



Center for

Child Care and Family Resources

STUDENT AFFAIRS | THE UNIVERSITY OF UTAH

ANNUAL REPORT

FY 2021-22

Prepared by

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Primary Purpose

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.

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

Departmental Outcomes (for student-facing departments):

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

1. Child Care Resource and Referral

2. Special Programming
3. Administration of UKids Child Care Programs
4. Grants and Development
5. Collaboration

Programs, Services, and Resources

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.
7. Implement a university-wide monthly newsletter

Outcome Achievement

A great deal of uncertainty existed during the second year of the COVID-19 global pandemic. While CCFR had shifted rapidly in the preceding year, many University faculty, staff and students found themselves in a unique working and school environment yet again. Work shifts and school classrooms remained on a "hybrid" model, whereby students and employees could work and attend school from home and campus during the week. The nation had begun to experience some of the economic and social fall-out that the prolonged response to COVID-19 had hastened. One of the greatest shifts in labor markets began to occur, often referred to as "the Great Resignation." The loss of providers in the early childhood field, plus increasing inflation, made it difficult for child care providers, who had weathered the pandemic, to keep their doors open. The State of Utah lost nearly 10% of the child care slots that had managed to remain open. While child care was difficult

to obtain during pre-pandemic, the on-going crisis shone an even brighter spotlight on what the early care and education field had long known, that quality child care was scarce and very expensive. 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) that would give current information and resources for families needing tutors, homeschool options, community resources etc. CCFR shifted to a hybrid model providing in-person referrals as well as a virtual model utilizing zoom and sign-up software. This allowed parents an immediate walk in option or 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. Web access clients may request a follow-up call in addition to their referrals and information packet. Families needing in-depth information and assistance are 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 campus center classrooms due to quarantines and low-staffing, the numbers reported are considerably lower. Utilizing 6 central office staff, office hours were offered 8:00 a.m. – 4:00 p.m. at Union 408 and 9:00 a.m. – 5:00 p.m. at Health Science Education Building 2907. Extended phone and virtual referral hours are offered rotating days including some Saturday and Sundays 4:00 p.m. – 7:00 p.m.

CCFR 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. Efforts continued through the 2021-22 academic year. The website was maintained and updated by CCFR staff members.

A Shared Care/Matched Care website listing named UMatch was maintained with a range of services including babysitting, tutoring and pet care. Currently, the person providing the care must have a University affiliation connection. UMatch provides linkage between parents who are seeking the services and those who are willing to provide the services. UMatch is a listing service only, and does not background check anyone who chooses to list their service. Although usage of those seeking care remains fairly high, the number of those providing care has dropped off significantly and continues to be low. While feedback is mostly positive, parents would like to see an expanded service to help locate babysitters and nannies.

In January 2022, began sending out an information newsletter to their broad email listing. This newsletter provides current information on enrollment and vacancies for UKids child care programs, current child care information, local school information, and campus resources. In addition, the newsletter has been used to spread the word about up-coming events that may interest parents who have young children.

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, but were resumed during the FY22 academic year.

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. Offer 10 Parent Night Out (PNO) opportunities for student parents.
- c. Offer the Student Parent Middle-Income program. CCFR provides a child care subsidy that helps student families, who would not typically receive CCAMPIS subsidies because of income, pay for their child care arrangements.
- d. 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

Due to health concerns of COVID-19, PNO was suspended for one year, however PNO was resumed in September 2022. Parent Night Out, in some cases Parent Day Out, is provided free of charge to student parents. If space allows, faculty, and staff families may participate for a fee. PNO provides babysitting service to student parents one Saturday night per month. It is designed to give student parents a night or day out without their children so they can rest, eat dinner, see a movie, shop, work-out, or other leisure activities. Parents must pre-register through an online registration through CCFR. Services are provided at UKids Presidents Circle and UKids East Village and staffed by UKids Child Care Programs. PNO started with a limited availability but numbers quickly grew and PNO attendance quickly hit capacity.

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 17th year, ran at capacity for fall, spring and summer semester finals. Finals Week Care is free to student parents. If space allows, faculty and staff children may participate for a fee. Finals Care is provided outside of the typical semester schedule. Parents must pre-register for dates and times through an online registration through CCFR. Student parents may arrange for part-time care to complete their complete finals, study, and rest. By providing care during finals, CCFR and the UKids program can better serve the needs of student parents and help meet the 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.

Middle-Income subsidy provided funds for student-parents who did not qualify for the Child Care Access Means Parents In School (CCAMPIS) subsidy. Even though some student families are not at or near the poverty level or PELL eligible that is required to participate in the CCAMPIS subsidy, they are still finding it difficult to meet the financial needs of their families. Student families have the same financial burden of students without children, rent, food, and tuition, but have the added stress of child care costs. As inflation grew in 2021-22, student families found their budgets were even more restricted than before the pandemic. Many students were facing the choice of food and rent over child care costs, which meant dropping classes or leaving school all together. In addition, student families find they may have large medical bills, mental health issues for themselves and their families, children with special needs, or loss of employment. Many student families found themselves in increasing financial distress. For these reasons, CCFR provides additional funds to help student parents pay for the rising cost of child care. Funded through donations from the Associated Students of the University Of Utah (ASUU),

Student Leadership, and other members of the assembly, as well as funds used through collaboration with University Health and other generous donations.

The Diaper Bank, in its seventh year of service, has been extremely successful. 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). In January 2022, CCFR began delivering diaper orders to student parents across campus. Diaper deliveries are held at the beginning of each month. Student parents within a targeted group are sent a sign-up and diapers are delivered to their child care program or where they take classes. Currently, diaper orders are delivered to UKids Presidents Circle, UKids East Village, and School of Dentistry. In addition, diapers are given to University Student Apartments to distribute among families that live in the East and West Village. Diapers are provided through generous donations from the Utah Diaper Bank and university families.

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. Collaborate with Salt Lake Early Head Start, to provide quality infant care for student parents.
- d. Collaborate with University Health Centers to provide free drop-in care for patients at three health center locations.

Outcome Achievements

CCFR has prime administration responsibility over 6 UKids Child Care Programs.

The UKids – Presidents Circle student child care (PC), located in the Alfred Emery Building, provides part-time care for student parents on a “block care” system. Student parents enroll their children in two-hour blocks throughout the day and week according to their semester schedules. Parents can enroll for up to 24 hours per week. UKids – East Village (EV, located in the East Village Community

Center, provides a care model based on full day care. This helps students who needed 2, 3, 4 or 5 full days per week.

During the academic year the centers provide a broad choice of care and flexibility for student families. 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 and Middle Income subsidies, 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 also operates a large center, UKids-Guardsman Way (GW), to provide on-site child care for faculty, staff, and students.

In August 2021 the University’s Family and Consumer Studies Department announced they were closing their lab school, the Child and Family Development Center (CFDC). Because the location of the lab school was adjacent to UKids Presidents Circle, the FCS department chair met with CCFR and offered the classrooms and materials for PC to expand their child care operations. In October 2021, PC opened one expansion classroom in the CFDC space for 3-5 year olds. Because of major labor shortage, it was not possible to open all classroom spaces, at that time. However, in January 2022 PC staffed and opened two additional classrooms. In addition to opening a classroom for 2 year old children, CCFR and PC made the choice to open a classroom for children 6 weeks – 12 months, a service not previously offered at CFDC. This allowed for the growth of 8 infant spots on campus. Capital improvements were necessary in the three on-campus programs. These improvements were made with the help of grants and carry forward funds.

- UKids Guardsman Way
 - New flooring was placed throughout the building.
 - New wall and door paint throughout the building.
 - Replacement of the HVAC system, which includes 9 air/heat units.
- UKids Presidents Circle
 - New staff break room that included paint and furniture.
 - Installment of panic buttons in two offices.

- UKids East Village
 - Installment of panic buttons on both floors.
 - Installment of new phone system.

CCFR continued to partner with University Health at their South Jordan Health Center, Farmington Health Center, and Sugar House Health Center to provide on-site drop-in child care at the three health center locations. 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. University Health funds the operations of the child care, while CCFR manages and administrates all operational duties. . In addition, a small administrative fee is given to CCFR. These additional funds are used in the Middle Income subsidy for student parents.

In January 2022 South Jordan Health Center began to remodel a new space for the child care program. Operations in the new, larger space began in April 2022 which increased child capacity from 8 children to 14 children.

A new more efficient child care program was secured in July 2021. The third party program allows the child care programs to store the required child records, manage parent fees and ledgers, and sign children in and out of the program every day. The new program also allows for a better communication tool that was not available on the past software. Teachers and staff can communicate with parents concerning their child's schedule, what they ate during the day, their sleep patterns as well as send picture updates. Parents are also able to communicate back to the teachers using an app on their phone. Besides the daily schedule information, centers can now send weekly newsletter updates, and send out alerts as needed.

The three on-campus child care programs did not run at full child enrollment capacity. There were several major barriers to achieving full capacity and threatens the future child care operation, staffing shortages, rising costs due to inflation, and lack of resources. The inability to hire qualified staff has seriously impeded the ability to accept more children. Four to Five classrooms across three centers remained unstaffed and therefore no children were enrolled in the classrooms. This resulted in 42-45 child care slots remaining empty all year. Staffing shortages have continued into FY23. Also, rising inflationary costs will have a big impact on parent affordability as child care tuition costs will most likely increase by at least 8%.

What has continued to contribute to the on-going success of the UKids Child Care Programs is the overwhelming commitment of the current staff to the children and families who are in their care as well

as a central office staff who are willing to place their job duties on hold in order to step into an already existing classroom when no teacher is available.

As the year progressed, it was clear that COVID-19 continued to have a deep effect on the centers, children, and families. Quarantines and illness continued to affect daily operations and disrupted care and work alike. Quarantines and exposure of teachers also added to extreme staffing shortages as well.

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. Write for a four year CCAMPIS grant.
- b. Provide CCAMPIS subsidy to student families.
- c. Secure Sustainability grant through the Office of Child Care CARES program.
- d. Continue to find sources of funding for Middle Income subsidy.

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. CCFR secured another round of funding October 2021 – September 2022. 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. The operations grant discontinued in December 2020, however, CCFR wrote for CARES Sustainability grants for all three UKids Child Care Programs. By February 2022 grants were secured for Guardsman Way, Presidents Circle, and East Village. The CARES grant provided over \$100,000 per month of much needed funding to continue operations while the centers struggle with decreased numbers.

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. 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 four 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 300 full-time and/or part-time slots for families. Vacant slots are larger than typical due to staffing shortages. Vacant spots are not being enrolled at this time due to the shortages.

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 closed its doors on October 8, 2021. On October 18, 2021 UKids Presidents Circle expanded into the classrooms, to mitigate the loss of child care slots on campus. In January 2022 an additional two classrooms were opened.

Current programs operated by CCFR:

- UKids – Presidents Circle Child Care – hourly, part-day for student families as well as full-time for faculty, staff, and students.
- 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
- SLCAP Head Start – part-day preschool for income eligible residents of University Student Apartments

- Tanner Dance and Fine Arts preschool – part-day preschool

Impact Data

Core Service #1

Child Care Referrals

- Web Referrals
 - 123 information requests on website completed
 - 71 hours spent completing requests
 - 91 completed in 1 day, 30 completed in 2 days, 2 completed in 3 days
- Child Care Consults – Zoom
 - 202 zoom consults completed
 - 134 hours spent completing consults
 - 75 students parents (not all parents report)
 - 84 staff parents
 - 2 faculty
- Phone and Walk-in consults
 - 379 phone calls or walk-in visits logged
 - 163 student
 - 59 faculty
 - 127 staff
 - 30 community
- Childcare.utah.edu website
 - Homepage
 - 36,036 visitors
 - 33,788 were new visitors
 - 96,837 page views
 - 1:54 average time spent on page
 - UMatch
 - 700 visitors
 - 419 new visitors
 - 2,512 page views
 - 2:36 average time spent on page

- Kids links
 - 803 visitors
 - 699 new visitors
 - 1,019 page views
 - :53 average time spent on page
 - Parent links
 - 180 visitors
 - 141 new visitors
 - 250 page views
 - 1:08 average time spent on page
 - Family Friendly Spaces
 - 1,083 visitors
 - 966 new visitors
 - 1,151 page views
 - :18 average time spent on page

- **Core Service #2**
 - Parent Night Out
 - 318 children
 - 193 families
 - 173 student families
 - 20 faculty/staff families
 - 28 children wait listed
 - 24 student families
 - 2 faculty/staff families
 - A parent satisfaction survey is sent after each PNO
 - 18 responses
 - 11 very satisfied
 - 3 somewhat satisfied
 - 2 satisfied
 - 1 somewhat satisfied

- 0 not satisfied
 - Finals Week Care
 - 97 children for 3 semesters
 - 89 from student families
 - 7 from faculty/staff families
 - 1 from community family
 - Diaper Bank
 - 20,247 diapers given to student families
 - 377 baby wipe
 - 41 formula containers
 - 497 student families served
- **Core Service #3**
 - Waitlist total during the year
 - 283 undergrad families
 - 617 graduate families
 - 2,290 faculty/staff families
 - 233 community families
 - 44 USA resident families
 - 1 year 8 months average time on waitlist
- **Core Service #4**
 - CCAMPIS
 - \$75,443.14 awarded to student parents
 - 49 student families
 - 72 children
 - Middle Income
 - \$10,500 awarded to student parents
 - 12 student families
 - 14 children

Major Accomplishments

Operation of UKids programs

- UKids Guardsman Way
 - New flooring

- New paint
- New HVAC system (8 units) – in process
- New classroom equipment – in process
- UKids Presidents Circle
 - Opening of all expansion classrooms (3), including 8 new 6 week – 18 month child care slots
 - New staff break room with paint and furniture
 - Installment of panic buttons – in process
 - Hiring second office assistant for increased classroom load
- UKids East Village
 - Installment of panic buttons – in process
 - New phone system

Communication

- Parent communication:
 - CCFR has implemented a new communication tool, “ProCare.” It allows them to send out daily records to parents which include things like what their child ate, sleep patterns, and their mood throughout the day. This changed parent communication from multiple places to one point of communication
 - Re-instituted weekly updates on center-specific activities
 - Weekly classroom newsletters being implemented as teachers are trained on new system
 - Monthly newsletter that goes out to about 600, anyone can subscribe. It includes things like updated vacancy rates, capacity rates, and quarterly spending reports.
 - Re-implemented parent satisfaction survey (spring 2022)
- Staff Communication:
 - CCFR is using Teams for all-staff communication and center-specific Teams.
 - They have also implemented a monthly staff newsletter which includes licensing updates, coach and mentor updates, and introducing new staff members.
 - Re-implemented yearly staff satisfaction and input survey (spring 2022)
 - Plan in place to include staff in Continuous Improvement planning

Major Challenges

- Staffing shortages will play a major role in our ability to provide not only child care services, but central office services as well.
 - CCFR is continuing to raise wages and incentives to hire new staff
 - In an effort to support retention and satisfaction, staff received a \$1 raise in October and a retention bonus in December.
 - CCFR has also brought back its professional development efforts including
 - 1 on 1 coaching/mentoring for lead teachers
 - Quarterly professional classroom leadership groups
 - Paid conference fee to attend the Early Childhood Professional Development Conference sponsored through Utah Association for the Education of Young Children (UAEYC)

- Paid CPR/First Aid courses available each semester
- Rising costs and limited resources.
 - Continue grant writing
 - Raise child tuition rates
- Advocate for funding