



At A Glance

July 2005—June 2006

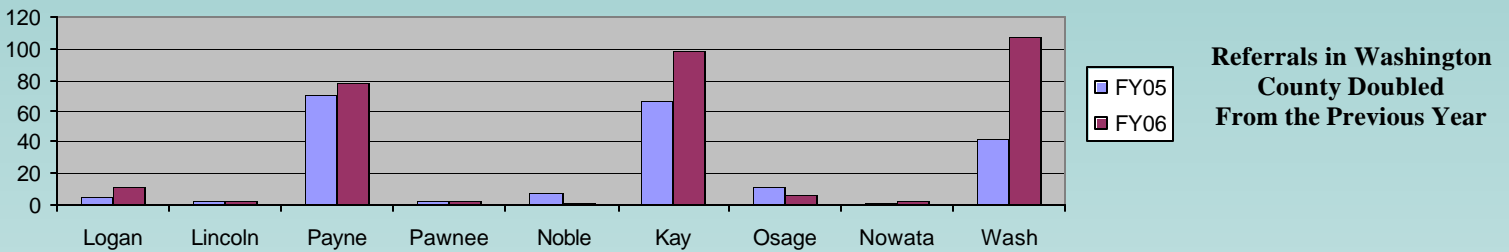
Highlights

Year Overview

Resource and Referral relocated its three offices to new locations in Stillwater, Ponca City and Bartlesville. Stillwater has moved into the Head Start building located at 1601 S Main, allowing space for a expanded Resource Lending Library. Ponca City has relocated to FourSquare Church located at 700 W Broadway and has expanded its parenting resources. Bobbi Krob, in the Ponca City office, is certified in West Ed Curriculum and has increased the amount of training provided in the area. Bartlesville has moved to the newly constructed Delaware Child Development Education and Training Center located at 5110 Tuxedo Blvd. The new location offers two large training rooms along with the Resource Lending Library. The training rooms will offer classes through collaborations with NEO, Child Care Careers and other sources that will help child care providers obtain their CDA.

Resource and Referral has successfully met and exceeded all contract requirements set forth by Oklahoma Child Care Resource and Referral. Laura Arnold was recognized at the Oklahoma/Kansas conference for the outstanding customer service she provided to parents. All staff have been Quality Assurance Program trained to provide the best service to families and providers receiving our services. The prestigious QAP certification will be renewed in 2008.

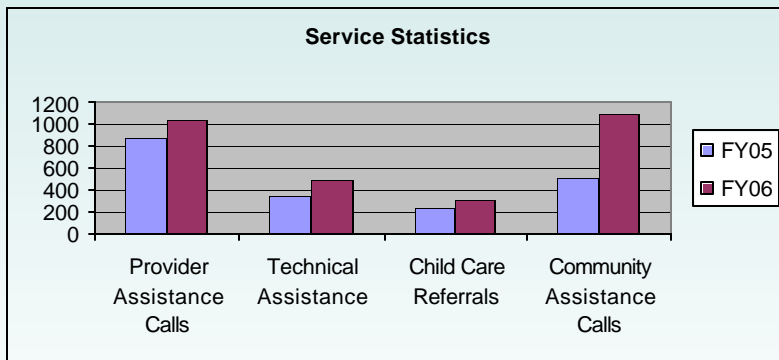
Parent Referrals



All services provided by Resource and Referral staff have increased from the previous year. Community assistance calls have doubled from the previous year. As a result of all the community contacts that were made, staff have established additional resources that support families and child care providers. Parenting resources have been added to all R&R Libraries. Staff have educated families on child care subsidy programs, what to look for in quality child care programs and community resources. Resource and Referral also participated in many community events that serve families and children in high risk and underserved areas. Staff have offered a variety of technical assistance visits.

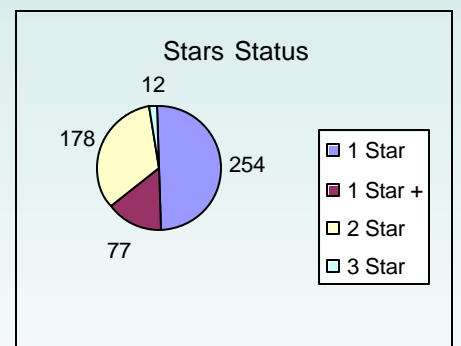
Providers have received professional development plans to help guide them in obtaining their CDA, Certificate of Mastery and Director's Credential. A variety of trainings have been made available at little or no cost. Training needs are being assessed frequently. West Ed Curriculum, Child Care Business start up assistance, Business Training, curriculum development and CDA Orientation are the most requested topics for technical assistance and training. Staff work with local colleges and independent trainers to coordinate their communities training needs.

Service Statistics

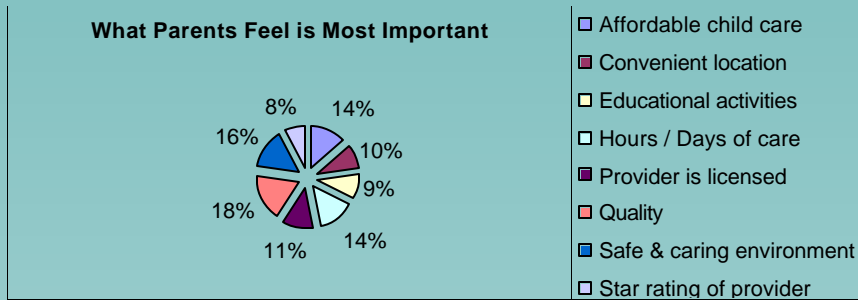


All Services Have Increased From the Previous Year

Stars Status



Over 50% of Children Are in 1 star + Or Higher Child Care Setting



Factors Parents Consider Important

Parent and Community Surveys

Delaware Child Development R&R received an average score of 4.4 out of 5 on the parent surveys. All families surveyed said they would use R&R services again and would recommend us to a friend. Families rated finding quality child care as the most important factor during their search for child care.

Community survey scores were also high. All surveys reflected that Delaware Child Development R&R is a well utilized resource to the community and child care providers. This year R&R provided the community information on developing or improving child care programs, health & safety and good business practices. R&R also helped raise awareness of the value of quality child care and the importance of investing in early childhood for future economic development. All community members surveyed agree R&R strives to meet the needs of their communities and provides outstanding customer service.

Stillwater Supply and Demand

A Supply and Demand report was conducted for the Stillwater and Perkins area. According to 2000 Census Bureau Demographic Characteristics there are 3,751 children under the age of nine which equals 2.92 children for every licensed child care spot. The majority of these children are in a child care center. Almost half of referral calls taken were from clients with non-traditional schedules. Due to zoning restrictions in Stillwater, Child Care Centers are not open evenings or overnight. So, while centers provide the majority of care for children during the daytime, parents needing evening, overnight or weekend care must depend on child care homes. Children under 5 years of age was overwhelmingly the most requested care needed. The number of calls for infant care shows that there is a definite need for additional quality infant care in the Stillwater/Perkins area. This information was presented to provider groups in the area. As a result there are now 3 more family child care home's offering 24 hour care and 5 more offering evening and overnight care.

Child Care Parent Focus Groups

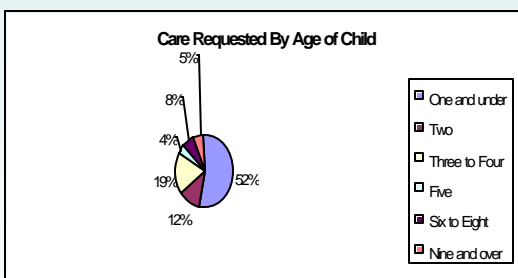
In February, Delaware Child Development R&R participated in a nationwide poll conducted by the National Association Child Care Resource and Referral Agencies. Nearly 600 parents were surveyed to better understand their child care needs. Delaware Child Development was one of eight agencies across the United States asked to participate by forming two parent groups; Native American families with children under eight years of age and subsidy families with children under the age of two.

The report reveals that, more than any other aspect of child care, parents are concerned about quality. In fact, more than half of the parents surveyed ranked quality as their greatest concern. Cost ranked second. To learn more about the results of this nationwide survey visit www.NACCRRRA.org.

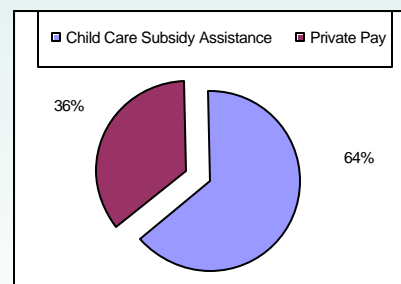
Army Subsidy Program

Resource and Referral participated in a subsidy program offered through National Association of Child Care Resource and Referral Agencies. The program targeted active duty Army families who are already using high quality child care or families who are looking for high quality child care. R&R specialist identified nationally accredited or credentialed civilian child care programs serving Army families and helped those families enroll in NACCRRRA's military subsidy program. Providers who are nationally accredited or homes that have a CDA or higher received cash bonuses for participating in the program.

Families received a credit towards their child care for applying and a monthly child care subsidy.



Over Half of the Care Requested is for Children Under One



Of the Calls Received Over Half Were Receiving Child Care Subsidy