
Chapter 5: Program Initiatives to Improve Performance

“How do you propose improving future performance?”

➤ ***1. Lane Family Connections***

Priority 5

1) Increase and Stabilize Funding

a) Increase services to non-English speaking child care providers

- i) Training
- ii) Technical assistance
- iii) Training scholarships
- iv) Other resources

b) Increase outreach and services to non-English speaking parents

- (1) Outreach, especially Lane students
- (2) Parent Consultation and Referral Services
- (3) Parent Education classes

c) Increase services to parents seeking child care

- (1) Outreach, especially Lane students
- (2) Parent Consultation and Referral Services
- (3) Parent Education classes

d) Increase services to child care providers

- i) Training
- ii) Technical assistance
- iii) Training scholarships
- iv) Other resources

e) Increase services to employers

- i) Presentations
- ii) Employer Association participation
- iii) Proposals to provide services
- iv) Marketing and publicity

2) Attain National Child Care Resource and Referral Accreditation

The National Association of Child Care Resource & Referral Agencies administers a national, voluntary, quality assurance system for community child care resource and referral programs (CCR&Rs). The Quality Assurance Program is designed to ensure that families across the country have access to consistent, high quality consumer education and referral services.

Child care resource and referral programs which attain Quality Assurance meet a set of Criteria for Best Practices. These criteria define measurable, relevant outcomes and indicators for consumer education and referral service delivery.

Developed in 2001 by a team of local, state and national child care resource and referral experts, the Quality Assurance Program was piloted in ten CCR&Rs across the country in early 2002.

Becoming Consumer Education and Referral Quality Assured program can benefit our CCR&R by:

- Building credibility for your CCR&R with funders, policy makers and consumers by demonstrating your ability to meet outcome-based national standards of service delivery;
- Strengthening local, state and national awareness and support of child care resource and referral centers; and
- Providing a framework for your board and staff to use for strategic planning, program improvement, and staff development and recognition.

By supporting the Child Care Aware Quality Assurance program, administrators:

- Promote outcome-based service delivery
- Create a system for quality control
- Develop a structure for ongoing technical assistance and training
- Provide a baseline for additional state accreditation criteria, if desired

3) Improve technology

- a) Increase internet accessibility and online services
- b) Improve Lane Family Connections website

4) Increase Submission of Grant Proposals

- a) Create a part-time grant writing position that will seek and write grant proposals that will secure future funding.

II. Requirements

1) Increase and Stabilize Funding

a. Increase services to non-English speaking child care providers

b. Increase outreach and services to non-English speaking parents

i. Multicultural Services Coordinator staff position needs to become full-time. Since this position will most likely reduce hours with the budget cuts ahead for Lane Family Connections, the following staffing is needed:

1. Multicultural Services Coordinator

a. Funding to Support this position at .25 FTE is secure for 2004-05. FTE at .75 is needed.

b. Level 8 Step 2 \$ 26,251 X .75 = \$ 19,689
Salary

9,647 OPE

26,636.00 Needed

2. Increase services to parents seeking child care

a. Parent Consultant Staff

b. Current funding is secure at .5 FTE for 2004-05. 1.5 FTE is needed.

c. Level 8 Step 7 \$ 32,405 X 1.5 FTE = \$ 48,608
Salary

23,818 OPE

72,426.00 Needed

3. Increase services to child care providers

a. Provider Specialist Staff

b. Current funding is secure at 1.0. 2.0 FTE is needed.

c. Level 8 Step 8 \$ 33,800 X 1.0 = \$ 33,800
Salary

16,562 OPE

50,362 Needed

4. Increase services to employers

a. Employer Services Specialist position

b. Current funding is at 0 FTE. .5 FTE is needed.

c. Level 11 Step 2 \$ 31,640 X .50 = \$ 15,820
Salary

7,752 OPE

\$ 23,572 Needed

2) Attain National Child Care Resource and Referral Accreditation

a. Staff time to identify, track and document "Best Practices Criteria," which includes criteria, outcomes, indicators and inputs.

b. Staff time to assess Lane Family Connections program and make necessary changes in order to meet criteria.

c. Staff time to attend team meetings throughout the validation process.

d. Staff time to work with the Quality Technical Support Representative from NACCRA.

i. Substitutes who can fill in staff time are needed, especially to cover parent consulting, provider technical assistance and receptionist duties.

ii. A rough estimate of time is as follows:

1. Co-Director staff time: 3 hours per week for 1 year.

3 X 52 = 156 hours for year

\$ 20.84 X 156 = \$ 3,251 Salary

878 OPE

4,129 Needed

3) Improve Technology

- a. Upgrade computer hardware and software
 - i. Estimated cost: \$2,000.00
- b. Purchase a laptop that can access internet database
 - i. Estimated cost: \$2,500.00
- c. Staff time to improve and sustain website.
 - i. Current 0 FTE. .25 FTE needed.
 - ii. Level 8 Step 8 \$ 33,800 X .25 FTE = \$ 8,450 Salary
4,141 OPE
12,591 Needed

4) Increase Submission of Grant Proposals

- a. Resource Development Specialist (Project Specialist 2)
 - i. Current 0 FTE. .50 FTE is minimally needed.
 - ii. Level 12 Step 8 43,354 X .50 = 21,677 Salary
10,817 OPE
32,494 Needed

III. Feasibility

The main barrier Lane Family Connections faces (as well as the other child care resource and referral programs throughout the State) is the lack of adequate funding from government agencies. Even though Oregon Revised Statute requires the program, adequate funding to meet public demand for the service is not secured.

Advocacy efforts are occurring within the State through the Network, the Department of Human Services, the Oregon Employment Department, the Oregon Child Care Commission and the Commission on Children and Families, along with other childcare advocates. Still, there is little hope for recovering the funds lost through the budget cuts during the 2002-03 legislative session.

Lane Family Connections seeks whatever support Lane Community College can offer this service that is so vital to Lane students who are parents. If adequate funding is not secured the services so readily available to Lane staff and students will

IV. Design/Implementation

Lane Family Connections stands to lose an estimated \$ 72,351 from our current budget. (\$ 35,492 from our Network budget, and \$ 36,858 from our City of Eugene Partnership for Youth Fund grant, which ended 12/31/2003.)

Our alternative implementation scenario is that we will be forced to reduce hours, which may result in layoffs. Furthermore, our operating hours will be reduced.

The outcome will be that Lane student parents and staff will have limited access to this vital resource, as will the community at large. The child care system in the County will be compromised without the vital services that Lane Family Connections offers.