



Center for

# Child Care and Family Resources

STUDENT AFFAIRS | THE UNIVERSITY OF UTAH

## Annual Report

FY 2020-21

Prepared and presented by:

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The Center for Child Care and Family Resources (CCFR) strives to support the goals of Student Affairs at the University of Utah by helping student-families in the quest for enrolling, persisting and graduating from the University. CCFR endeavors to align their goals and activities to allow student-families with young children to attend their classes, study, work and rest. During the 2020-21 academic year, CCFR was able to pivot quickly to meet the changing needs of families during the global pandemic. The Center for Child Care and Family Resources oversees 6 UKids – Child Care Programs and BioKids. The office suspended some extracurricular activities, but continued providing free diaper bank for student parents.

### **Mission**

The mission of The Center for Child Care and Family Resources is to support and coordinate information, program development and services that enhance family resources as well as the availability, affordability and quality of child care for University families. We are committed to providing inclusive support that promotes positive change and engagement within individual families.

## **Values**

There are four core values that personify our work, individually or as a team. They embody the many themes that are essential to the fulfilling of our mission and are inclusive of every activity perspective.

- Quality programming
- Access to care and services
- Affordability of services
- Collaboration with departments and community partners

To meet the core values that are basic to achieving our mission, we provide programs and services in 5 Core Service Areas:

### **Core Service 1-- Child Care Resource and Referral**

The Center for Child Care and Family Resources serves as a Child Care Resource and Referral service for the University Community. CCFR helps provide linkages, for University families, to child care and other family resources both on-campus and in close proximity or near the family's home.

### **Goals**

1. Provide child care referrals via zoom or phone, with a new sign-up process.
2. Provide early childhood resources and materials to parents.
3. Develop community partners to expand the child care options for student parents.
4. Maintain informational website for CCFR information that includes COVID options for parents.
5. Manage U-Match - a Shared Care/Matched Care system.

6. Provide early childhood resources, materials and data to the university community.

### **Outcome Achievement**

Due to the COVID-19 global pandemic, University faculty, staff and students found themselves in a unique working environment. University Health workers, providing a vital service to the community, still required in-person child care as well as new and developing information on finding care. Student parents, continuing study courses on-line, found it difficult to complete their studies while children were at home as well. CCFR worked with University Health as well as partners across campus to provide a website ([childcare.utah.edu](http://childcare.utah.edu)) that would give current information and resources for families needing tutors, homeschool options, community resources etc. CCFR shifted from in-person referrals to a virtual model utilizing zoom and sign-up software. This allowed parents to sign-up for a specific referral time and meet with a specialist who would walk them through their choices and resources including the additional COVID-19 resources that were needed. In addition, parents were able to request written referral information via the website. Each option provides child care resource and referral information that gives a broad overview of child care options, an individualized referral list of programs on-campus, in close proximity to campus or near a family's home and supports an individualized parent decision making process. Furthermore, a CCFR staff provides age appropriate quality checklists, delivers age and stage consumer education and application navigation resources upon request and connects parents with other helpful information. Within 48 hours after the initial contact with the CCFR office, the parent

receives an email with individualized referrals to child care programs and requested information. This information included a range of resources and/or referrals to navigate the COVID-19 resources. Web access clients could request a follow-up call in addition to their referrals and information packet. Families needing in-depth information and assistance were encouraged to make a consultation appointment with a referral specialist. All resource pamphlets are in digital format to support a more sustainable referral service. Because referral staff were often sent to cover in center classrooms for quarantined staff, the numbers reported are considerably lower. Two work-study students were hired in November 2020 to help extend referral hours to evenings and Saturdays.

The Center for Child Care and Family Resources worked with a large group of stakeholders from campus as well as the community in a project that became OneU Child Care. Work groups were formed to seek out new resources, financial help, and child health and safety information to present to families and staff.

A Shared Care/Matched Care website listing named U-Match was revamped to provide a wider range of services including tutoring and pet care. Currently, the person providing the care must have a University affiliation connection. Although usage of those seeking care remains fairly high, the number of those providing care has dropped off significantly. While feedback is mostly positive, parents would like to see an expanded service to help locate babysitters and nannies.

## **Core Service 2 -- Special Programing**

CCFR provides special programming and child care activities that occur outside the typical child care needs for class and study, to help support student family's health and well-being. Some of the activities were suspended during the pandemic in order to reduce risk to staff and families.

### **Goals**

- a. Offer free child care for student parents during finals week each semester.  
High quality child care is provided for children of student parents on each day during finals week. Students have an opportunity to rest, study or take an exam while their child is cared for in a safe and healthy environment.  
Services are provided by UKids – Presidents Circle Student Child Care Center.
- b. Facilitate the School-Life Scholarship program. Funded through the interest from the ASUU Development Account and in collaboration with the Associated Students of the University of Utah Student Vice President and other members of the assembly, provide a child care scholarship that helps families with extreme circumstances pay for their child care arrangements.
- c. Collect donations and provide a free diaper bank for student parents to help defray the high-cost of diapers for their young children.

### **Outcome Achievements**

Despite the suspension of Parent Night Out, which provides free babysitting services to student parents one night per month, a number of Special Programming activities were held. Through the efforts of several campus departments, The Associated Students of the University of Utah, UKids – Presidents Circle Student Child Care, UKids – East Village Student Child

Care, and The Center for Child Care and Family Resources “Finals Week Care,” now in their 16<sup>th</sup> year, ran at reduced capacity. This provided an opportunity for student-parents to study, complete finals, and rest during finals each semester. This helps meet many goals within the Student Affairs Strategic Plan as well as the overall goals of the University in student success as well as health and wellness.

School-Life Scholarship provided funds for student-parents who had extenuating circumstances such as: large medical bills, mental health issues, children with special needs, loss of employment. Many student families found themselves in increasing financial distress. For this reason, additional funds were provided to help student parents pay for the cost of child care.

The Diaper Bank, in its fifth year of service, has been extremely successful. Student parents can obtain a package of diapers per month, free of charge.. A student parent can collect a package of diapers, one time per month per child. Typically, diapers can be collected from both the main office located in the Union or from the satellite office located in the Health Science Education Building (HSEB). However, during the pandemic diapers were shifted to child care programs and offices on campus that were easier for student parents to access

### **Core Service 3 - Administrative Oversight of UKids Child Care Programs**

Support quality, accredited and financially viable child care to best meet the needs of student and University families by providing quality care with fiscal responsibility.

## Goals

- a. Provide quality child care for student parents at two separate locations, UKids – Presidents Circle and UKids – East Village, to help support student parents differing child care needs to stay in school and graduate.
- b. Provide quality care for faculty and staff at UKids – Guardsman Way.
- c. Re-open and administrate BioKids for College of Science and Biology faculty and staff.
- d. Collaborate with Salt Lake Early Head Start, to provide quality infant care for student parents.
- e. Collaborate with University Health Centers to provide free drop-in care for patients at 3 health center locations.

## Outcome Achievements

Beginning March 2020, The UKids Child Care Programs experienced continued change brought on by the COVID-19 health crisis. From March 18 – July 30, 2020 the UKids programs shifted to “Crisis Care.” Deemed as essential workers on campus, child care staff provided day-by-day care for University Health personnel and student parents who were finding it very difficult to continue online studies and care for their young children. The UKids – Presidents Circle student child care (PC) continued to provide part-time care for student parents. PC shifted care from an hour-by-hour enrollment to a “block” of care. This enabled the center to reduce the amount of COVID exposure that would come with children dropping off and picking up every hour. UKids – East Village (EV) provided a care model based on full day care. This helped students who needed 2, 3, 4 or 5 full days per week. The centers provided a broad choice of care and

flexibility for student families. Unfortunately, because of small enrollment numbers, in November 2020 the two student child care programs combined into one building (Alfred Emory Building) to reduce costs and still provide services. CCFR, along with the 2 student parent child care programs, collaborates with Utah Community Action/Early Head Start in a national child care partnership. Early Head Start provides funds for full-time teacher wages/benefits in 2 infant classrooms for a total of 16 children. EHS provides diapers, food and social services for the 16 student families. UKids – Child Care Programs, provides the space, hires the teachers and ensures all health and safety and quality measures are met. This collaboration was highlighted nationally, as it was one of the first such collaborations in the nation. CCFR through the CCAMPIS grant provides financial support to pay for the child care tuition. CCAMPIS funds were made available to a higher income range and for full-time care in order to help student parents through the financial difficulties associated with the pandemic. CCFR continued to partner with University Health, South Jordan Health Center, Farmington Health Center, and Sugar House Health Center to provide on-site drop-in child care at the three the health center locations. After being closed for one year due to concerns of COVID exposure, CCFR successfully re-opened all three health center drop-in child care programs by June 30, 2021. Because of this innovative program, the Health Centers along with CCFR provide a greater patient experience by providing supervised care for their children while being seen by a physician or receiving patient care services. Since re-opening all three drop-in programs are highly utilized. CCFR also operates a large center, UKids-Guardsman Way (GW), to provide on-site child care for faculty, staff, and students. During “Crisis Care” GW served as



the central location where all care was provided until there was enough enrollment to separate families into the other centers.

In June 2020, CCFR was approached by the director of the School of Biological Sciences, to consider taking over administration of BioKids, a child care program that had been embedded in the SBS department. In July 2020 an MOU was signed, and on August 10, 2021 CCFR re-opened BioKids, which had been closed since April. CCFR continued to operate BioKids until the end of the MOU in August 2021.

#### **Core Service 4 -- Grants and Scholarships**

Engage in grant writing opportunities to offer special programming and provide funding to ensure that child care remain affordable.

##### **Goals**

- a. Provide CCAMPIS subsidy to student families.
- b. Secure Operational and Administration grant through the Child Care CARES program

##### **Outcome Achievements**

The Child Care Access Means Parents In School (CCAMPIS) grant provides a significant financial resource to income eligible students who need to pay for child care while they are attending school. The University of Utah Center for Child Care and Family Resources secured another round of funding October 2020 – September 2021. The grant award of \$273,000/year allows for 3 full-time teachers and subsidy funds for student parents.

In July 2020, through the CARES act, the Utah Office of Child Care offered an operational grant opportunity to provide money to child care programs who continued to operate during the global pandemic. CCFR wrote for CARES grants for all three UKids Child Care Programs and BioKids. Grants were secured for Guardsman Way, Presidents Circle, and BioKids. But, because East Village opened later and was closed again, a CARES grant was not awarded. The CARES grant provided over \$300,000 of much needed operational funding.

In addition to the Operation grant, all 4 centers wrote and received Health and Safety grants that provided funds to purchase increased

### **Core Service 5 -- Campus Program Coordination and Space Development**

Deliver campus-wide program coordination and development to departments across campus.

#### **Goals**

- a. Provide support to child care programs on campus for national accreditation
- b. Provide ongoing program assessment and evaluation for early care programs on campus.
- c. Maintain a list and map of lactation spaces that exist on campus.
- d. Host 3 trainings for campus child care providers, two of which will be CPR/First Aid certification.

#### **Outcome Achievements**

The Center for Child Care and Family Resources supports a number of initiatives, activities and programs across campus.

To help paint a broad stroke picture of the campus child care community, CCFR collects and reports center data for child care capacity, vacancy as well as the existence of waiting lists. A recent survey of the seven Early Care and Education programs on

campus demonstrates the utilization and high demand of the existing programs which continues to grow.

The combined services of these programs have the potential to provide over 400 full-time and/or part-time slots for families. Vacant slots are larger than typical due to staffing shortages and COVID-19 distancing practices. Vacant spots are not being enrolled at this time due to these factors.

2017 marked the beginning stages of child care centralization services. Since that time centralization of child care programs on campus have continued. The Child & Family Development Center will close its doors on October 8, 2021. Then on October 18, UKids Presidents Circle will expand into the classrooms, to mitigate the loss of child care slots on campus.

Current programs operated by CCFR:

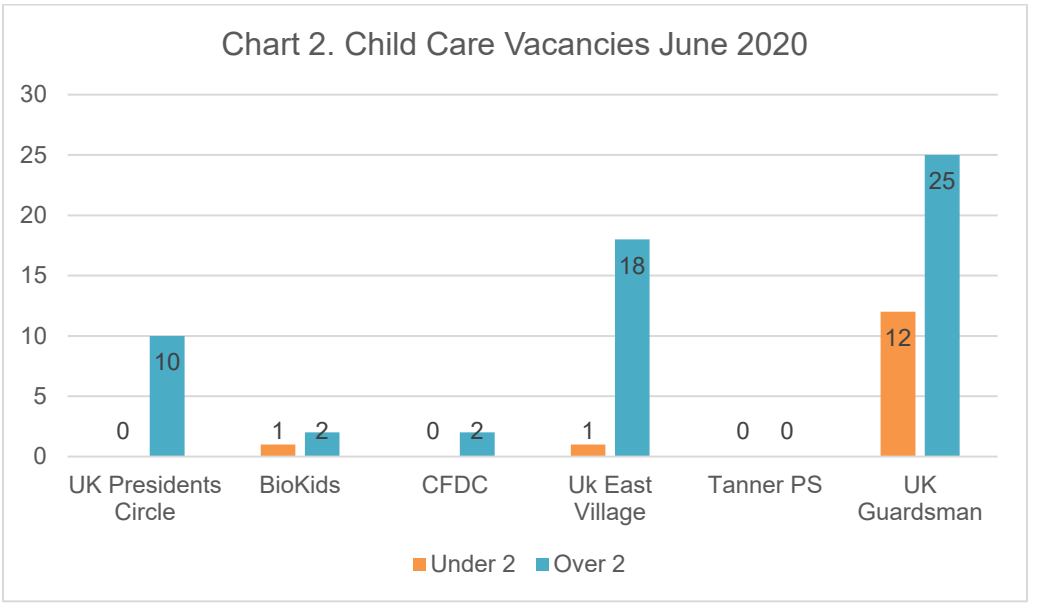
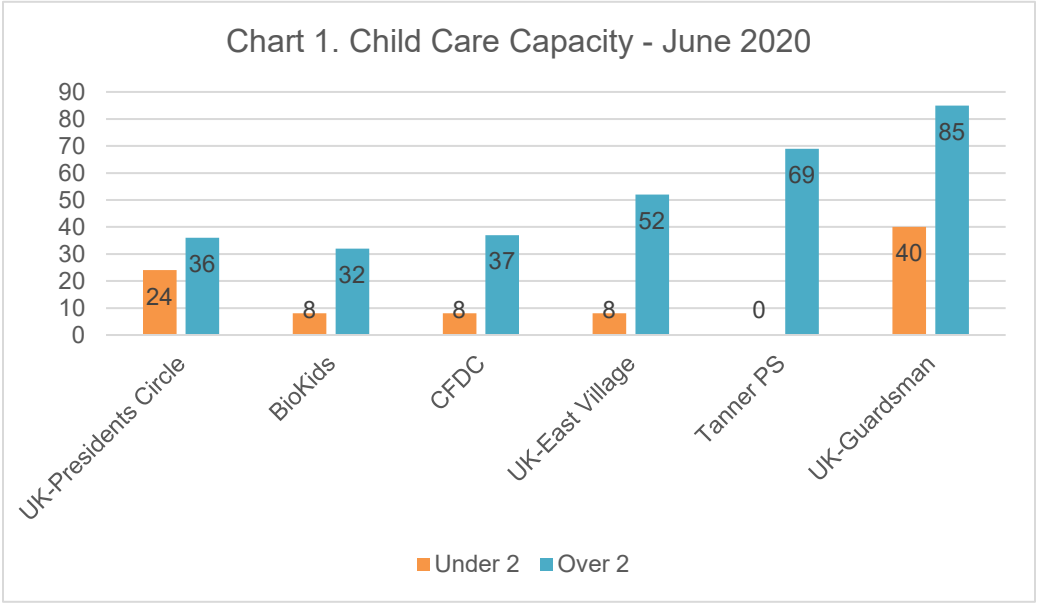
- UKids – Presidents Circle Child Care – hourly part-day for student families
- UKids – East Village – full-day for residents of University Student Apartments
- UKids – Guardsman Way – full-day child care
- UKids – South Jordan – drop-in child care for patients of South Jordan Health Center
- UKids – Farmington – drop-in child care for patients of Farmington Health Center
- UKids – Sugar House – drop-in child care for patients of Sugar House Health Center

Current programs operated on campus by other departments

- BioKids – full-day for faculty and staff of School of Biological Sciences and College of Science
- Child & Family Development Center – full-day lab school operated by Family and Consumer Studies

- SLCAP Head Start – part-day preschool for income eligible residents of University Student Apartments
- Tanner Dance and Fine Arts preschool – part-day preschool

**Utilization Data**



UKids Presidents Circle and BioKids 5 year accreditation was to take place during spring 2021. However, national accreditation reviewers were not making on-site visits. An extensive portfolio of competencies was produced by CCFR staff and presented to

NAEYC accreditation board, as requested by the accreditation team. Both centers achieved temporary accreditation status, based on the portfolios, until site visits resume in 2022.

Required health and safety, child development, and staff meeting trainings were moved to online learning to accommodate staff schedules and the need to socially distance.

CPR/First aid was provided to all campus child care staff through CCFR as well as curriculum coaching and assistance.

## **II. Plan for the Future**

The Center for Child Care and Family Resources has an assertive strategic plan to continue with the growth that has occurred in the past few years. We anticipate growth and changes to the U-Match matched care program. Parents would like a more diverse pool of babysitters and nannies to pull from. We anticipate working with General Counsel and Risk Management to facilitate a dialogue for growth. The service is labor intensive, as it requires a staff member view every application for university affiliation and manually add them to a management software for acceptance as well as type in the individuals information onto a spreadsheet. At this time the application does not automatically populate the spreadsheet data fields.

Grant application will continue for middle-income child care subsidies and a renewed effort to replace CCAMPIS funds. In addition, a consistent funding source for the diaper bank will begin.