



Making Child Care Work

## Wisconsin Child Care Resource & Referral Network, Inc.

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### News from the Network April, 2004

⇒ **Four CCR&R Agencies Are Accredited** – Congratulations to the four CCR&R Agencies who were accredited in late 2003 including:

- Child Care Resource and Referral, Inc., serving Fond du Lac, Green Lake and Winnebago Counties
- Family Connections, Inc. Resource & Referral, serving Door, Kewaunee, Manitowoc and Sheboygan Counties
- Family Resources, Inc., serving Juneau, La Crosse and Monroe Counties and the Ho-Chunk Nation
- South Central Child Care Resource and Referral, Inc., serving Green, Rock, and Walworth Counties

Every three years, each CCR&R goes through an exhaustive review of all agency services using an industry-neutral validator through this important accreditation process. Wisconsin remains one of the few states in the country that adheres to this high standard of review for CCR&R services. Illinois validator, Margaret Hallin, Executive Director of the Rockford Area CCR&R made the following observation about her 2003 Wisconsin validation visits. *“The level of work, commitment and passion of Wisconsin CCR&R agencies relative to their funding is astonishing.”*

⇒ **CCR&R Publishes Report on Wisconsin Mentor Teacher Program**

We are excited to announce the recent publication of the CCR&R Network Mentoring Report in April 2004, to “tell the story of mentoring” and the effects it has on the program participants. The report illustrates the collective experience of CCR&R programs, the results of a survey of CCR&R staff, reflections of mentor program participants, and the input of valued partners including the Department of Workforce Development, Child Care Section, the Wisconsin Early Childhood Association, representatives of Wisconsin Technical Schools and the Department of Public Instruction. It is intended to review the program history and identify key benefits of participating in the program including: gaining skills to operate a higher quality program, building key professional relationships, boosting confidence and drive to stay in the child care field and excel, and leadership development.

A quote from a mentor participant best summarizes the critical importance of the program: *“The Mentor Program has been the best program available to child care providers. I would like to see it continue for other providers.”*

⇒ **Confidence Remains High in CCR&Rs' 2003 Stakeholder Survey**

Confidence and support of CCR&R services statewide remains strong. The Network’s third annual statewide stakeholder survey assesses satisfaction of key stakeholders, defined as: representatives of counties, Tribes, Licensing and Regulation, Child Care Certifiers, local school districts and technical colleges. The overall response rate to the survey was 44% statewide, with local response rates ranging from 35% to 80%. We were pleased to see continued high marks for CCR&R services. Highlights include the following: 94% of respondents believed that CCR&R was achieving its purpose, with 53% strongly agreeing; 93% believed that CCR&R was an active partner in community collaborations with 57% strongly agreeing; and 96% of stakeholders would recommend to CCR&R to others in their area with 63% strongly agreeing. Responders to the survey were highly positive as well as expressing concerns about continued funding cuts despite a proven track record of services.

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“For us as a government agency, CCR&R works with us in building and maintaining a supply of quality child care in our community. CCR&R improves the quality of care for all children, which creates positive results for entire families and the community as a whole.”

“Very good service delivery – I appreciate the expertise and knowledge of child care provider regulations.”

“CCR&R provides excellent services to our community. The ability to maintain this level of services is in serious jeopardy to due to funding cuts.

### ⇒ **Network Transitions to New Referral Software as part of the Partnership with Data Sharing Project**

The Network has recently made a transition in referral software to a web based product called NACCRRAware, which was developed by the National Association of Child Care Resource and Referral Agencies (NACCRRRA) for use by CCR&R agencies. We are grateful for the support of the Wisconsin Data Sharing Project, led by the Department of Workforce Development, for financial support which allowed the Network to purchase this important product for: referral, community planning, data collection and dissemination needs. DWD agreed to purchase NACCRRAware for CCR&R agencies to insure our database would be capable of receiving shared data from the DWD system being developed, and would support the creation of a quality indicator’s project for parent referrals.

### ⇒ **Quality Indicator’s Pilot Project Set for Launching this Spring**

Over the last two years, the Network has been working toward the development of a quality indicator’s project that would provide specific information about the quality attributes of a program. CCR&R already counsels parents about what to look for in a quality program. This effort was designed to tie specific information about quality to a particular program. The criteria used to determine the quality indicators in the pilot project are: objective, research-based, regularly available and workable within CCR&R referral software. To develop the program, CCR&R undertook many activities, such as surveying child care providers and reviewing parent referral follow-up, as well as working closely with project partners: DWD, Regulation and Licensing, the Registry, and the University of Wisconsin-Extension. We have been working closely with the DWD Data Sharing Project to insure that needed information will be available through the shared data system. This spring, Community Coordinated Child Care (4C) Madison will be piloting the quality indicator’s project using three indicators: child care provider/program education level, absence of enforcement activity and accreditation. This will be a limited term pilot in the 4C service delivery area, which serves Dane, Dodge, Columbia, Sauk, and Jefferson Counties and the Ho-Chunk Nation. We are working with the University Extension and DWD on an evaluation of this project. Lessons learned will be used to customize the approach so it can be implemented on a statewide basis and integrated with important DWD quality initiatives in the future.

Please contact our office at 608-271-1230 or [janeph@wisconsinccrr.org](mailto:janeph@wisconsinccrr.org) if you have questions or require further information.