



VISION

Quality, affordable child care is available to every child in Utah who needs it.

MISSION

To support children and families by working collaboratively with providers, employers, agencies and communities throughout Utah to ensure the availability of quality, affordable child care.

OFFICE OF CHILD CARE Child Care Advisory Committee

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From the Director of the Office of Child Care

Margaret Wheatley, a nationally recognized speaker, consultant and writer on organizational behavior and change said, "Great social change movements have often begun from the simple act of friends talking to each other about their fears and dreams."

Throughout the past year, those words have resonated with me each and every day. The year was filled with committed people from many different communities, organizations and professions working to make a difference in the lives of children and families. The power of the human spirit does indeed shine brightly

Nowhere is it more evident than in the work of the Office of Child Care. It is accomplished not only by hard working staff, but also through the dedication of the Advisory Committee. The committee is comprised of many committed individuals from diverse backgrounds. Their contributions have made us stronger, more capable and have broadened our partnerships and collaborative efforts.

This report not only chronicles the work of the past, it gives a hint of the future. The future is manifest in President Bush's Good Start, Grow Smart Initiative. Good Start, Grow Smart stresses the need to prepare children to read and succeed in school. The Office of Child Care, with allied agencies, professionals and families throughout the state is ready and willing to work to see our children, through this initiative, succeed.



Lynette Rasmussen
Director

The Office of Child Care

The Office of Child Care (OCC) supports working families and child care providers through the following programs:

- Child Care Resource and Referral
- Payment-to-Parent Assisted Child Care Program
- Payment-to-Parent Assisted Child Care Provider Helpline
- School Age Programs
- Start-up, Expansion and Quality Improvement Initiatives
- Training and Professional Development
- Work/Life Training and Development

The Federal Child Care and Development Fund (CCDF) finances most of the activities of the office. CCDF dollars are distributed to the states, territories, and tribes. This funding helps low-income families, families receiving temporary public assistance, and families transitioning from public assistance obtain child care services so they can work or participate in training or education.

A percentage of the CCDF must be used to improve the quality of child care. Families benefit from child care resource and referral counseling. Child care providers benefit from training and professional development, and grant opportunities.



State Fiscal Year 2003 Financial Summary

Revenue		Percent
Federal	\$39,535,041	87.7%
State	\$5,551,802	12.3%
Total	\$45,086,843	100.0%
Expenses		Percent
Direct Services (Payment-to-Parent Assisted Child Care)	\$31,546,769	70.0%
Administration	\$1,503,752	3.3%
Quality Expenditures	\$7,470,012	16.6%
Systems Expenditures	\$125,796	0.3%
Eligibility Determination	\$4,304,095	9.5%
Department of Human Services/ Office of Recovery Services General Fund (overpayment collection)	\$136,419	0.3%
Total	\$45,086,843	100.0%

Source: Department of Workforce Services, Division of Finance.

Child Care Resource and Referral

Utah's Child Care Resource and Referral agencies (CCR&R) are funded by the Office of Child Care. OCC contracts with six agencies to provide community-based child care information and referral services throughout Utah. Services include:

For families: free child care referrals and information about how to choose child care.

For providers: start-up support, free referral listings, low cost training, and on-site technical assistance.

For communities: useful data about child care supply and demand, and collaboration with other agencies and groups working to support children and families.

Program Highlight

Provider training hours increased significantly between FY02 and FY03.

Agency	Percent Increase
Bridgerland	2.6%
Eastern	36.3%
Metro	70.6%
Mountainland	31.1%
Northern	5.2%
Western	24.0%
Statewide	32.2%

FY03 Program Statistics

Contract funds distributed to the CCR&Rs by the Office of Child Care: \$2,479,247

Agency	Child Care Provider Technical Assistance Calls	Child Care Provider Training Hours	Parent Referral Calls
CCR&R, Bridgerland	4,259	4,958	816
CCR&R, Eastern	659	4,157	183
CCR&R, Metro	9,119	18,755	2,869
CCR&R, Mountainland	3,476	7,517	389
CCR&R, Northern	2,575	9,064	2,049
CCR&R, Western	1,453	7,921	730
TOTAL	20,430	52,372	7,036

Governor Bangerter appoints a committee to conduct a comprehensive study of child care in Utah. Representative Olene Walker chairs the committee.

Legislation is enacted creating the Office of Child Care (OCC) within the Department of Community and Economic Development (DCED). The new office is funded by \$135,000 in state general funds.

1989

1990

1991

Payment to Parent Assisted Child Care

The Payment-to-Parent Assisted Child Care Program provides funding for child care to parents who are employed or employed and attending school or training. The program serves single-parent families or two-parent families when neither parent can change schedules to provide care for their children. Parents must meet minimum work requirements to be eligible for the program. Other eligibility requirements such as income limits and cooperation to obtain child support also apply.



Program Highlight

Child care assistance is part of the Utah Horizon system. Parents receive assistance electronically and make payments with their Utah Horizon Card at authorized child care facilities. Providers receive payments electronically, either by a point of sale machine or by telephone.

Moving to the electronic payment system has allowed for better tracking of child care funds. Center and Family Group providers are currently part of the system. Parents selecting other provider types continue to receive payment via two party checks. In the future, licensed family home providers will also be able to receive payments from parents electronically.

In 2003, the Office of Child Care organized a committee to study the eligibility process for child care assistance. The study focused on ways to improve the timeliness and accuracy of child care payments. Recommended changes will make the program easier for parents, child care providers and DWS employees. To receive an executive summary of the committee's recommendations contact the Office of Child Care, 801.526.4340 or log on to <http://jobs.utah.gov/occ/>.

FY03 Program Statistics

Monthly average served:	
Families	5,469
Children	11,394
Average cost of assistance per child, per month:	\$268

Federal Child Care and Development Block Grant funds are available. The Department of Human Services (DHS) contracts with OCC to develop a statewide child care resource and referral (CCR&R) network and to provide training and career development opportunities for child care providers in Utah.

OCC assumes responsibility for school-age programs from the Department of Human Services.

House Bill 184 passes Utah Legislature. This bill authorized \$450,000 to be spent on community based prevention programs.

1994

1997

Provider Helpline



The Provider Helpline supports child care providers who serve parents receiving assistance through the Payment-to-Parent Assisted Child Care Program. The helpline answers general questions about the eligibility process and provides specific information to authorized providers on a case. The information gathered through this communication is used to develop trainings for providers involved in the Payment-to-Parent Assisted Child Care Program.

Program Highlight

"The Provider Helpline is very informative and efficient. They always help me to understand what is going on with my parents' child care subsidy, and that is worth so much...."

Debbie Cox, Bar C Wonderland

FY03 Program Statistics

Calls received:

July	271
August	251
September	275
October	461
November	513
December	536
January	576
February	596
March	818
April	686
May	702
June	644
TOTAL	6,329
Average per month	527
Average per business day	24

Utah's Early Childhood Career Ladder is implemented.

The Department of Workforce Services and OCC present the first annual **Work/Life Awards** to Utah's top ten family-friendly companies.

OCC joins the newly created Department of Workforce Services.

1998

1999

School-Age Programs

The Department of Workforce Services contracts with private and public program providers which operate school-age programs throughout Utah during the school year and summer months. Programs receiving these contracts match the grants from 50% to 100% in cash or in-kind. The Office of Child Care offers training and support to these programs and works to develop awareness and understanding of quality school-age programs.

Program Highlight

This was the final year of a three-year grant funding 66 program sites throughout the state which provide before-school, after-school, and summer school-age programs to Utah children. These programs will be surveyed over the next several months to find out how many were able to continue without this grant. Survey results will be reported in next year's annual report.

"I am absolutely convinced that this program is making a significant difference on the lives of our students enrolled in the Adventure Club. It supports families and allows many parents to maintain productive jobs in the workforce. I am also convinced that many of these children have avoided involvement in at-risk behaviors and activities because the Adventure Club provided them with a healthy alternative."

Ernest Broderick, Principal
Magna Elementary School

FY03 Program Statistics

Total awarded	\$806,740 (\$450,000 state) (\$356,740 federal)
Contracts	21
Counties served	11
Program sites	68 (50 school year / 18 summer)
Children served	7,515
Children with special needs served	676
Average cost to operate per hour, per child	\$2.58 (school year) \$12.00 (summer)
Average daily attendance, per program	
School-year	37
Summer	53
Average weekly program operation hours	
School-year	20
Summer	38

Payment-to-Parent Assisted Child Care Program joins OCC.

The Child Care Advisory Committee and OCC staff restructured Quality Improvement (QI) Grant distribution. **Environment Rating Scale (ERS)**, a nationally recognized tool, is recommended to assess program quality of child care programs receiving QI grants released by OCC.

OCC adds an **Early Childhood Education Program Specialist** to oversee Infant/Toddler projects.

Start-Up, Expansion & Quality Improvement Initiatives



The Office of Child Care offers grants to child care providers to increase the availability, affordability and quality of care. Grants are distributed through a competitive bid process. Applying for and being awarded these grants is voluntary.

Start-Up and Expansion Grants address availability. Based on a statewide needs assessment completed in 2002 the greatest need for care was in the following areas: infants, school-age children, and care for children of all ages during non-traditional working hours.

Program Highlight

Five of the programs receiving grants planned to begin or expand service into non-traditional hours of care and one planned to begin offering special needs care. Only one program providing weekend care had enough business to continue past the first year.

Two family providers will continue year two of the grant. One family provider expanded from family to family group. Of the other family providers receiving a grant, two moved away and one who proposed to expand into weekend and late night care was unable to attract children for care.

Eight center providers will continue year two of the grant. The most successful programs were those that started new service for school-age children. Programs attempting to provide new service for infant care were only partially successful. The least successful programs were those that tried to expand into weekend care.

One before-school program in a rural county went from serving no children to an average daily attendance of nearly 40 each morning. Another private program expanded into a new room and began providing full day care for off-track and daily care for after-school children. A family provider went from serving eight to 16 children daily.

FY03 Program Statistics

Start-Up and Expansion Grants

Total awarded	\$308,000
Programs	
Center programs	12
Family programs	5

OCC adds another Early Childhood Education Program Specialist to support Infant/Toddler project funding and monitor ERS.

Child Care Provider Help-Line is introduced to assist child care providers who care for children whose parents participate in the assisted child care program.

Start-Up, Expansion & Quality Improvement Initiatives

Quality Improvement Grants stress program quality. OCC has been monitoring the progress of two quality improvement initiatives.

Infant and Toddler Quality Improvement Grants provided funding over a 29 month period which started in February 2001 and ended in June 2003.

FY03 Program Statistics

Infant and Toddler Quality Improvement Grants

Total awarded	\$324,409
Centers funded	20

Program Highlight

Twenty-four centers received an Infant/Toddler Quality Improvement Grant in the spring of 2001. The grants served 43 classrooms, providing care for 400 infants. Twenty of these centers renewed their grants in July 2002.

The Infant/Toddler Environment Rating Scale (ITERS) was used to measure program quality throughout the grant period. Most centers initially scored in the minimal range on the ITERS, a reflection of their compliance with licensing regulations. All of the centers that renewed their grants in 2002 raised their score on the ITERS by at least one point. A one-point increase on the ITERS is typically the most a program can increase in a year. The increase is a reflection of a significant effort on the part of the director and caregivers, the availability of grant funds for equipment and training, and the technical assistance offered by the Office of Child Care.

As the grant ended in the summer of 2003, the average score of the classrooms was five, defined on the scales as "good" child care. Care at this level provides children and families with all of the components that infants and toddlers need to develop into healthy and successful children.

Additional quality improvement grants were awarded to regulated child care providers in targeted areas across the state.

FY03 Program Statistics

Quality Improvement Grants

Total awarded	\$156,872
Total number of grants	88
Centers	22
Family care	66
Utah counties served	18
Children served (est)	3,509

Program Highlight

Child care quality is measured using an Environment Rating Scale (ERS), a nationally recognized standard. The ERS is composed of 43 items with each item arranged as a 7-point scale. All programs completed one or more Environment Rating Scale reviews during the year. Of the 88 programs participating, 86% of the programs moved up the scale one or more points on items they chose to work to improve.

Assisted Child Care Payment-to-Parents subsidy made available through the Horizon Card, an electronic benefits transfer system.

OCC implements a new Quality Improvement Grant program.

A Study of Utah's Child Care Workforce is completed

Training and Professional Development

Program Highlight

The Office of Child Care's first statewide Child Care Provider Professional Development Conference was held late May, 2003. The conference was co-sponsored by all of Utah's child care provider associations, including: the Utah Association for the Education of Young Children (UAEYC), the Utah Association of Child Care Resource & Referral Agencies (UACCRRA), the Utah Head Start Association, the Utah Private Child Care Association (UPPCA), the Utah Professional Family Child Care Association (PFCCA), and the Utah School Age Care Alliance (USACA).

Conference activities were both educational and fun. While an estimated 500 were expected, over 700 child care professionals attended. Next year's conference will be hosted by Salt Lake Community College.

The Office of Child Care sponsors Professional Development Programs for child care providers:

The Early Childhood Career Ladder Program. This program recognizes and rewards child care providers for increasing levels of training in child development and child care. A growing body of research indicates that the quality of care children receive is directly tied to their caregiver's level of training.

The Provider Achievement Award Program. This program recognized providers for going above and beyond the minimum health and safety requirements of the Bureau of Licensing. Qualifying providers are rated on a scale of one to 10 stars, depending on their level of training and years of licensed experience. Providers who participate in this program receive an annual cash award. This is the last year for this program; the Training & Longevity Supplement which is under development will be its replacement.

Scholarships and Accreditation. The Office of Child Care sponsors scholarships for providers who are in the process of obtaining or renewing their CDA credential. The Office also sponsors national accreditation support projects for center, family, and school-age child care providers.

FY03 Program Statistics

Career Ladder

Awards	1,137
Total	\$418,800

Provider Achievement Awards

Awards	113
Total	\$100,300

CDA Scholarships

Awards	23
Total	\$7,475

Accreditation Support

Distributed among Utah's 4 statewide child care provider associations	\$8,977
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SB11 passes expanding OCC's Advisory Committee from 13 to 23 members. SB11 also allows the office to create a non-profit foundation.

The first annual Child Care Professional Development Conference is co-sponsored by OCC and five state provider associations.

Care About Child Care public awareness campaign is launched.

Work/Life Training and Development

Utah Work/Life Award winning companies showed their true colors despite economic challenges and uncertainties in 2003. These employers continued to support their employees relying on their company values, visions and missions to maintain direction and profitability.

Investing in and addressing work/life needs is not just about doing right by employees—it is about creating sustainable, successful organizations. The breadth of creativity in workplace innovations this year was remarkable.

Examples of the winning companies positive results:

- Since aggressively implementing their work/life initiatives, Futura Industries has reduced its turnover by 60%.
- ARUP has an on-site health clinic for employees and their families. It saves over \$1 million per year. ARUP has not had to raise insurance premiums in seven years.
- Implementation of incentive based pay, combined with flex scheduling options has decreased Nicholas & Company's turnover in key departments by more than 50%.



Program Highlight

2003 Work/Life Award Winners

- ARUP Laboratories, Salt Lake City
- Cottonwood Heights Parks and Recreation, Salt Lake City
- Futura Industries, Clearfield
- Intermountain Health Care, Salt Lake City
- Nicholas & Company, Salt Lake City
- Redmond Minerals, Redmond
- Regence Blue Cross Blue Shield, Salt Lake City
- Stampin Up!, Salt Lake City and Kanab
- Sunshine Terrace Foundation, Logan
- University of Utah Hospitals and Clinics, Salt Lake City

To receive a copy of the awards booklet, contact the Office of Child Care, 801.526.4340.

FY03 Program Statistics

Over 40 Utah businesses were nominated for the Department of Workforce Services, 2003 Work/Life Awards.

Youth Connections grants awarded statewide to "out-of-school" time programs serving children ages 5 through 12.

The **Baby Steps Project** is introduced to provide child care centers with on-going funding to maintain quality infant/toddler care and to increase caregiver training and education levels.

OCC, in collaboration with Salt Lake Community College, forms the **Child Care Professional Development Institute (CCPDI)** to improve caregiver training and education.

Literacy and Language Development



For more than a decade, there has been a growing interest in early childhood education and how children learn from birth to age five. Research has proven that the early years matter to children's later academic success.

This is not an entirely new concept. Plato said, "The direction in which education starts a man will determine his future life." Early childhood professionals know that learning begins long before kindergarten. The time between birth and five is the foundation upon which successful lives are built.

Early Learning Research

Language development begins before a child speaks his/her first words. The infant brain seeks out and acquires a tremendous amount of information about language in the first year of life. Even before babies speak, they have already figured out many of the components of language. They know which particular sounds their language uses, what sounds can be combined to create words, and the tempo and rhythm of words and phrases. The building blocks of language are created through play, social interactions with other children, story time, both during the day and at bedtime, and through conversations with caring adults about child-centered thoughts and ideas.

Developmental science has taught us that there is a strong connection between early language development and reading. The better babies are at distinguishing the building blocks of speech at 6 months of age, the better they will be at other more complex language skills at 2 and 3 years of age, and the easier it will be for them at 4 and 5 years to grasp the idea of how sounds link to letters. Preschool cognitive ability, including language and pre-reading abilities, can predict school success and school completion. For example, reading scores in the ninth grade can be predicted with surprising accuracy from a child's knowledge of the alphabet in kindergarten.

Children need help learning these concepts – they do not develop naturally. A child will not learn the name or the sound of the letter "A" by simply being with adults who know these things. Children learn these critical concepts because adults take the time and put forth the effort to teach them in an exciting, engaging and interactive manner that is appropriate for a child's age and ability. The challenge for parents, grandparents, preschool teachers and child care providers is to develop fun activities that engage and develop children's interests, natural curiosity, social competencies, and emotional health.

The Care About Child Care Foundation, a non-profit 501(c)3 corporation, begins to actively raise funds for quality child care initiatives in Utah.

Short and long term recommendations to streamline the child care subsidy eligibility process to be designed and implemented.

Literacy and Language Development

Building Partnerships for Early Learning

Many parents have not learned to read themselves and cannot read to their children. For some families, limited income means no books in the home. In others, parents or untrained child care providers simply do not know the importance that early learning plays in shaping a child's future success.

The Office of Child Care has partnered with the Utah State Office of Education, the Head Start Association, and the Utah Family Center to provide support in meeting these early learning challenges. Through a contract with Utah State University, a team of early childhood education experts will develop Utah's Early Learning Guidelines. The guidelines will draw on the latest research in the early childhood field. These voluntary guidelines will be made available to parents, child care providers, and Head Start or other preschool teachers.

The guidelines will be aligned with Utah's current kindergarten through grade 2 standards. They will address children's school readiness in the following areas: 1) social/emotional development; 2) cognitive development (including language, early literacy, and early numeracy); and 3) physical development. After the guidelines are completed, 40 hours of community based training will be produced and supporting materials will be written. Training will focus on developmentally appropriate activities and experiences. The materials will be available to interested parents through the Utah Family Center. Parents, child care providers and preschool teachers will be effective partners helping children enter school ready to learn.

Building this partnership has been the topic of discussion and work for many years by some of Utah's most dedicated early childhood professionals. The Office of Child Care acknowledges that early work. Momentum is building to have this important work come to fruition! Work with us to ensure that every Utah child is ready and excited to learn.



OCC to conduct a study of the economic contribution made by the child care industry in Utah.

Steps to the Stars a training incentive program for care providers to be developed and introduced.

Training and Longevity Supplement to be developed and available to care providers.

Facts about Child Care in Utah

Assessing Child Care Need

The Office of Child Care publishes a child care needs assessment report. Child care need is based on child care density (CCD). Key elements of CCD are the number of regulated child care slots and the number of children. Gwen Morgan, a child care systems expert from Wheelock College, Boston Massachusetts, recommends "that a community should have about 25 spaces per every 100 children."

The 2003 report used current US Census data to obtain the child population for each county. The child population was divided into three different age groups: infant/toddlers, pre-school children, and school-aged children. County slot and vacancy data were provided by the regional child care resource and referral agencies. Because of the state of the economy, unemployment rates were included for each county. It was reasoned that demand for child care would be considerably less if unemployment is high.

To obtain a copy of the complete report please visit our website: <http://www.jobs.utah.gov/occ>

Child Care Supply

Generally, there are two types of child care: regulated and unregulated. In Utah, some providers such as relative and school-sponsored programs are legally exempt from regulations. Child care providers who are regulated receive basic training and commit to maintaining a safe and healthy environment. Regulated care is provided by caregivers who hold a License or a Residential Certificate from the Utah Department of Health, Bureau of Licensing. The Bureau of Licensing inspects, licenses, and monitors child care providers. For more information about child care licensing visit the Bureau's web site, <http://health.utah.gov/licensing/cc.htm>.

Regulated Child Care

	FY01	FY02	FY03	% change between FY02 & FY03
Center	285	289	292	1%
Family Care	1,165	1,093	1,056	-3%
Residential Certificate	510	774	710	-8%
All Slots	39,010	40,055	39,499	-1%
All Vacancies	7,810	8,499	8,192	-4%
% Vacant	20.0%	21.2%	20.7%	-2%

Slots are based on the number of children a child care provider is licensed to care for. Vacancies may be due to a lack of demand for slots or because a regulated child care provider chooses to limit the number of children in their care. Slots and vacancies are snapshots in time and are highly volatile. Data are collected by fiscal year quarter and are averages based on four quarters.

NOTE: The collection of child care slots and vacancies by age group changed in FY03. Comparing these data elements is not possible this reporting year.

Source: Regional child care resource and referral contractors.



Acknowledgements

The Office of Child Care salutes Governor Olene Walker for her leadership; she is aware that child care is an essential part of Utah's economic infrastructure. OCC acknowledges advisory committee members past and present who continually strengthen the foundation from which staff are able to work with the provider community, government and business leaders, parents and others to expand access to and improve the quality of care. OCC recognizes the important contributions Utah's child care providers make to Utah's economy partnering with parents in the labor force.

Finally, a debt of gratitude is owed to everyone who provided program information or reviewed the annual report.

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To obtain more information about the Office of Child Care, Child Care Advisory Committee and its Subcommittees, to receive meeting notices or agendas, or to learn more about child care issues, log on to: jobs.utah.gov/occ



Annual Report Reader Survey

We are seeking your views on the relevance and usefulness of the Office of Child Care's Annual Report. Your answers will help us improve next year's report.

1. Which of the following best describes your interest in the work of the Office of Child Care?

Very interested interested somewhat interested not interested

2. How useful is the information in the Annual Report?

Very useful useful somewhat useful not useful

3. How do you use the information in the Annual Report?

For grant writing for research purposes

Other, please specify:

4. What information about the Office of Child Care would you like to see included next year?

5. How likely is it that you will take action to improve access to child care as a result of reading this publication?

Very likely likely somewhat likely not likely

6. How likely is it that you will take action to improve the quality of child care as a result of reading this publication?

Very likely likely somewhat likely not likely

(continues, next page)

- 7. Have you visited the Office of Child Care’s website? (jobs.utah.gov/occ) Y/N
- 8. Did you know a copy of the Annual Report is available on the Internet? Y/N

9. Please tell us about yourself:

Occupation:

Title:

10. Your field of work:

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Please specify:

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Please specify: (city, county, state, federal)

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Please specify: (student or teacher, early childhood educator, child care provider, etc.)

Private sector

Please specify

Other

Please specify:

Please return to: Office of Child Care Fax: 801.526.4349
Department of Workforce Services
140 East 300 South
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This survey is also available on the Web. Please go to: jobs.utah.gov/occ

THANK YOU!



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