



# Child Care Resource

Annual Report

FISCAL YEAR  
2012/2013

Leading our community in making early care & education work!

## CCR helps refugees as they transform into new Americans

*Did you know that Chittenden County is the designated refugee resettlement community in Vermont? In our community, refugees are building new lives as they transform into New Americans. New Americans contribute to our community in many important ways. "Throughout history, immigrants have enhanced the economic, civil and cultural life of this nation. Helping new arrivals gain the tools to make a success of themselves in their new homeland enriches the entire community." Aki Soga, Burlington Free Press, September 27, 2013*



radically different. In order to participate in the workforce, families must make child care arrangements. Lack of affordable child care, language barriers, and wide differences in child rearing philosophy make it difficult, if not impossible, for new American women to fully engage themselves in economic activities. This year, Child Care Resource began to work with a group of 10 New American women who had entered the United States as refugees from Somalia. As new Americans, they appreciate electricity, plentiful

food, prenatal care, and the education available to their children. With our training and support they are making great progress toward starting family child care businesses. They appreciate a brighter future for themselves as small business owners doing what they love to support their families and their communities.

The women come to us with the gift of strong community. They want to help other refugee women successfully enter the workforce outside the home and will provide child care consistent with their culture. They will offer child care on evenings and weekends, the times that many refugees are most likely to work.



Upon entering the United States, refugee families must quickly become financially self-sufficient while they begin the long process of adapting to U.S. culture. Balancing work and family takes on new meaning when the culture is

*"Balancing work and family takes on new meaning when the culture is radically different. In order to participate in the workforce, families must make child care arrangements."*



Families from the broader community will have new child care options that meet our community's standards. They will learn about Somali Bantu culture and this will help build understanding and tolerance throughout the community.

*Continued on page 2*

Photos - Ellen Drolette



*Continued from first page*

*“People come here penniless but not cultureless. They bring us gifts. We can synthesize the best of our traditions with the best of theirs. We can teach and learn from each other to produce a better America...”*  
*-Mary Piher*

We appreciate the support of our stakeholders and funders including the Opportunities Credit Union, the Association of Africans Living in Vermont, the Fanny Allen Foundation, Vermont Birth to Three, the Vermont Community Foundation, and the Chittenden County United Way. We are excited to report that recently we’ve been awarded a federal grant that will allow us to expand upon this work for the next two years.

Chittenden County has the highest percentage of foreign born residents (6.7%) and households in which a language other than English is spoken (8.3%) among counties in Vermont. In comparison, on average, only 3.4% of residents are foreign born across all other Vermont counties. ■



## BOARD OF DIRECTORS

Michele Campbell  
Kim McCrae  
Donna Leicht  
Alison Maynard  
Shilpa M. Dewoolkar  
John Dinklage  
Ashley Clark  
Jean Kleptz  
Meghan Metzler

## EXECUTIVE DIRECTOR

Elizabeth Meyer

## STAFF

Becky Blacklock  
Karen Bogdan  
Amy Carlson  
Amy Conant  
Sue Corron  
Nancy DeCoster  
Ellen Drolette  
Aricha Drury  
Meghan Flanders  
Sarah Fleming  
Kathy Fleury  
Mary Glass  
Anna Graham  
Sharon Halnon  
Carrie Haselton  
Denise Hatin  
Viola Henderson  
Amy Ide  
Kelly Kendall  
Wendy Lachapelle  
Renee Lavalley  
Meghan Luby  
Dawn Machia  
Jessica McPeck  
Jen Nesson  
Amanda Neubelt  
Debra Norris  
Nicole Oliver  
Denise St. Gelais  
Andrea Viets  
Sharon Wheelock  
Beth Wilkins

# Our President's Message



Child Care Resource has had a year full of learning, accomplishments, and challenges. At the beginning of our year, we found ourselves absorbed in maintaining the stability of our child care center. Finally, in October, overcome by the hurdles of low enrollment, staffing changes, and financial sustainability, we sadly made a very difficult decision to close the Williston Children's Center. Even so, much was learned over the 9 years that CCR operated the center and this will continue to inform our work.

As the year continued to unfold, we made new connections with a group of women who had been refugees and now wanted to support their families by opening child care businesses. We thank our community for the incredible amount of support for this project and we are very excited about growing our services for the New American community.

Through the year, our Growing Kids South Burlington initiative continued to bring the South Burlington community together to generate the energy, ideas, and practices that make South Burlington one of the greatest places for families to raise young children. We are proud to collaborate with the South Burlington School District in connecting all community members who care about families, children, and our future; and ensuring that all South Burlington children enter kindergarten eager to learn and ready to participate.

CCR is responding to our changing community needs with innovation, creativity and resources. We are working hard to exercise wise stewardship of both our human and financial resources. We continue to be dedicated to leading our community to make early care and education work.

~ Michele Campbell, Board President

Financial Statement	FY 2012-2013	(Pre-Audit)
<b>REVENUE</b>		
Federal & State		\$1,002,156
CCFP Provider Reimbursement		540,992
Child Care Center Tuition		80,835
Training & Referral Fees		87,011
Corporate, Foundations, & Fundraising		156,211
Investment Income		2,525
Other		1,075
<b>TOTAL REVENUE</b>		<b>\$1,870,805</b>
<b>EXPENSES</b>		
Child Nutrition Program		661,001
Referral & Subsidy		263,902
Training, Resources & Child Care Development		865,653
Administration & General		1,132
Fundraising		73,253
<b>TOTAL EXPENSES</b>		<b>1,864,941</b>
<b>NET INCOME</b>		<b>\$ 5,864</b>

## Williston Children's Center - Looking Back

Child care is a complicated and difficult business. In these difficult financial times, it doesn't take much to disrupt the delicate balance that makes child care work. For Williston Children's Center, multiple changes in too short a period made it impossible to continue to operate and stay true to our mission. So, it was with great sadness that we announced its closing on October 19th, 2012.

Child Care Resource purchased the Williston Children's Center in 2004 to see how it might be possible for a small child care program to provide quality early care and education in a sustainable, financially independent way, creating a model that others could use. Over the years, our dedicated staff members worked hard to make this happen. Many children entered our program as infants and stayed until they went to kindergarten eager to learn and ready to participate. Yet, our ability to apply best practice in meeting the needs of children, families, and staff with the resources available was tested time and again.

Our national child care policy is built upon the premise that a market-based system for child care can successfully support the needs of families and children. However, there is a fundamental flaw in this premise – most families cannot afford to pay the full cost of stable, quality child care, especially for the care of children under age 3, the most critical years for brain development. As a result, the availability and quality of child care is uneven and unstable. As a nation, we miss many critical, early opportunities to ensure our future prosperity by providing all children, regardless of their circumstances, with the opportunity to develop into healthy and productive citizens and leaders.

## Behind the Scenes in Child Care

### Child Care Resource's Early Care Consultation Team Prevents Expulsion

Administrators and educators report that dealing with children's challenging behaviors is their greatest training need<sup>1</sup>. Children with challenging behaviors create frustration, stress, exhaustion, and distraction from taking care of other children<sup>2</sup>. When a skilled consultant provides advice that is well-received by the client, behavior change is more likely to occur, leading to reduced stress, a more positive emotional climate, increased reflective practice, and an increase in the adoption of evidence-based practices likely to reduce problem behaviors and increase children's social skills<sup>3</sup>.

*and better equipped to deal with the student behavior rather than feeling like a failure because I was having trouble seeing a good solution."*

- Audrey Hillegas, Program Director

Teachers who have access to classroom-based behavioral consultants are nearly half as likely to report an expulsion, compared to teachers who reported no such access."

• **Frog and Toad Child Care and Learning Center:** *"We were experiencing some challenging behaviors in the toddler classroom. We had a new teacher and children that were demonstrating physically aggressive behavior beyond what is "normal". Before removing children from our care, we want to be sure that we are doing everything possible to ensure their success. We needed someone to observe and offer a new perspective that could shed light on the ways that we might improve in order to keep these kids in our program,*

*Continued on next page*



In FY13, 236 child care workers from sixty-three Chittenden County child care programs serving an estimated 1,995 children benefited from on-site consultation which helped them better meet the needs of a child and/or all the children in their care. The testimonials below demonstrate the importance and effectiveness of this workforce development strategy:

• **North Avenue Alliance Children's Center:** *"We were having difficulty managing the behavior of a particular student. Aricha provided good insight to my classroom. Asking for help can be hard and humbling. I came away encouraged*



Photo credit top left- Elizabeth Meyer, right Saxon Hill School/Jericho

Continued from page 4

learning, growing, and finding success. Sharon was supportive of my teachers, spent time talking with all of us about what we do well and how to expand on that. We are working on a "one plan" and I am excited to have a path laid before me. I am so grateful that there are such wonderful, warm, talented people available to help us in times of need. I really feel that Sharon's interactions helped to grow our teachers and in turn, our program." - Tiffany Bergeron, Owner/Director

• **Dino-Mite Day Care:** "Sharon helped me feel validated and strong – able to face the challenge I was struggling with. She listened to my needs and concerns, spent as much time as I needed, helped me problem solve, and provided information about additional services. The service she provided increased my ability to respond to children's needs, improve my program and my relationships with families. Her help benefited all of the children in my program. I would request this service again and recommend it to others." - Heidi McHugh, Family Child Care Business Owner



Photos- Saxon Hill School/Jericho

## The Experts Speak About Preventing Expulsion

**The Problem:** In 2005, Yale University's Dr. Walter Gilliam<sup>4</sup> published a study about preschool expulsion rates. His finding: "Preschools are expelling youngsters at three times the rate of public schools, prompting concerns that children are being set up for educational failure at a very young age". Also in 2005, researchers at the University of Mississippi studied expulsion in child care centers in 5 states including Vermont. The researchers found that one third of centers had expelled a child in the past 12 months due to uncontrollable behavior problems<sup>5</sup>.

**The Solution:** "We have to help folks understand the range of behaviors of young children and acting out that happens for a variety of reasons during these early years. Well-designed learning experiences and well-educated staff who understand social development can make a big difference in how children 'behave.'<sup>6</sup> - Sandy Miller, Director of Early Learning and School Readiness for the Ohio Department of Education

<sup>1</sup> Deborah Perry, et al.

<sup>2</sup> Michael Kalinowski & Fanny Kalinowski. Children With Challenging Behaviors: Survey Results from Administrators and Teachers in Licensed Early Childhood Programs in New Hampshire. The PTAN Child Care Inclusion Project SERESC, 29 Commerce Drive, Bedford, NH. April 2011

<sup>3</sup> Deborah Perry, et al.

<sup>4</sup> Michael Dobbs, Youngest Students Most Likely to Be Expelled. Washington Post, May 17, 2005.

<sup>5</sup> Southward, L.H., et al. Economic Volatility and Expulsion in U.S. Child Care Settings: A Multi-State Survey. Mississippi State University, 2005.

<sup>6</sup> Karl Turner, Study Suggests Ways to Cut Preschool Expulsions. The Plain Dealer, January 10, 2008 at 9:00 PM

## CCR BY THE NUMBERS FY13

Families needing to find child care:  
**833**

Children of those families:  
**1,050**

Percent of families having difficulty searching for infant care:  
**72%**



Families eligible for monthly child care cost assistance:  
**1,100**

Children of those families:  
**1,743**



Child care workforce in-service training participants:  
**1,018**

Total number of in-service training hours completed across participants:  
**9,581**

Percent of participants saying they learned how to improve their practice:  
**92%**



Children eating CCR sponsored meals in child care programs each day:  
**1,030**

Number of meals eaten over the year:  
**435,838**

Center staff reporting that serving meals prevents challenging behavior:  
**87%**



# A sincere thank you to our generous donors!

## Contributors

• Claudia Abae & Detlev Hundsdoerfer • Cathy Adkison • Nancy Baker • Pam Benoit • Deborah Bergh • Nancy Bernthal • Anne Birkett • Melissa Boomhower • Ben & Anne Bosher • Genevieve Bronk • Brennan Brown • Dawn Brown • Aileen Bunney • Elizabeth Burke • Steven Bushey • Laura Butler • Ethelyn & Thomas Campbell • Michele & Ronald Campbell • Gloria Cantu • John & Connie Carpenter • Carl Ciarcia • City of Winooski • Competitive Computing • Nicole Corron • Lisa Couture • Laura Cramer • Monica Darrah • Shilpa & Mandar Dewoolkar • John & Alida Dinklage • Sandra & John Dooley • Jessica Dostie • Maryse & Gene Dunbar • Evelyn Durmaz • Lynn Faber • Elizabeth Fairchild • Richard Fleming • Jessica & Gary Francis • Jennifer Fredette • Heather Friedrichsen • Rick Gelin • Pablo Geralnik • Margery Gladston • Arnold Golodetz • Lisa Gould • Matthew & Anna Grady • Karen & Lee Gray • Jerry Greenfield & Elizabeth Skarie • John & Robin Hadden • Chris Hammitt • Sharon Harring • Neal Haskell • Sheri Hill • Burdena Hopps • Christopher Howard • Essie Howe • Sally Howe & Rick Hubbard • Penrose & Schuyler Jackson • Rita Johnson • Wendy Lachapelle • Peggy Lacroix • Candi Lafreniere • Fred "Chico" Lager & Yvette Pigeon • Laurie Lebourveau • Sean & Maryanne Ledwith • Ellen & Herb Leff • Donna Leicht • Liselotte Leicht • Joan & Helmut Lenes • Crea Lintilhac • David & Elizabeth London • Robert Luman • Pamela MacPherson • Laurie Mariani • Merin & James Maxwell • Alison & Chris Maynard • Robert & Sandra Maynard • Patricia McDermott • Matthew & Karin McGeary • Neil & Elizabeth McGreevy • Mary & James Meredith • Elizabeth Meyer & Carl Lorentson • Grace Mignosa & Kim Hubbard • Betsy Mitchell • Leonard Model • Melissa Moulton • Liza Nesbitt • Roy Neuer & Shirley Wolfe • Northfield Savings Bank • Joseph & Louise O'Brien • Nicole Oliver • Marnie Owen • Julie Paris & Mark Huff • Larry Parker • Dianne Pedley • Lianna Percy • Meg Pond & Jim Rader • Dolor & Anna Poulin • Doug Racine • Tom & Erika Reeves • Jennifer Richter • Michelle Riley • Patricia Sanderson • Melissa Scheffler • Donald & Hope Schultz • Mary Anne & Glenn Sjoblom • Vicky Smith & David Porteous • Pat Spielman • Ann St Onge • Reuven Steinberg • Shelly Stewart • John & Faith Stuart • Deirdre Taylor-Zimmerman • Paulette Thabault & Peter Gunther • Town of Essex • Town of Jericho • Town of Shelburne • Town of Underhill • Town of Williston • Maida Townsend • Denise Trottier • Sally Wadhams • Richard Wells • David White • Elizabeth Wilkins • Giles & Tammy Willey • Mary "Polly" Williams • Terrance Wright • Beverly Young

## In Kind Donations

• Advance Music Center • Al's French Fries • Apple Mountain • Artemis Fitness • Ausable Chasm • The Automaster • Bagel's Plus • Barnes and Noble • Bed Bath and Beyond • Body LeBronze • Bolton Valley Resort • Boston Red Sox • Buttered Noodle • Cabot Cheese • Canvas On Demand • Champlain Valley Exposition • Chef's Corner Bakery • Choose Your Own Adventure • City Market • Costco • Country Curtains • Cutie Pie Creations • Dale's Kustom Klubs and Grips • Distler's Pretzels • Earl's Cyclery & Fitness • Eating Well Magazine • ECHO • Elizabeth Meyer & Carl Lorentson • Ellen & Herb Leff • Ellie Bushweller • Essex Cinemas • Executive Car Care • Fairbanks Museum • First Night • Fleming Museum • Flynn Center Performing Arts • Frog Hollow VT State Craft Center • Frosting by Kimberly Garrett • Gadue's Dry Cleaning • Gardener's Supply • Granby Zoo • Green Mountain Coffee Roasters • Hair Cuts Plus • Hannaford • Healthy Living • Home Port • Indigo • Inn at Essex • John & Alida Dinklage • Klingers • Leonardo's Pizza • Loretta's • Mad River Glen • Massage Envy • Men's Warehouse • Mexicali • Moe's Southwest Grill • Montshire Museum • Montreal Science Centre • Mount Snow • Movement Center • Move You Fitness Center • Nancy & Dwight DeCoster • Natural Provisions • Northern Lights Rock & Ice • Nova Natural Toys & Crafts • PaddleSurf Champlain • Palace 9 • Perkins Fitness • Perrywinkles Fine Jewelry • Photo Garden • Pie in the Sky • Planet Fitness • Purple Sage Salon • Rocky Ridge Golf Club • Rookie Rootbeers • Sam's Unfinished Furniture • Santa's Village • Shelburne Museum • Shelburne Vineyards • Shilpa & Mandar Dewoolkar • Ski & Snowboard Express • Spare Time Bowling • Story Land • Sweet Clover Market • Switchback Brewing Company • Terrance Wright • Toscano's Bistro Cafe • T.J. Maxx • The Paper Peddler • The Pour House • Twincraft • University Mall • University of Vermont • UVM Lane Series • Vermont Lake Monsters • Vermont Natural Foods Company • VT State Parks • Washburn's Service Center • Wendell's Furniture • Willow House-Country Home VT • Wise Buys

## Funders

• Ben & Jerry's Community Action Team-Central • Ben & Jerry's Community Action Team-Waterbury • Burlington School District • Burton Snowboards • Ceridian Corp. • Chittenden South Supervisory Union • Child Development Division of the Dept. of Children & Families • Fanny Allen Foundation • Fletcher Allen Health Care • IBM Global Work/Life Fund • South Burlington School District • State of Vermont-Dept. of Education • United Way of Chittenden County • United Way of Franklin/Grand Isle County • United Way of Rutland County • Vermont Humanities Council • Vermont Birth to Three • Vermont Community Foundation • Vermont Community Loan Fund • Vermont State Employees Association • Vermont Technical College

## Contributions Made in Honor of, or in Memory of

• In honor of Child Care Resource Staff • In honor of Donna Leicht • In honor of Ellen H. Meyer • In Honor of Aria & Ezra • In honor of Michele Campbell-The Best Teacher Ever!! • In honor of Alison Maynard

