



## Highlights

**Regional Office**  
3675 University Ave  
PO Box 4090  
Waterloo, IA 50704-4090  
(319) 233-0804  
(800) 475-0804

**Allison Office**  
101 Cherry St  
PO Box 624  
Allison, IA 50602  
(319) 267-2644  
(877) 635-9455

**Dubuque Office**  
1789 Elm St, Ste B  
Dubuque, IA 52001  
(563) 557-1628  
(866) 296-5331

**Independence Office**  
1009 1st St W  
Independence, IA 50644  
(319) 334-5900  
(866) 655-7420

**Forest City Office**  
PO Box 532  
Forest City, IA 50436  
(641) 585-1720

**Mason City Office**  
205 1st St SE, Ste 205  
Mason City, IA 50401  
(641) 424-9559  
(866) 424-9559

**New Hampton Office**  
910 East Main  
New Hampton, IA 50659  
(641) 394-4854  
(866) 394-4854

**Decorah Office**  
1111 Paine St, Ste H  
Decorah, IA 52101  
(563) 382-4447

### Iowa Professional Development Consultation Project:

In the last year, the Office of Empowerment's state-wide professional development funds made it possible for Iowa Child Care Resource & Referral, in partnership with the Iowa Department of Human Services and Iowa Association for the Education of Young Children, to develop the Iowa Professional Development Consultation Project.

This project provides professional development consulting to individuals working in Pre-Kindergarten, Head Start, and child care programs throughout the state.

Guidance is available in developing a professional development plan, obtaining a Child Development Associate credential, and completing a degree in the early childhood field. In its first year, CCR&R of Northeast Iowa made contact with 163 individuals through this program.

### NACCRRRA Symposium:

Two CCR&R of Northeast Iowa staff and a Waterloo parent spent a week in Washington D.C. attending the National Association of Child Care Resource & Referral Agencies' 2009 National Policy Symposium.

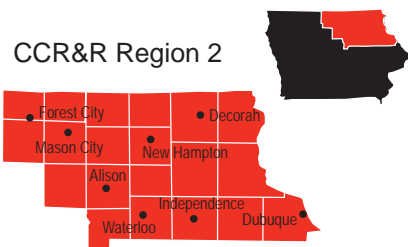
At the Symposium, participants learned about national child care issues and advocated for

more affordable, high-quality child care for parents.

The trip was topped off with meetings with the offices of Senator Charles Grassley, Senator Tom Harkin, Representative Tom Latham, and Representative Bruce Braley. During the meetings CCR&R staff discussed local child care issues and pushed the National Association of Child Care Resource & Referral Agencies public policy agenda.

Waterloo parent Jody Goldsberry Stephens then shared her personal child care story. Stephens, the mother of a child with special needs, faced numerous challenges finding child care when she returned to work.

Stephens participated in the event through NACCRRRA's Parents @ Symposium program. Designed to ensure that policy makers hear directly from parents, this program brought 44 parents from 31 states to Capitol Hill.



# Working Closely to Increase Quality and Supply of Care

## Training:

Many child care workers enter the field with little or no training. Child Care Resource & Referral is the nation's largest single provider of training for the child care workforce.

In fiscal year 2009, CCR&R of Northeast Iowa provided 1,952 hours of training to local child care providers. Throughout the year, 2,974 different individuals attended CCR&R of Northeast Iowa training. Ninety percent of registered family child care providers in the delivery area attended at least one CCR&R of Northeast Iowa training.

## IA PITC:

Iowa's Program for Infant and Toddler Care (IA PITC) is a training and consultation service meant to assist child care providers in developing skills of the highest quality for infants and toddlers. The program's goal is to ensure infants and toddlers are provided a safe, healthy, emotionally secure, and intellectually rich start in life.

In fiscal year 2009 two IA PITC training series were offered through CCR&R of Northeast Iowa. Forty-nine individuals participated in this training. Sixty on-site consultation visits were completed. Thirty individuals completed all training and consultation requirements, becoming eligible for a \$250 achievement bonus.

## IA QRS:

The Iowa Quality Rating System is a voluntary program offering child care programs a guided way to improve the quality of child care they provide. As steps are completed, the program moves up in levels and is awarded a "star" for each level achieved. Participation shows parents and the community a particular program is committed to providing quality child care.

All counties served by CCR&R of Northeast Iowa have at least one program participating in the Quality Rating System. Fiscal year 2009 brought a 35% increase in the number of registered family child care homes and a 55% increase in the number of child care centers participating in the Quality Rating system. Twenty-seven percent of

registered family child care homes and 24% of child care centers and preschools in the CCR&R of Northeast Iowa service delivery area have a Quality Rating System rating.

## Health & Safety Services

Child Care Nurse Consultants are available to work with early care and education professionals on a variety of health and safety issues. Through Iowa CCR&R and Healthy Child Care Iowa, registered nurses provide educational sessions, clarify health and safety policies, and serve as a resource link for child care providers and families.

In fiscal year 2009, 429 individual providers received direct services from a Child Care Nurse Consultant. The Nurse Consultants made a total of 12,730 contacts with area child care providers. Throughout the year, 101 family child care homes and 54 child care centers participated in Injury Prevention Checklists impacting 5,206 children.

## Consultation Services

CCR&R of Northeast Iowa offers individualized technical assistance and on-site visits to any program in the service area wishing to take advantage of the service. Consultants work to build relationships with child care programs and help them improve the quality of care they provide.

CCR&R of Northeast Iowa consultants had 13,190 technical assistance contacts with 2,078 on-site visits in fiscal year 2009. A total of 2,469 hours were dedicated to on-site consultation contacts with area child care programs.

## ChildNet Certification

ChildNet Certification is open to registered family child care home providers. To become ChildNet Certified, a provider must attend a 25 hour training series and successfully complete a home visit with CCR&R of Northeast Iowa consultants.

Nine ChildNet training series were sponsored by CCR&R of Northeast Iowa in fiscal year 2009, with 188 individuals participating. The number of ChildNet certified providers increased by 19% in fiscal year 2009.

# Helping Families Find Quality, Affordable Child Care

The first and most important function of CCR&R agencies is to help families find high quality, affordable child care that meets the needs of both the child and family.

CCR&Rs are the one place parents can access all types of early care and education programs including half day preschool, before and after-school care, and full day child care.

In fiscal year 2009, CCR&R of Northeast Iowa helped 2,691 families in their search for child care. These families needed care for 4,502 children, 57 percent are under the age of three.

Families are typically given the names of five to seven providers who may meet their family's needs. A total of 43,239 possible parent/provider connections were given to families

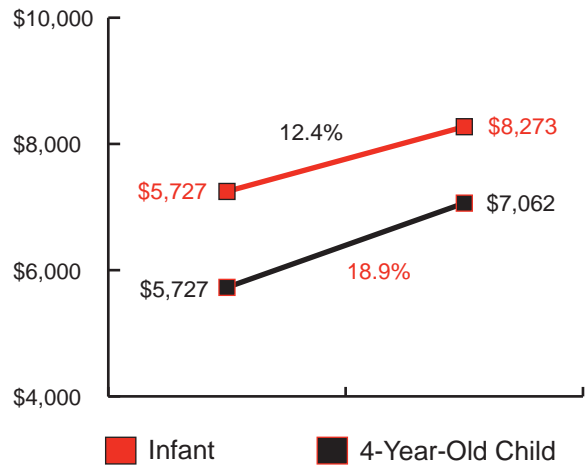
seeking care this past year. Seventy-four percent of families responding to a post-referral survey reported to have found child care and 90% would use CCR&R of Northeast Iowa services again. Eighty-seven percent reported finding care in a regulated child care setting.

## Price of Child Care

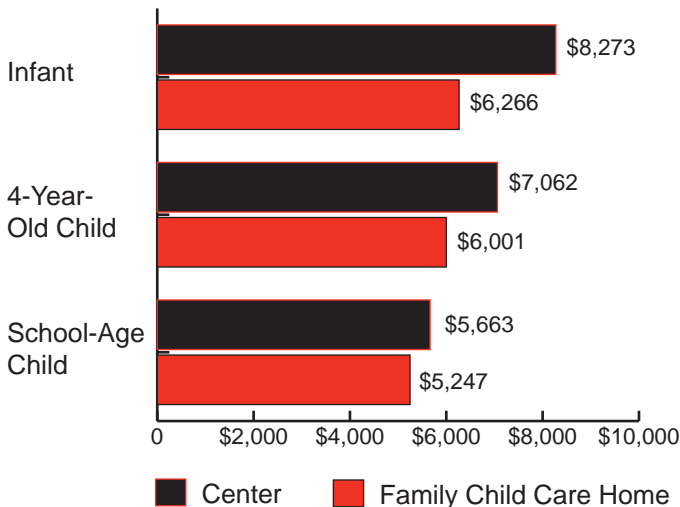
Parents and the High Price of Child Care: 2009 Update is a National Association of Child Care Resource & Referral Agencies publication that presents 2008 data on child care costs collected from a nationwide survey of State CCR&R Networks and local CCR&R agencies.

The report provides the most recent price data from a survey conducted in January 2009. The update found child care is still expensive, and prices are rising faster than inflation. Child care is particularly unaffordable for single parents.

2008 Average Annual Price of Full Time Care in Iowa & Percentage of Change from 2007



2008 Average Annual Price of Full Time Care in Iowa



## Parent Education

CCR&R of Northeast Iowa provides extensive consumer information about child care in the local community and provides parents with information on how to evaluate the quality of care and make informed decisions when selecting care.

CCR&R of Northeast Iowa staff logged 8,999 consumer education contacts in fiscal year 2009. These included activities ranging from one-on-one counseling to larger presentations to parents.

## Benefits of Quality Care

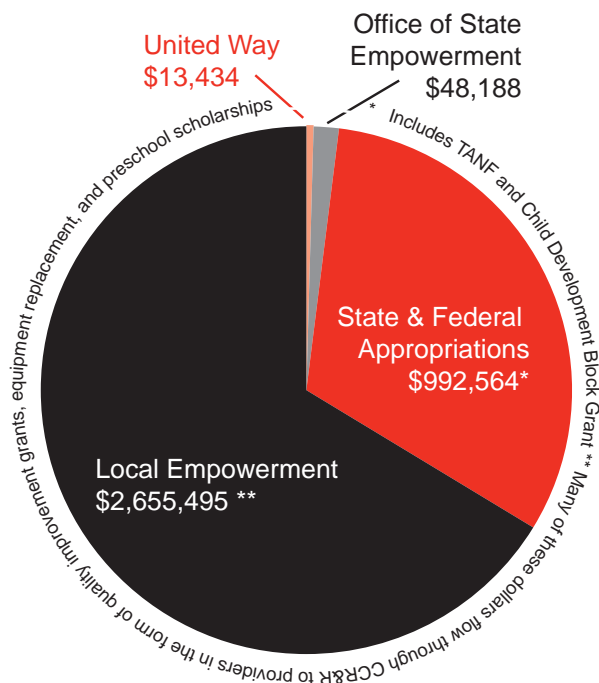
High-quality child care benefits more than children and parents; it affects all segments of a community. CCR&R of Northeast Iowa acts in coordination with business leaders, policy makers, and government officials to survey needs in the child care field and determine how to meet those needs.

In fiscal year 2009, CCR&R of Northeast Iowa took part in 227 formalized collaborations with businesses and community groups. Technical assistance requests numbered 2,475 and 202 data requests were made by community members. The year brought a 6% increase in community entities seeking assistance from CCR&R of Northeast Iowa.

## Funding Streams

The investment of dollars in the CCR&R of Northeast Iowa system ensures providers and parents access to support, education, training and consultation designed to improve the overall experience of children in care.

Additionally, community partners look to CCR&R of Northeast Iowa for up-to-date data on availability and demand of child care.



## Highlighting Disaster Response Efforts

Like many in Eastern Iowa, child care providers and the families they serve were hit hard - some devastated - by the natural disasters of 2008. Statewide, 20 child care centers and 133 child care homes were damaged, many unable to continue providing care in their locations.

The National Association of Child Care Resource & Referral Agencies acted quickly – even before the flood waters had receded – to connect Iowa CCR&R agencies with the charitable foundation “Save the Children.” This foundation sought out donations to assist Iowa child care businesses to once again become operational.

“It was wonderful to open the letter about Save the Children funding. It has been a struggle to keep the same quality of child care that I offered before the flood without age appropriate materials and the equipment that I lost.” *By child care provider affected by flooding*

CCR&R of Northeast Iowa rallied staff and resources to enable funds donated through Save the Children to flow out to those child care providers most in need. Through the project \$20,000 was distributed among five child care centers and 73 family child care homes in the CCR&R of Northeast Iowa service delivery area, ultimately affecting 1,091 children served in these facilities.

Additionally CCR&R of Northeast Iowa staff offered assistance and encouragement to providers as they sought temporary locations for their child care businesses and reconnected with the families they serve.

The services of child care providers can never be taken for granted or undervalued, especially in times of disaster. Through the dedicated and often extraordinary efforts of these unsung heroines, children found familiarity and security, parents were able to resume employment or dedicate energies to clean-up efforts, and communities were strengthened.