visits to observe interactions and provide ideas for improving her program. Relationship-building often makes the difference in the life of a provider, resulting is a real change in the quality of care. She is effectively supporting to children in her care.

*Kingdom Child Care Connection at Umbrella serves families residing Caledonia and Essex South regions and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact KCCC directly or VACCRRRA.*

## Helping Families

Sandy is the mother of two children under the age of two. She called The Family Center of Northwestern Vermont looking for immediate 2nd shift child care. Sandy was also interested in finding a provider who would accept child care subsidy

I had just spoken with a provider to update their vacancies in this same community. This provider also offered 2nd shift care. In addition, I knew of two other providers who had 1st shift

openings. I called all three providers to confirm the openings and one provider stated that the parent could call and that they would be willing to discuss 2nd shift care. With these referrals, Sandy found care. Sandy called the Family Center back seeking assistance in changing her subsidy to another provider. I transferred mom to her subsidy case manager and mom was able to set up child care starting the following day.

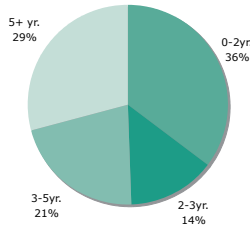
## Meeting the Needs of Parents

- From July 2006-June 2007, The Family Center of Northwestern Vermont received 569 child care requests.
- A lack of affordable and available care accounts for 68% of reported child care search challenges.
- 92% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 46% of parents found child care, 48% parents are still looking, 6% have quit work.
- 66% of parents qualify for subsidy services

*(Parent feedback based upon 20% of total FY 07 referral calls.)*

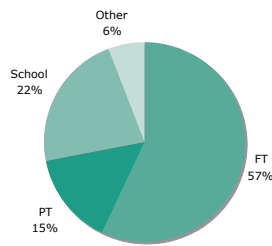
### Referrals in FY 07

#### Age of Children Needing Care



4% of children needing care have special needs

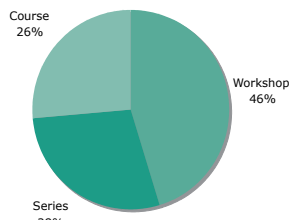
#### Type of Care Needed



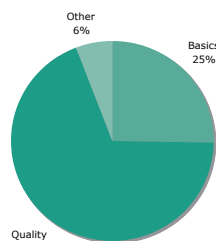
Parent Child Care Preferences:  
57% seek Family Child Care  
43% request Licensed Centers.

## Supporting Child Care Providers

The Family Center of Northwestern Vermont supports 179 Registered Family Homes and 39 Licensed Centers. From July 2006-June 2007, The Family Center offered 114 trainings and provided 2899 phone consultations to providers. In addition, The Family Center supported an additional 345 individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

We have a Registered Provider who lacks self-confidence and needs a lot of support to believe in herself. Her facility is small and many furnishings are old.

We provide the verbal support that she needs, both by actually visiting and over the telephone. We have also assisted her in applying for an equipment grant. Through individual support and attending trainings, she has developed a quality program.

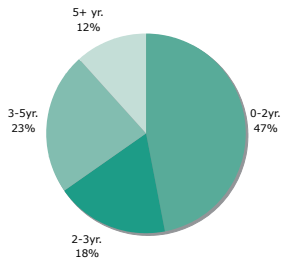
She has received her Child Development Associate, 3 Step Ahead Recognition System and she continues to offer a quality program to the children in her community and seek out resources offered by The Family Center.

The Family Center of Northwestern Vermont serves families residing in Franklin and Grand Isle Counties and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact The Family Center directly or VACCRRRA.



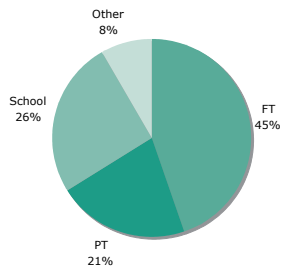
## Referrals in FY 07

### Age of Children Needing Care



2.6% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
49% seek Family Child Care  
50% request Licensed Centers  
1% seek other arrangements.

## Helping Families

I received a call from a nurse who was concerned for her patient's children. Depending on the surgery, the mother was going to need 3 or 4 nights of overnight care for her 2 school aged children but did not have family support to provide care or money to pay for care. We discussed the Child Care Subsidy program and how we could probably cover the care under "Parent with Special Health Needs".

Then I contacted providers to see if any of them would be willing to watch the children overnight.

I ended up speaking to the Coordinator of the LINK program here at the Lamoille Family Center who referred me to Home Health & Hospice; I shared the information with the nurse and family. Fortunately, the Home Health and Hospice program was able to meet this family's needs.

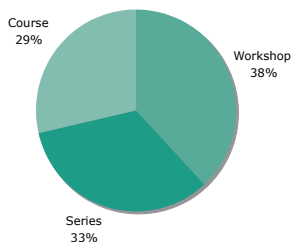
## Meeting the Needs of Parents

- From July 2006-June 2007, agency received 568 child care requests.
- The # 1 child care search challenge reported by parents is a lack of availability. 46% of parents report an inadequate supply of child care.
- 100% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 65% of parents found child care, 32% parents are still looking, 3% have quit work.
- 51% of parents qualify for subsidy services.

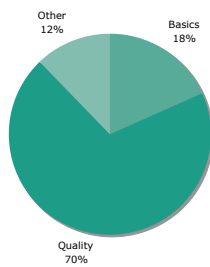
*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

The Lamoille Family Center supports 62 Registered Family Homes and 36 Licensed Centers. From July 2006-June 2007, LFC offered 42 trainings and provided 1020 phone consultations to providers. In addition, LFC supported an additional 447 individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

A single, young mom was offered a job in a local child care. Despite having no experience or education in the field, she had a good work ethic, great attitude and loved kids!  
She enrolled in an abundance of trainings, attained her Child Development Associate and then decided to "formalize" her professional development a bit more.  
She is currently taking a college course and is signed up for another college course for next semester. She is enthusiastic about her "profession" and is inspired to move further in her career.

Lamoille Family Center serves families residing in Lamoille County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. VACCRRRA member agencies share a common commitment to developing quality child care options and For more information on child care services, contact LFC directly or VACCRRRA.

# Child Care Project, a VACCRRRA Member Agency

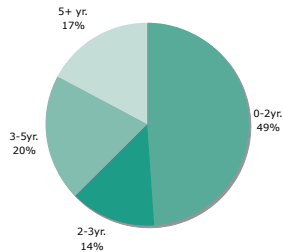
Email: [child.care.project@dartmouth.edu](mailto:child.care.project@dartmouth.edu)

Toll free: (800) 323-5446

[www.dartmouth.edu](http://www.dartmouth.edu)

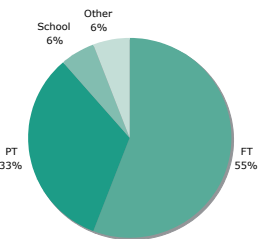
## Referrals in FY 07

### Age of Children Needing Care



6.7% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
46% seek Family Child Care  
47% request Licensed Centers  
7% seek other arrangements.

## Helping Families

We were contacted by a family looking for care in Sharon, a small town, for two year-old twins.

Finding care placements for infant twins, or even multi-age siblings in tiny towns where there are very few providers is always a big challenge, but luck was with us. We provided referrals and encouraged this family to maintain dialogue with providers of interest.

"Your information was extremely helpful. Initially my provider did not have two openings. However in talking to others in the area and networking to keep the word out, she got back to me when she had two openings, as did another child care and I ended up being able to choose between two fine options. My provider is wonderful and my sons adore her."

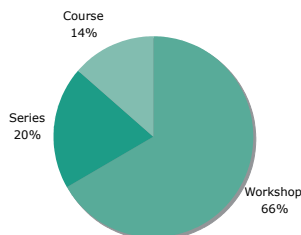
## Meeting the Needs of Parents

- From July 2006-June 2007, Child Care Project received 655 child care requests.
- The # 1 child care search challenge reported by parents is a lack of availability. 42% of parents report an inadequate supply of child care.
- 92% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 80% of parents found child care, 16% parents are still looking, 4% have quit work.
- 30% of parents qualify for subsidy services

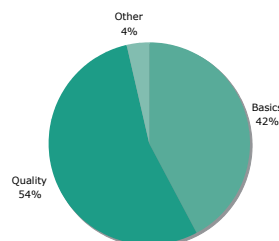
*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

Child Care Project supports 61 Register Family Homes and 48 Licensed Centers. From July 2006-June 2007, Child Care Project offered 51 trainings and provided 1485 phone consultations to providers. In addition, CCP supported an additional 718 individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

A registered provider is moving to a rental property in a nearby town. Money is tight and the provider needs to be registered at her new address as soon as possible.

After many phone calls and emails between Licensing, our agency and the provider, and a Welcome to Child Care Visit we were able to move the registration process along and get the provider registered quickly.

This was a case where many people worked together to find a way to support the provider and accelerate the registration process.

Child Care Project serves families residing in portions of Northern Windsor County as well as Orange County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact Child Care Project directly or VACCRRRA.

# North East Kingdom Community Action Parent Child Center, a VACCRRRA Member Agency

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[www.Nekca-pccnorth.org](http://www.Nekca-pccnorth.org)

## Helping Families

A 17 year old mother and infant daughter were preparing to leave foster care on her 18th birthday.

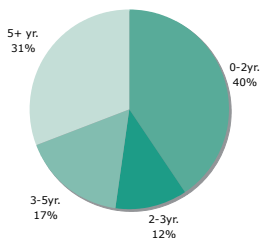
Multiple service agencies have had concerns regarding and leaving foster care where both she and her daughter have been nurtured. Agency team meetings highlighted the need for mom to have support and for the toddler to receive continued appropriate stimulation and interactions.

I had several meetings with this young

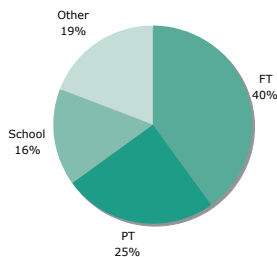
mother discussing the continued benefits of child care for both her baby and her and the benefits of receiving her GED.

She was very reluctant to have her child in a new setting and made a decision that she would just stop attending classes. With our assistance, she chose a provider with whom she felt comfortable. They are now working as a team – her child is attending child care regularly and she is still attending classes which will lead her to her GED.

## Referrals in FY 07 Age of Children Needing Care



## Type of Care Needed



Parent Child Care Preferences:  
53% seek Family Child Care  
46% request Licensed Centers  
1% seek other arrangements.

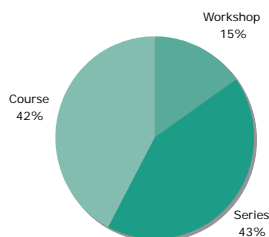
## Meeting the Needs of Parents

- From July 2006-June 2007, NEKCA agency received 214 child care requests. 50% of parents report an inadequate supply of quality care.
- The # 1 challenge reported by parents is a lack of quality.
- 100% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 80% of parents found child care, 17% parents are still looking, 3% have quit work.
- 60% of parents qualify for subsidy services.

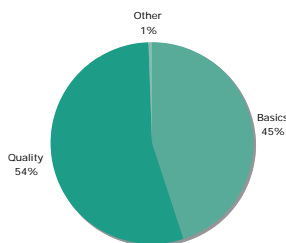
*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

NEKCA supports 77 Registered Family Homes and 23 Licensed Centers. From July 2006-June 2007, NEKCA offered 27 trainings and provided 666 phone consultations to providers and individuals seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

Josie has been resisting seeking any accreditation such as Child Development Associate or Step Ahead Recognition System "on principle".

When the need arose to have a "site host" for the Interactive TV Fundamentals course I asked if she would be willing to serve in this position and attend the course. She accepted readily, more to have the position than to attend the course. She did a stellar job as site host, attended every class and became so involved in the course work that she submitted a high-quality portfolio and did a wonderful job of mentoring the participants.

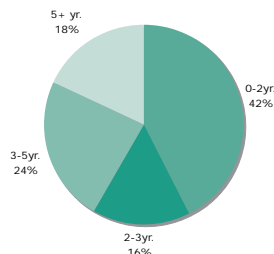
She is re-energized in her work.

NEKCA serves families residing in Orleans and Essex North Regions and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact NEKCA directly or VACCRRRA.



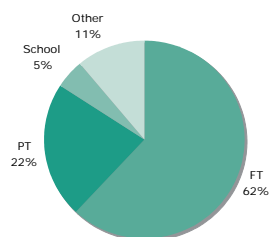
## Referrals in FY 07

### Age of Children Needing Care



1.5% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
48% seek Family Child Care  
48% request Licensed Centers  
2% seek other arrangements.

## Helping Families

I spoke with a mom who was in distress over her childcare issue. Her mother, who had been caring for her two children while she was attending school, was no longer able to care for her grandchildren.

The mom was very concerned about finding a provider that was a nurturing person, a parent themselves and someone who could not only care for his basic needs but give both children the opportunity to learn in their environment.

The mom was able to find a provider

that she liked personally and one that had the experience and training to provide developmentally appropriate learning opportunities for her children. She reported that the behaviors that had been problematic seemed to have settled down and that the regular routine was the reason that things were better for her son. She said that she had more time to play with her daughter now because there was less time being spent on controlling the behaviors of her son.

## Meeting the Needs of Parents

- From July 2006-June 2007, agency received 534 child care requests.
- 29% of parents report an inadequate supply of child care. The #1 child care search challenge reported by parents is a lack of availability.
- 99% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 54% of parents found child care, 38% parents are still looking, 8% have quit work.
- 56% of parents qualify for subsidy services

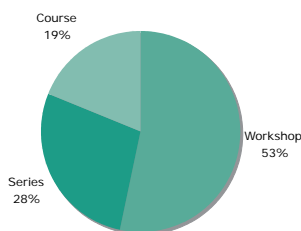
(Parent feedback based upon 20% of total FY 07 referral calls.)

## Supporting Child Care Providers

Vermont Achievement Center supports 100 Registered Family Homes and 63 Licensed Centers. From July 2006-June 2007, VAC offered 58 trainings and provided 413 phone consultations to providers and individuals seeking guidance on child care related issues.

36% of trainings offered in FY07 were instructed by qualified Resource Development staff.

The remaining 64% trainings were instructed by qualified contracted trainers



Type of Trainings

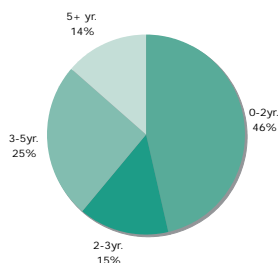
There were two providers who were hesitant to take a college course to pursue their Child Development Associate.

I provided information and support of the Level I Course and the funding available from CDD to pursue it. They both successfully completed Level I for College credit. I am now assisting both of them in their professional development plans as they seek to attain their Child Development Associate.

VAC serves families residing in Rutland County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact VACR directly or VACCRRRA.

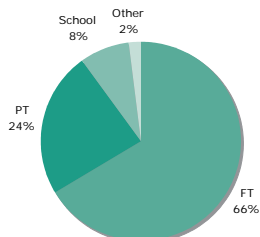
## Referrals in FY 07

### Age of Children Needing Care



2% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
49% seek Family Child Care  
51% request Licensed Centers

## Helping Families

A young mother of two little girls was encouraged by the Reach Up program to finish her education and enroll her daughters in a childcare program. Aware that she would need to find child care, the Reach Up worker provided our referral service number.

We discussed her options and child care needs. Like many young moms, she was most comfort-

able having her children nearby where she could interact with them throughout the week's schedule.

Although Infant/Toddler care is always at a premium in our area, Mom was fortunate to find an on-site child care program that met her needs and allowed her the opportunity to earn her high school diploma while her daughters were close by.

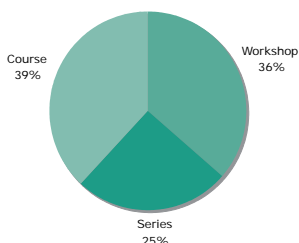
## Meeting the Needs of Parents

- From July 2006-June 2007, Springfield Area Parent Child Center received 323 child care requests.
- The #1 child care search challenge reported by parents is a lack of availability. 65% of parents report an inadequate supply of child care.
- 100% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 58% of parents found child care, 42% parents are still looking.
- 47% of parents qualify for subsidy services.

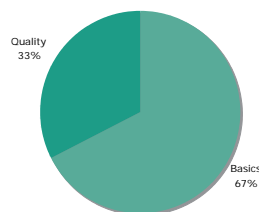
*(Parent feedback based upon 20% of total FY 07 referrals.)*

## Supporting Child Care Providers

Springfield Area Parent Child Center supports 34 Registered Family Homes and 46 Licensed Centers. From July 2006-June 2007, Springfield Area Parent Child Center offered 55 trainings and provided 387 phone consultations to providers and others seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

Springfield Area Parent Child Center serves families residing in Windsor (South) and Windham (North) Regions and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. VACCRRRA member agencies share a common commitment to developing quality child care options and delivering consistent services within their community and statewide. For more information on child care services, contact Springfield Area Parent Child Center directly or VACCRRRA.

## Helping Families

A distraught mother, currently pursuing a divorce, contacted Family Center of Washington County. Her pre-school age son had been unexpectedly dis-enrolled from their current center.

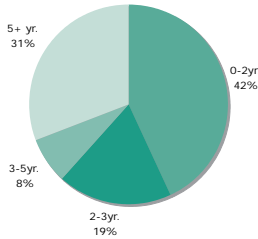
We discussed her child care needs and the emotional needs of her son. She disclosed several behavioral changes that have coincided with the separation from her soon-to-ex-

husband. We brainstormed community resources available for her and/or her son, discussed the importance of working together proactively with a provider, as well creating transitional activities to use with her new child care setting.

I was able to provide 9 referrals and a variety of written resources to assist her and her son through the transition challenges.

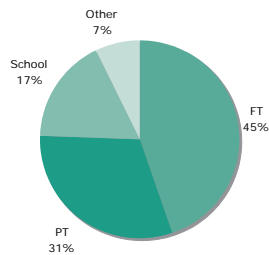
## Referrals in FY 07

### Age of Children Needing Care



3.4% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
50% seek Family Child Care  
50% request Licensed Centers

## Meeting the Needs of Parents

- From July 2006-June 2007, Family Center of Washington County received 733 child care requests.
- The # 1 child care search challenge reported by parents is a lack of availability. 44% parents report an inadequate supply of child care.
- 99% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 63% of parents found child care, 35% parents are still looking, 2% have quit work.
- 41% of parents qualify for subsidy services

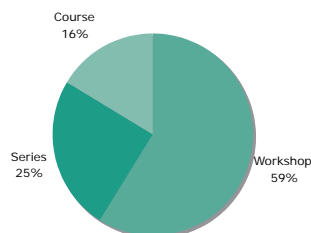
*(Parent feedback based upon 20% of total FY 07 referral calls.)*

## Supporting Child Care Providers

Family Center of Washington County supports 135 Registered Family Homes and 80 Licensed Centers. From July 2006-June 2007, FCWC offered 75 trainings and provided 1311 phone consultations to providers and individuals seeking guidance on child care related issues.

66% of trainings were instructed by qualified agency staff.

The remaining 34% trainings were taught by contracted instructors.



Type of Trainings

A woman interested in doing child care, contacted me to see if her house met the criteria. Unfortunately, her windows were not large enough to serve as the second egress. Finances made it impossible for her to install a larger window --- after consultation with me, she decided to register the basement of her home.

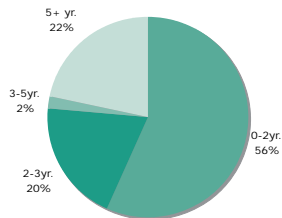
Over the course of several weeks I helped her through the registration process, answering questions, offering advise on set up, contracts, hours, fees, etc.

This woman is a newly registered provider, with a great space, and a commitment to being a quality program.

Family Center of Washington County serves families residing in Washington County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies.. For more information on child care services, contact FCWC directly or VACCRRRA.

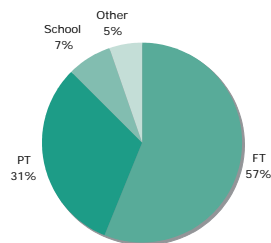
## Referrals in FY 07

### Age of Children Needing Care



9% of children needing care have special needs

### Type of Care Needed



Parent Child Care Preferences:  
50% seek Family Child Care  
49% request Licensed Centers  
1% seek other arrangements

## Helping Families

Our client recently relocated to the United States with her husband and young daughter. She was seeking “reasonable or free” child care within walking distance of her home so that her toddler daughter could learn English. I sent a number of referrals and additional community information to the parent and followed up in a few weeks with a call. The mother expressed that she had not contacted any providers’ as the fees were “too expensive”. She was unable to apply for family support as she did not have

social security numbers of her children readily available.

Knowing that an important aspect of child care was social, I spoke with the client about opportunities within walking distance that would enable her daughter to learn more English, such as play groups, and story time at the library. The client indicated that she was interested in pursuing these opportunities but remained frustrated with her child care search experience.

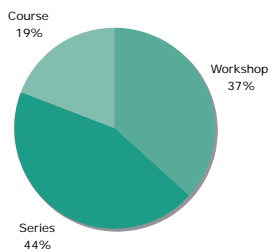
## Meeting the Needs of Parents

- From July 2006-June 2007, Windham Child Care Association received 605 child care requests.
- The #1 child care search challenge reported by parents is a lack of availability. 60% of parents report an inadequate supply of child care.
- 97% of parents report positive satisfaction with referral services, finding the information helpful, useful and accurate.
- 43% of parents found child care, 55% parents are still looking, 2% parents quit work.
- 58% of parents qualify for subsidy services.

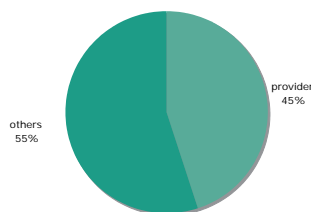
*(Parent feedback based upon 20% of total FY 07 referral.)*

## Supporting Child Care Providers

Windham Child Care Association supports 49 Registered Family Homes and 41 Licensed Centers. From July 2006-June 2007, Windham Child Care Association offered 66 trainings and provided 3756 phone consultations to providers and others seeking guidance on child care related issues.



Type of Trainings



Provider Consultations

Step Ahead Recognition System is quality recognition program. The application process requires time, commitment and organizational skills. To encourage providers to pursue this program, I met with a small group of interested providers and created a clear, easy to follow plan and established myself as a support mechanism. Individualized plans, assistance with gathering information and regular check ins have made a positive impact. One provider has completed the application process and I anticipate 4 more to complete it soon.

Windham Child Care Association serves families residing in Windham County and is one of twelve agencies affiliated with VACCRRRA, the Vermont Association of Child Care Resource and Referral Agencies. For more information on child care services, contact Windham Child Care Association directly or VACCRRRA.