

# *Finding an Appropriate Balance*



**Office of Child Care**  
Annual Report 2004

## 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.*

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# From the Director of the Office of Child Care

I recently read Dr. Jack P. Shonkoff's policy brief, *Science, Policy and the Young Developing Child: Closing the Gap Between What We Know and What We Do*. Dr. Shonkoff is a professor of Human Development at Brandeis University and was an academic pediatrician, first at the Boston Children's Hospital and Harvard Medical School, and then at the University of Massachusetts Medical School.

This intriguing brief is organized in four sections:

- What We Know: Promoting the Healthy Development of Young Children;
- What We Do: Ignoring the Science Undermines Progress;
- Closing the Gap: Using Science to Inform Public Policy;
- Putting an End to Four False Dichotomies.

Dr. Shonkoff builds a strong case for "starting earlier" to ensure that young children arrive at school eager to learn. He observes there is a staggering gap between what we know and what we do as a society when it comes to early care and education. The gap exists for three basic reasons: mistaken impressions, misunderstandings and misplaced priorities. First, many people think that infants, toddlers and preschoolers are "too young" to learn. Second, many people do not have a clear understanding of how good early learning programs work. Third, too often, the critical importance of early education is not translated into reality when public officials are devising and voting on budgets.

If we really want to change the way we address the needs of young children, we have to reframe the public dialogue. This means moving beyond blaming parents, communities, business, or government, and finding an appropriate balance between individual (private) and shared (public) responsibility for the health and well-being of all children.

Within the pages of this annual report, you will learn how the Office of Child Care is working with parents and the child care and early childhood education community to prepare Utah's children for bright and successful futures. I invite you to read the entire policy brief and others written by Dr. Shonkoff. You can find the Closing the Gap brief at: [www.ounceofprevention.org](http://www.ounceofprevention.org) and other works by Dr. Shonkoff at: [www.developingchild.net](http://www.developingchild.net).

Lynette Rasmussen  
*Director*

# THE OFFICE OF CHILD CARE

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

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

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

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

## State Fiscal Year 2004 Financial Summary

Revenue		Percent
Federal	\$ 42,715,925	87.7%
State	\$ 6,012,183	12.3%
Total	\$ 48,728,108	100.0%

Expenses		Percent
Direct Services (Subsidy)	\$ 32,480,948	66.7%
Administration	\$ 1,981,757	4.1%
Quality Expenditures	\$ 9,072,589	18.6%
Systems Expenditures	\$ 135,487	0.3%
Eligibility Determination	\$ 5,004,980	10.3%
Department of Human Services/ Office of Recovery Services General Fund	\$ 52,347	0.1%
<b>Total</b>	<b>\$ 48,728,108</b>	<b>100.0%</b>

Source: Department of Workforce Services, Division of Finance

# CHILD CARE RESOURCE AND REFERRAL

Utah's Child Care Resource and Referral Agencies (CCR&R) are contracted by the Office of Child Care to provide community-based child care information and referral services throughout the state. Services include:

**For families:** free child care referrals and information about choosing quality 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 or groups working to support children and families.

## Contract funds distributed to the CCR&Rs: \$3,023,892

Agency	Child Care Provider	Child Care Provider	Parent Referral
	Technical Assistance		
CCR&R, Bridgerland	3,031	5,389	942
CCR&R, Northern	910	7,985	2,101
CCR&R, Metro	12,749	26,676	4,920
CCR&R, Mountainland	1,018	9,451	1,324
CCR&R, Eastern	930	3,475	340
CCR&R, Western	1,653	7,958	940
<b>TOTAL</b>	<b>20,291</b>	<b>60,934</b>	<b>10,567</b>

# THE PAYMENT-TO-PARENT ASSISTED CHILD CARE PROGRAM

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.

## Payment to Parent Assisted Child Care Program:

### Monthly average served:

Families	5,459
Children	11,466
Average cost of subsidy per child, per month:	\$268

# THE PAYMENT-TO-PARENT ASSISTED CHILD CARE PROVIDER HELPLINE

The Provider Helpline supports child care providers who serve parents receiving assistance through the Payment-to-Parent Assisted Child Care Program. An estimated 6,412 calls were received to answer general questions about the eligibility process and provide specific information to the designated provider(s) 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.

## Monthly Provider Helpline Calls

Calls received:	Calls per month	Average per day <i>(22 business days per month)</i>
July	662	30
August	434	20
September	747	34
October	689	31
November	488	22
December	932	42
January	421	19
February	401	18
March	431	20
April	386	18
May	412	19
June	409	19
<b>Total</b>	<b>6,412</b>	
<b>Average per month</b>		<b>534</b>
<b>Average per business day</b>		<b>24</b>

# QUALITY IMPROVEMENT INITIATIVES

The Office of Child Care offers grants to child care providers to increase quality of care. Applying for and being awarded these grants is voluntary. Quality improvement grants emphasize program quality.

## The Baby Steps Project

Baby Steps to Quality Infant/Toddler Care Project, also known as the Baby Steps Project, enables child care centers to maintain infant/toddler services; increase the quality of infant/toddler care; and increase their access to the federal Infant/Toddler set-aside funds.

Participating centers set quality improvement goals by completing a self-assessment using the ITERS-R (Infant/Toddler Environment Rating Scale-Revised); enrolling in 40 hours of training specifically related to infants and toddler care by the center director and at least one caregiver in each room; and purchasing needed equipment and materials.

## Infant/Toddler Outdoor Play Area Grants

The Infant/Toddler Outdoor Play Area Grants create safer and healthier outdoor environments. Centers use the funds to make outdoor areas more comfortable and easy to use, provide opportunities for infants and toddlers to experience the natural world, and to create safe gross motor activities. All centers providing infant/toddler care were eligible. A second round of grants was funded with FY05 funds.

## Quality Improvement Grants

Child care programs complete an assessment using the Environment Rating Scales (ERS), a nationally recognized assessment tool. Grants are distributed through a competitive bid process. Programs receiving a grant commit to quality improvement by making equipment purchases, attending training, and making behavioral changes. Of 108 programs participating, 78 percent attended classes to achieve their quality improvement goals.

## Baby Steps Project Participation

Centers Participating	72
Grants Distributed	\$ 212,000
Children Served	1,100
Infant/Toddler Training Endorsement Participation	
Center Directors	50
Class Room Caregivers	over 150

## Infant/Toddler Outdoor Play Area Grants

Centers Participating	55
Grants Distributed	\$300,000
Children Served	1,000

## Quality Improvement Grants

Total awarded	\$ 247,162
Number of Grants	108
Center Providers	50
Family Care Providers	58
Counties Served	16
Children Served (estimate)	4,404

# 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 100 percent 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 before- and after-school programs.



## School Age Programs

<b>Total awarded</b>	<b>\$905,500</b> (\$450,000 state, \$455,500 federal)
Contracts	42
Private for profit	13
Private non-profit	17
Public	10
Religious	2
Counties served	7
Urban	75%
Rural	25%
Program sites	42
Children served	6,046
Eligible for free or reduced price lunch	75%
Children with special needs	232
Average daily attendance, per program	36
Average weekly operation hours	20
Total employees	198
Average employees per program	5

# START-UP/ EXPANSION GRANTS

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.

Based on a statewide needs assessment completed in 2003 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.

Grantees are in the second year of three years of grant support. Grant amounts declined by one-third from the first year.

## Start-Up and Expansion Grants

<b>Total awarded</b>	<b>\$99,988</b>
Center programs	7
Family programs	1



# TRAINING AND PROFESSIONAL DEVELOPMENT

The Child Care Professional Development Institute (CCPDI), a partnership between the Office of Child Care and Salt Lake Community College was created this year to advance training opportunities for Utah's child care providers. CCPDI processes professional development applications, works on a training certification program for Career Ladder trainers, and manages the coordination and hosting of the annual statewide Child Care Provider Professional Development Conference.

The Office of Child Care and the State Office of Education contracted with Utah State University to develop early learning guidelines for Utah preschoolers. Utah State University will develop training in the guidelines for child care providers. When completed, the guidelines will be used to enable families, providers, and communities help children enter school ready to learn.

The Office of Child Care offers a variety of professional development support to child care providers from scholarships and access to national accreditation to funding for provider association sponsored conferences and workshops.

## The Early Childhood Career Ladder Program

The program recognizes and rewards child care providers for increasing child development and child care training. Research shows the quality of care children receive is directly tied to the caregiver's level of training.

## The Training & Longevity Award Program

Providers are recognized for their level of Career Ladder certification and continuous years of work experience in a licensed child care program. Participating providers receive an annual cash award.

## Scholarships

The Office of Child Care makes scholarships available to providers obtaining their CDA credential.

## National Administrator Credential Program

Supports training for child care administrators and directors.

## Accreditation Support

Funding is available to child care centers, family and school-age child care providers to obtain national accreditation.

## Provider Association Support

Utah provider associations applying for and receiving grants  
AfterSchool Utah Association (AUA)  
Utah Association of Adult and Continuing Community Education (UAACCE)  
Utah Private Child Care Association (UPCCA)  
Professional Family Child Care Association (PFCCA)  
Utah Association for the Education of Young Children (UAEYC)

## The Early Childhood Career Ladder Program

Awards	907
Total	\$ 576,703

## The Training & Longevity Award Program.

Awards	514
Total	\$ 241,100

## Scholarships

Awards	32
Total	\$ 10,400

## National Administrator Credential Program

Awards: New	65
Awards: Renewals	28
Total	\$ 7,785

## Accreditation Support

Awards to programs	33
Total	\$ 15,976

## Provider Association Support

Amount awarded	\$ 8,100
Early childhood and school-age care providers attending association sponsored conferences and training:	504

# WORK/LIFE TRAINING AND DEVELOPMENT

The Office of Child Care manages the annual Utah Work/Life Award. Award winning employers have innovative programs to help their employees balance work and family life. These programs are not just feel good initiatives. A successful work/life program positively impacts the bottom-line of companies of all sizes, through improvements in morale, productivity, commitment and retention.

## Award Winner Innovations

Company	Innovation	Description
<b>1-800 CONTACTS</b>	Employee Concierge Service	Negotiated with numerous vendors for discounted rates to restaurants, cars, hotels, dry cleaning, sporting events and theater.
<b>ARUP Laboratories</b>	Long-Term Care Insurance	Allows employees to cover spouse, dependents, siblings and parents. Siblings and parents pay directly, but get group discounts. Also started discounted, group pet insurance.
<b>Ernst &amp; Young</b>	Additional Paid Parental Leave	New parents can take two weeks paid leave in addition to the paid leave already available to birth mothers. An adoptive child's primary caregiver can take four paid weeks, the secondary caregiver two paid weeks.
<b>Futura Industries</b>	Education Program	Tuition pre-imbursement program, covering fees/books up front; first aid, nutrition, ergonomics, ESL classes; and a weekly wellness feature to educate employees about current health practices.
<b>Mountain America Credit Union</b>	Personal Time Off (PTO)	Employees take time for whatever they need, whenever they need it. Pre-scheduling allows branches to staff accordingly, alleviating stress of other employees that can result from unscheduled absences.
<b>Nicholas &amp; Company</b>	Employee Peer Group	Peers from every department meet, without managers or supervisors, to discuss ideas and concerns. They bring their suggestions to the VP of HR. HR then helps implement the suggestion or address the concerns.
<b>Stampin' Up!</b>	Paid Short-Term Disability	Stampin' Up!'s Short-Term Disability (STD) program pays 100% of the premium cost and is in addition to the PTO program. STD provides the opportunity for employees to contribute to their family's financial security during times of illness and injury.
<b>Sunshine Terrace</b>	Listened and Acted	Listen to employees and take action. Step up to employee concerns and suggestions and handle them with a positive "can-do" attitude.
<b>Redmond Minerals</b>	Nutrition & Fitness Seminars	Nutrition affects associates' fitness, appearance, strength, energy, sleep quality, mental acuity, performance, disease, and longevity. Associates comment on the dramatic impact these seminars have made on their health and general wellness.
<b>Regence BlueCross BlueShield of Utah</b>	ROLLS (Regence On-Line Learning System)	Gives all employees the ability to: browse catalogs of courses; launch online courses on software and topics such as time/stress management and customer service; view training info; create development plans; attend online training, and much more.

To receive a copy of the complete awards booklet, please go to: <http://jobs.utah.gov/occ/worklife/2003WorkLifeAwards.pdf>

# FACTS ABOUT UTAH CHILD CARE

## Child Care Supply

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. Regulated child care providers receive basic training and commit to maintaining a safe and healthy environment. 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 Providers

County	Licensed Centers**	Net gain/loss of Licensed Centers**	Licensed Family Group*	Net gain/loss of Licensed Family Group**	Licensed Family*	Net gain/loss of Licensed Family**	Residential Certificate*	Net gain/loss of Residential Certificate Holders**	School Age Only*	Net gain/loss of School Age Only**	All Regulated Providers*	Net gain/loss of All Regulated Providers**
Beaver	0	0	2	0	3	(1)	2	1	0	0	7	0
Box Elder	2	0	14	(2)	28	0	21	(1)	2	0	67	(3)
Cache	5	(2)	20	(6)	79	(4)	16	0	22	0	142	(12)
Carbon	0	(2)	9	2	9	(4)	4	3	2	(2)	24	(3)
Daggett	0	0	1	0	0	0	0	0	1	0	2	0
Davis	28	(2)	19	0	119	(5)	89	4	9	7	263	4
Duchesne	2	1	8	0	3	0	2	2	3	2	17	5
Emery	0	0	3	(2)	5	(4)	7	(3)	0	0	15	(9)
Garfield	0	0	1	0	1	(1)	1	0	0	0	3	(1)
Grand	0	0	4	0	2	(1)	1	(2)	1	1	7	(2)
Iron	5	(1)	9	0	15	(4)	17	6	5	(3)	51	(2)
Juab	1	0	2	0	5	(1)	7	(1)	1	(1)	16	(3)
Kane	0	0	1	(1)	1	0	1	1	0	0	4	0
Millard	1	(1)	2	(1)	1	0	7	4	1	0	12	2
Morgan	1	0	0	0	2	1	4	0	0	0	7	1
Piute	0	0	0	0	0	0	1	(2)	1	0	2	(2)
Rich	0	0	0	0	0	0	0	0	0	0	0	0
Salt Lake	186	8	49	6	160	(8)	815	409	38	14	1,248	429
San Juan	1	0	3	(1)	6	0	2	(2)	0	0	12	(3)
Sanpete	3	0	3	(1)	7	0	18	3	12	0	43	2
Sevier	3	1	9	0	13	(4)	23	4	0	0	47	1
Summit	8	3	3	0	12	(4)	9	(2)	0	0	32	(3)
Tooele	3	(1)	5	0	9	(1)	22	(1)	0	0	38	(3)
Uintah	3	0	4	0	2	1	2	(3)	4	2	14	0
Utah	32	11	40	3	164	(6)	160	(9)	26	1	421	0
Wasatch	1	0	4	(1)	6	(3)	4	0	0	0	15	(4)
Washington	14	(1)	9	1	45	11	21	8	1	3	89	22
Wayne	1	1	0	0	4	1	1	1	0	0	6	3
Weber	29	0	7	(1)	82	(14)	101	45	10	3	229	33

\* FY04 quarters, averaged.

\*\* FY04 quarters, added.

Source: Regional child care resource and referral contractors.

# FACTS ABOUT UTAH CHILD CARE

## Regulated Slots and Vacancies

Slots are the number of children a child care provider is licensed to care for. Desired slots are the number the provider is willing to care for. Many providers limit the number of children in their care. Child care vacancies may include underutilized capacity. Slots and vacancies are snapshots in time and are highly volatile. Slot data are collected by fiscal year quarter and are averages based on four quarters.

## Regulated Slots and Vacancies

County	Infants (desired) slots	Infants vacancies	Preschool (desired) slots	Preschool vacancies	Kindergarten (desired) slots	Kindergarten vacancies	1 - 6 grade (desired) slots	1 - 6 grade vacancies
Beaver	36	2	192	30	64	10	64	11
Box Elder	247	57	1,511	315	577	118	498	103
Cache	475	80	2,716	516	918	239	1,302	365
Carbon	101	29	600	169	192	56	302	68
Daggett	-	2	42	33	76	11	100	11
Davis	1,033	244	6,458	1,030	2,008	283	1,962	271
Duchesne	88	25	645	151	474	70	567	72
Emery	36	9	311	99	105	32	103	30
Garfield	12	-	69	-	23	-	23	-
Grand	30	4	213	61	71	25	57	29
Iron	278	42	1,506	344	485	114	478	117
Juab	70	12	441	54	146	18	141	17
Kane	16	-	86	3	27	1	26	1
Millard	44	10	271	57	87	19	82	18
Morgan	22	2	157	43	54	16	46	18
Piute	4	2	15	12	5	4	5	4
Rich	-	-	-	-	-	-	-	-
Salt Lake	2,481	683	14,284	3,604	5,020	1,322	4,915	1,114
San Juan	58	6	291	16	86	5	86	4
Sanpete	115	12	760	109	257	45	250	45
Sevier	204	32	1,262	269	422	91	414	89
Summit	72	8	265	65	94	15	82	14
Tooele	89	14	562	133	218	57	236	49
Uintah	73	18	603	156	672	78	672	79
Utah	757	185	2,662	1,044	857	334	820	307
Wasatch	37	11	121	48	34	15	34	15
Washington	502	114	3,166	815	1,074	270	1,054	266
Wayne	34	12	192	93	64	31	64	31
Weber	940	168	5,693	902	1,812	279	1,751	280

\* FY04 quarters, averaged

Source: *Regional child care resource and referral contractors*

# FACTS ABOUT UTAH CHILD CARE

## Children under age 6 with both or only parent in labor force

County	Own children under age 6 living with mother only, mother in labor force	Own children under age 6 living with father only, father in labor force	Own children under age 6 living with 2 parents, both parents in labor force	TOTAL Own children under age 6 living with both or only parent in labor force
STATE	20,378	8,009	97,796	126,183
Beaver	61	12	306	379
Box Elder	282	163	1,924	2,369
Cache	559	263	4,552	5,374
Carbon	196	88	559	843
Daggett	19	0	39	58
Davis	2,056	704	11,680	14,440
Duchesne	157	58	560	775
Emery	90	25	401	516
Garfield	35	19	263	317
Grand	129	60	269	458
Iron	180	86	1,455	1,721
Juab	67	50	419	536
Kane	34	11	269	314
Millard	69	20	381	470
Morgan	35	15	274	324
Piute	2	5	67	74
Rich	3	9	71	83
Salt Lake	9,467	3,470	38,554	51,491
San Juan	143	111	518	772
Sanpete	131	96	884	1,111
Sevier	188	59	740	987
Summit	163	64	1,248	1,475
Tooele	507	173	2,288	2,968
Uintah	279	84	781	1,144
Utah	2,377	972	16,218	19,567
Wasatch	73	44	575	692
Washington	680	368	3,616	4,664
Wayne	31	7	114	152
Weber	2,365	973	8,771	12,109
Provo	488	275	3,284	4,047
Salt Lake City	1,978	715	6,046	8,739
West Valley City	1,694	636	5,543	7,873
Provo—Orem, UT MSA	2,377	972	16,218	19,567
Salt Lake City—Ogden, UT MSA	13,888	5,147	59,005	78,040
Native American*, Reservation and Off-Reservation	315	167	867	1,349

\* Goshute, Navajo Nation, Paiute, Skull Valley, Uintah, Ouray, and Ute Mountain, Source: 2000 Census

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