

Annual Report

FY2010

CCRS
Child Care
Resource Service



“Child Care Resource Service strives to support families, child care providers, students and communities in their commitment to provide high quality child care to all children and to make it accessible and affordable. We offer assistance and education as they work to develop excellence as advocates and professionals for children.”

Serving Champaign, Douglas, Iroquois, Macon, Piatt, and Vermilion Counties in East-Central Illinois



From the Directors: Angela Wiley and Brenda Eastham

Child Care Resource Service (CCRS), established in 1985, is an information, education, and referral service for families, child care providers, employers, and communities located in Champaign, Douglas, Iroquois, Macon, Piatt, and Vermilion Counties in East-Central Illinois. CCRS is funded by the Illinois Department of Human Services (IDHS) and is located on the University of Illinois campus. We are part of the Department of Human and Community Development in Bevier Hall. We employ just over 30 staff in several departments. In addition, we have 2 liaisons, 2 nurses, and several students. Our services include assisting parents and providers with the processing of Child Care Assistance Program (CCAP) applications and documentation which provide struggling families with assistance paying for their child care needs. We help parents locate and select quality child care, and we guide providers through a quality rating process. We deliver and facilitate trainings and workshops. We are committed to providing the community with information about childcare and childhood issues and to work with providers and parents on health-related topics. We also do research to document trends in child care at the state level and to provide information for improving child care training and quality. We at CCRS feel it is vitally important that we continue to let parents, providers, community members, and legislators know about the importance of quality child care and affordable child care options. If this work is important to you, we ask that you periodically contact your legislator and let them know. To locate your specific legislator go to www.actforchildren.org. We believe that children matter—each of us can make a difference in a child’s life.



Resource Development/Outreach: Dottie (Coordinator) & Kathy Martin

Staff share information about our agency’s services at community fairs, employer benefit days, agency-sponsored events, carnivals, fiestas, conferences, school open houses, public booths, career days, and even in parades. They look for opportunities to offer information to those in our area who may be eligible for or in need of services. In fiscal year 2010, outreach staff made 97 networking contacts and 10 community collaborations. Over 7,300 materials were also shared with our communities. A total of 132 provider recruitment contacts were made. This includes 86 start-up packs, 40 welcome visits, and 6 follow-up contacts.

Additional CCRS staff: Office Manager—Mindy, Iroquois County Liaison—Mary Ellen, Web Specialist –Ashley, Media Specialist –Donna, Hispanic Liaison—Diana & Milagros, & Administrative Services Coordinator—Darrin

Child Care Referrals: Cheri (Coordinator), Lou Anne, Jackie, Milagros, Kathy, Dottie, Tina, Ashley, & Jenny

When a parent is looking for a child care provider, they can call CCRS for a referral—a listing of child care providers that may be able to provide child care for them. In fiscal year 2010, staff gave referrals to 1,387 families: a total of 2,182 children.



Nearly all (98%) of parents who responded to a survey said they would use this service again or recommend it to a friend. The most common request was for full-time week-day child care during typical business hours. The majority of families (85%) who called for referrals had incomes at least 200% below the state median income. Seven percent (7%) were teen parents. Most callers (80%) were seeking care for employment reasons while nearly one quarter (24%) were seeking care for training and education reasons. Of those parents responding to follow-up surveys, 40% said they had no problem finding care, 20% said there were not enough openings, 12% said cost was a problem, and 8% said less-than-satisfactory quality prevented them from finding child care.

Training Services: Lou Anne (Coordinator), Jackie & Jenny

Our training department collaborates with child care associations in our six counties to meet the needs of child care providers with respect to training, education, and technical assistance. In fiscal year 2010, training staff delivered 214 total events, including self studies, workshops, series workshops, and conferences. Over 3,780 participants attended the trainings. Total training participant hours was 8,292. Of the 214 trainings held, 161 were workshops, 47 series sessions, and 6 self-studies.

Nurse Consultants: Carol & Sandy

These staff members collaborate with the Healthy Child Care America initiative, health care professionals, child care providers and families to improve the health and well-being of children in child care settings. The Child Care Nurse Consultant (CCNC) program facilitates strong connections between child health experts and child care providers to support healthy child care environments and ultimately healthy outcomes for children in care. In fiscal year 2010, our CCNCs provided the following services:

Outreach Activities 5
Consultations 251
Training Participants 694

Technical Assistance 779
Materials Distributed 3,168
Networking Activities 95

Educational Sessions 38
Training Hours Offered 58.5
Referrals Made 192

Child Care Assistance Program (CCAP): Chad & Lisa (Coordinators), Alice, Ashley, Whitney, Angela, Richelle, Milagros, Carla, Darrin, Valerie, Marc, Tia, Anna, Megan, & Dottie

The State of Illinois helps income-eligible families pay for child care services needed to work or go to school, training, and other work-related activities. During Fiscal Year 2010, the CCAP funds, paid a portion of the child care costs for an average of 3,814 clients per month. CCAP staff answered 50,851 telephone calls (an increase of over 8,000 calls from FY09) and welcomed 1,987 clients, 2,115 providers, and 712 other walk-ins for a total of 4,814 customers over the course of the year. An average of 39% of the CCAP payments that we processed were to license-exempt programs and 67% were to licensed programs. Approved parents are assessed a co-payment amount when approved, which they pay to the child care provider. The State of Illinois covers the rest of the child care cost within state rates. If a provider charges above that rate, the parent is responsible for the additional charges.

Types of Programs Paid
Centers 35%
Family Child Care Homes 35%
Relative Care 26%



Income Eligible Guidelines:	
Family Size	Maximum Monthly Income
2	\$2,429
3	\$3,052
4	\$3,675

Data: Jenny, Jackie & Brenda

A variety of our data are confidential, and some requests for data, such as for direct mailing purposes, are not granted. In addition, our data are not available for commercial use or as a referral tool for use by another agency. However, agencies, schools, child care providers, college students, grant writers, and other nonprofit organizations frequently use information from our databases to enhance their publications or services. In 2010, we had a total of 22 requests for data and 20 were approved.

Research: Angela, Samantha, Maria, Rebecca

IDHS is required by federal legislation to conduct two research projects every other year. First, the *Illinois Market Rate Survey* of licensed child care facilities which assesses what child care providers charge for child care. The information gathered in this survey serves as a basis for establishing the payment rates for subsidized child care. Second, the *Illinois Salary and Staffing Survey of Licensed Child Care Facilities* documents the average wages, salaries, and benefits paid to child care practitioners throughout the state; the qualifications of new practitioners hired at licensed child care facilities during the previous two years; the number of qualified practitioners who apply for vacant positions; and the difficulties centers face in engaging and retaining practitioners. Additional research projects in which CCRS is involved include the Professional Development Advisor Program Evaluation, the Latino Needs Assessment, Abriendo Caminos: Preventing Childhood Obesity Among Latinos, The Impact of the Recession on Child Care in Illinois, and Attachment to Child Care Providers.

Type of Care The chart on the right shows total child care facilities and capacities broken down by city, county, and type of care: Family Child Care (FCC) Homes and Centers. Centers include: Pre-school programs, School-Age programs, Park/ Recreation programs, Head Start programs, and Preschool For All programs.

Average Rates The average rates (shown below) for our six-county region are broken down by county and type of care. FCC homes and Centers (which includes all other types of care on our database) are listed as average full-time weekly rates:

	FCC		Center	
	Total	Capacity	Total	Capacity
Champaign County	359	2,935	107	8,921
Douglas County	35	281	6	237
Iroquois County	52	363	13	513
Macon County	63	531	40	3,465
Piatt County	25	204	7	231
Vermilion County	139	953	32	1,744

	Infant		Preschool		School Age (B/A school)	
	FCC	Center	FCC	Center	FCC	Center
Champaign County	\$125	218	115	163	65	83
Douglas County	\$102	N/A	99	N/A	59	N/A
Iroquois County	\$89	96	84	N/A	59	N/A
Macon County	\$113	167	107	123	92	78
Piatt County	\$113	195	104	170	66	79
Vermilion County	\$99	146	91	110	62	67

Special Project

The Build Your Library program (BYL) was funded by IDHS to increase the availability of literacy materials in children's homes and the programs they attend. The program provided outreach to 9 Center programs and 24 Family Child Care providers. Each child included in the BYL program received 15 preschool books or 10 toddler books. The providers themselves also received a set of books. Books were read to children at each visit and an activity was left behind for the provider to expand the reading material. Each of the 24 FCC providers received a paint kit as a way of thanking them for being a part of the BYL program. A total of 3780 preschool books were given out as well as 900 toddler books.





Grants and Funds: Tina, Dottie, & Kathy

Quality Counts is a community education program for parents and child care providers focusing on the issues of quality child care. In order to help child care providers enhance the literacy aspects of their programs, a key indicator of quality child care, CCRS regularly visits providers and offers literacy materials with the Quality Counts van. In fiscal year 2010, we visited 736 licensed family child care homes and centers and 73 license-exempt child care providers throughout our six counties.

The Quality Counts Mini Grants are provided by IDHS to improve quality and capacity of child care programs throughout the state. In FY2010 CCRS granted \$235,491 to local child care providers. CCRS received 102 applications and was able to fund 69 programs. The number of grants funded depended on the number of proposals received and the amount awarded to each. The awards were distributed proportionately across our six counties. Forty-one (41) family child care providers and 28 centers were approved for funding.

Professional Development Funds (PDF) and Accreditation Grants are designed to support individual pursuit of professional development in early care and education. Providers participating in educational events that meet grant guidelines can be reimbursed for their expenditures. Center program directors, center staff, family child care owners and staff, and child care associations are able to access these funds. In fiscal year 2010, CCRS distributed \$26,197 in 220 grants to individual providers and programs for workshops, tuition, and on-site professional development opportunities. CCRS also administers a grant to enable providers to pursue program accreditation and various early childhood credentials. In fiscal year 2010, 2 grants were awarded for pursuit of credentialing, and 6 grants were awarded for program accreditation.

Infant Toddler Specialist: Barb (Coordinator)

The Infant Toddler Specialist provides a number of services to child care providers, including consultations and training on topics relevant for developmentally appropriate practice with infants, toddlers and two-year-olds. She provides assistance in understanding and utilizing the Infant/Toddler Environmental Rating Scale (ITERS) and, on-site assessments of programs that serve infants, toddlers and two-year-olds. This specialist is able to give assistance in room arrangements to best meet the needs of young children in care, activities and ideas to enhance curriculum and daily schedule planning, and workshops to meet the needs of child care providers. Since the beginning of the program in November 2009, 38 on-site center consultations, 14 on-site home consultations, and 38 group workshops / trainings have been done.

Quality Rating System: Tina (Coordinator)



The Quality Counts: Quality Rating System (QRS) assists Illinois child care programs in providing quality care for children and their families. This is a voluntary program available to license-exempt family child care providers, licensed family/group home child care providers, and licensed centers. Technical assistance, training, and supports are offered to all types of providers. The system offers progressive levels which providers can achieve depending on the type of care they provide. Specific quality criteria must be met to achieve a each level. Once a child care provider has met the requirements for that level, they will be recognized for their achievement. Those providers serving children paid through the IDHS CCAP program will receive a quality add-on rate to the standard CCAP rate. For FY2010, 1527 participant hours of training were fulfilled relating to the QRS. Over half a dozen providers are working on accreditation as well, which will make programs eligible for the QRS at Star Level 3 once completed. Currently in our area, there are 8 licensed center programs and 5 licensed family/group home child care providers taking full advantage of this program by receiving their star award. Twenty-three (23) licensed-exempt family child care providers have obtained a quality tier allowing them to receive the quality add-on rate.

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