

FY10 United Way Mid-year Report

Program: Victims of Child Abuse (VOCA)

Agency: Children, Youth & Family Services

Date: July 31, 2010

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

The VOCA program was implemented according to the plan in our original proposal with no significant changes. Program goals remain the same for fiscal year 2010. They include the amelioration of the complex mental health problems associated with child abuse and neglect on victims, ages 0-18; improved functioning in school for victims of child abuse and neglect; and prevention of further abuse/neglect. The program also aims to educate the community about the impact of child abuse and neglect and alternatives for ameliorating that impact. Program goals are met through individual and family counseling, public education in the area of child abuse and neglect, participation in the ongoing work of the Charlottesville-Albemarle Multi-Disciplinary Team, and training of volunteers regarding the dynamics of abuse and neglect. We continue to use the Child and Adolescent Needs and Strengths (CANS)-Trauma Version (Illinois Dept. of Children & Family Services) assessment tool. Please see projected outcomes below for details.

VOCA was awarded a highly competitive VA DSS recovery fund grant to expand onsite services in outlying counties, and has added a full-time counselor who travels to Fluvanna, Greene, and Louisa counties. The counselor serves a total of 20 clients with 1 day spent in each of Fluvanna, Louisa and Greene counties. Nelson County was offered these services but declined at this time due to lack of need. Services were also expanded by receipt of a VSDVVF grant that added services for children who have been exposed to domestic violence.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

"Dustin" is a 9 year old boy who was referred to the VOCA program by the local Department of Social Services because he was getting into trouble at school. Last year he was sexually abused by a neighbor in front of his peers on more than one occasion. His perpetrator put a gun to his head and threatened to hurt him if he told anyone. Since beginning counseling, "Dustin" has begun to feel comfortable talking about his feelings and understands that what happened wasn't his fault. The VOCA treatment specialist has been working closely with the staff at his school as well as the mentor that has been set up for him. The treatment team meets regularly with the family and we are seeing a lot of progress in his parents healing process as well. Counseling has been a positive experience for "Dustin" and we will continue to work with this family as they begin the process of prosecuting his offender.

- 3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.**

**Projected Number of Intended
FY10 Primary Beneficiaries:** 254

**Actual Number of FY10
Primary Beneficiaries:** 162*

*The number of actual beneficiaries was affected by staff changes and longer term cases that required more intense therapy. Staff changes reduced caseload for about 6 of the 12 grant months. The program is growing in reputation in the community and is seeing more and more referrals. At the same time, many cases have been extremely complicated, such as two in which the abuse victim was pregnant with her offender’s child—and have required 9 months to a year or more to help the abuse victim recover. The program continues to have a waiting list for services.

Projected FY10 Outcomes	FY10 Indicators Tracked	FY10 Outcome Results (provide specific numbers and percentages)
<p>Primary Victims will demonstrate reduction in symptoms associated with abuse/neglect.</p>	<p>80% (25 Youth) will improve psychosocial functioning as indicated by CANS.</p> <p>85% (25) youth will have improved school grades and attendance</p> <p>At discharge, 85 % (25) of Primary Victims will evidence reduced trauma symptoms as measured by CANS**</p> <p>**We are currently using the Child and Adolescent Needs and Strengths inventory: Trauma Version to measure outcomes</p>	<p>*based on Discharge. A total of 44 children were discharged during this time. 11 children left before discharge data was collected. Therefore, numbers are based on 33 clients.</p> <p>85% (28/33) improved psychosocial functioning as indicated by CANS.</p> <p>94% (31/33) youth have improved school grades and attendance.</p> <p>82% (27/33) of primary victims have reduced trauma symptoms as measured by CANS</p>
<p>The effects of child abuse/neglect will be reduced for secondary victims which will help mitigate the trauma experienced by primary victims.</p>	<p>Safety will increase for primary victims in their homes as evidenced by 95% (20) of primary victim’s families having no additional CPS reports filed during treatment period.</p> <p>95% (20) parents/guardians of the victim will (a) achieve behaviorally-defined steps to increase primary victims’ experience of safety and (b) communicate effectively with primary victim as measured by self-report and by observations of the VOCA Treatment Specialist. These steps will be defined individually for each</p>	<p>82% (27/33) had no additional CPS reports filed during the treatment period.</p> <p>73% *(24/33) of parents/guardians of the victim achieved behaviorally-defined steps to increase primary victims’ experience of safety and (b) communicate effectively with primary victim.</p> <p>*note: low performance on this outcome reflects at least 3 families involved in custody disputes where the parents continued to have difficulty focusing on the children’s needs.</p>

Projected FY10 Outcomes	FY10 Indicators Tracked	FY10 Outcome Results (provide specific numbers and percentages)
	secondary victim and noted in the case treatment plan.	
In the community, knowledge about practices and resources for child and adolescent victims of abuse/neglect will increase.	100% of MDT meetings will be attended by a VOCA Specialist. 5 child abuse prevention events in which VOCA participates in planning and implementation.	100% (6/6) of MDT meetings were attended by VOCA Treatment Specialist. 17 child abuse presentation events in which VOCA plans or implements were held during this time period.

4. Impact Report. We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

Community Needs or Issues Your Program Addresses -- please include at least 3 local issues/statistics and cite your source

- According to Stepping Stones 2009, in 2008 there were 42 investigations of child abuse and neglect per 1,000 children in Charlottesville (a 40% increase over the previous year) and 22 investigations per 1,000 children in Albemarle County.
- In its feasibility study for the Foothills Child Advocacy Center in 2004, the CCF Family Violence Prevention Work Group reported that there were 224 child abuse reports validated in 2004 by social services in Charlottesville and 386 validated reports in Albemarle County.
- According to the Charlottesville/Albemarle Multidisciplinary Team (MDT) report on First Year Activities, since April 1, 2004, the MDT reviewed 62 cases of child abuse and neglect. Sexual assault by a non-caretaker accounted for 47.54% of these cases. Of the 62 cases reviewed, counseling was recommended for about 37%.
- According to the 2004 feasibility study for the Foothills Child Advocacy Center, there is a continued need for mental health services, as well as therapeutic resources for non-offending family members.

Your Program's Solutions that United Way Community Impact Funds Support

- High quality, no cost individual and family counseling is provided to families of Charlottesville City and Albemarle County in which abuse and neglect has occurred. This counseling provided amelioration for the complex mental health problems associated with child abuse and neglect on victims, ages 0-18.
- High quality, no cost counseling prevents further abuse/neglect for families with prior histories of abuse/neglect in Albemarle and Charlottesville.

- Participation on the Charlottesville/Albemarle Multidisciplinary Team (MDT) allows families who have been identified by law enforcement and Child Protective Services (CPS) to quickly receive counseling services in Charlottesville and Albemarle.
- The VOCA team educates the community about the dynamics of child physical and sexual abuse and its treatment through participation on the MDT and community-wide events aimed at the prevention of abuse and neglect.

Actual Results - based on your stated outcomes; please use percentages and numbers served to help show outcomes

*based on Discharge. A total of 44 children were discharged during this time. 11 children left before discharge data was collected. Therefore, numbers are based on 33 clients.

- 85% (28/33) improved psychosocial functioning as indicated by CANS.
- 94% (31/33) youth have improved school grades and attendance.
- 82% (27/33) of primary victims have reduced trauma symptoms as measured by CANS
- 82% (27/33) had no additional CPS reports filed during the treatment period.
- 73% (24/33) of parents/guardians of the victim achieved behaviorally-defined steps to increase primary victims' experience of safety and (b) communicate effectively with primary victim.
- 100% (6/6) of MDT meetings were attended by VOCA Treatment Specialist.
- 17 child abuse presentation events in which VOCA plans or implements were held during this time period.

Financial Impact of Donations -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- \$16.50 per week (\$852/year) provides a year of therapy for a child who has been abused or neglected.

FY10 United Way End-Of-Year Report

Program: Runaway Emergency Services Program (RESP)

Agency: Children, Youth & Family Services

Date: July 31, 2010

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

The RESP program has been implemented according to the plan in our original proposal and no significant changes have been made. RESP program goals focus on providing prevention services designed to keep youth safe and off the streets while developing alternative problem-solving options outside the child welfare, juvenile justice, and mental health systems. The RESP program conducts ongoing assessments of the trends and behaviors of the at-risk youth in the community so we can efficiently focus outreach and identification of target youth. RESP staff conducts outreach in a variety of formats (i.e. street outreach on the downtown mall areas, presentations at schools, churches, Department of Social Services, Police, tabling during school lunches, at skate parks, outreach at low-income neighborhoods, etc.) in order to reach youth with varied life circumstances (school drop-outs, homelessness, etc.) Furthermore, RESP provides crisis intervention available 24 hours a day, seven days a week, via a hotline staffed by Master's levels counselors. Individual and Family counseling are provided to resolve the issues that led to the crisis. In some situations, temporary shelter is provided to allow families to de-escalate and create more healthy solutions to family problems. RESP also provides our clients with Youth Companions (college-age and above) for the purpose of offering mentoring services to at-risk youth. Please see Outcomes Measurement update below for additional outcome indicators and results.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Greg* is a 13 year old male who lives with his single father - Joe*. Greg's mother divorced Joe several years ago and has not been involved with Greg since. Greg and Joe have gotten along well for the past several years without her, but when Joe began to dating a new woman, Greg started acting out. Greg would express his anger and frustration by destroying his father's possessions (kicking holes in doors, punching holes in walls, breaking things, etc.). The RESP counselor received a hotline call one evening from Joe stating that he and his son had just engaged in a physical fight, and that he needed Greg out of his house before he "did something stupid." Greg entered shelter very angry at this father and not wanting to go home ever again. Greg and Joe used Greg's time in shelter to cool off and reflect on what events had led to the physical fight between them. After several days, Greg returned home confident that he and his father could work on their problems at home safely. Greg and Joe both agreed to a "no physical contact" safety contract and began weekly family counseling sessions to address their conflict and anger. After several months of counseling, Greg and Joe were able to apologize to each other for their actions and made significant progress towards

implementing the alternative strategies to dealing with stress and anger. Greg and Joe had learned to communicate better and were mending their relationship.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Projected Number of Intended FY10 Primary Beneficiaries: 843

Actual Number of FY10 Primary Beneficiaries: 763 (including OUTREACH directed at Youth)

Projected FY10 Outcomes	FY10 Indicators Tracked	FY10 Outcome Results (provide specific numbers and percentages)
Youth are living in a safe environment, off the streets, and able to remain in their home community.	90% (245) youth receiving direct services (hotline, counseling, shelter) from RESP are in a safe environment, off the streets, and are able to remain in their home community.	91% (167/183) youth receiving direct services (hotline, counseling, and shelter) from RESP are in a safe environment, off the streets, and able to remain in their home community.
Youth are safe and secure and are able to begin the problem solving process with their family (not all beneficiaries are sheltered)	100% (28) of youth sheltered in RESP host homes are safe and secure and able to begin problem solving process with family members. 100% (60) of Nonresidential youth receiving counseling are safe and secure and able to begin the problem-solving process with parents and family members. parents and family members.	100% (3/3) youth sheltered in host homes are safe and secure and able to begin the problem solving process with family members. 100% (11/11) of youth sheltered in group homes are safe and secure and able to begin problem solving process with parents and family members.
Youth demonstrate improved ability to choose positive behaviors.	90% (245) of youth receiving services demonstrate improved ability to choose positive behaviors.	91% (167/183) of youth receiving services demonstrate improved ability to choose positive behaviors.

4. Impact Report. We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

Community Needs or Issues Your Program Addresses -- please include at least 3 local issues/statistics and cite your source

- According to Albemarle County Police, 89 juveniles were reported as runaways or missing in Albemarle County in 2006. In Charlottesville, police stated that 144 youth were reported as runaways in 2005, with another 104 reported missing.
- According to *Stepping Stones 2009*, the rate of Children in Need of Services petitions, indicating chronic truancy or runaway, in Charlottesville was 72 per 1,000 population (more than double the rate in 2006) and 8 per 1,000 for Albemarle in 2008. According to 2000 US Census Bureau data, 165 Charlottesville youth and 224 Albemarle youth between the ages of 16 and 19 are neither employed nor enrolled in school.

Your Program's Solutions that United Way Community Impact Funds Support

- RESP provides a 24-hour crisis hotline for runaways to access shelter or for community agencies/professionals to access our services (Hotline Counselors are all Master's Level)
- RESP provides emergency temporary shelter to keep kids safe and off the streets.
- RESP conducts street outreach activities to reach out to youth and their families that are most in need of services, link them to appropriate services, and to support them with meeting their goals for the future. These include presentations to schools, DSS, police departments, tabling at various high schools, and a Youth Council comprised of local high school students.
- RESP conducts counseling services to help families resolve the complex issues that lead to runaway behaviors.

Actual Results - based on your stated outcomes; please use percentages and numbers served to help show outcomes

- 91% (167/183) youth receiving direct services (hotline, counseling, and shelter) from RESP are in a safe environment, off the streets, and able to remain in their home community.
- 100% (3/3) youth sheltered in host homes are safe and secure and able to begin the problem solving process with family members.
- 100% (11/11) of youth sheltered in group homes are safe and secure and able to begin problem solving process with parents and family members.
- 91% (167/183) of youth receiving services demonstrate improved ability to choose positive behaviors.

Financial Impact of Donations -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- \$12 a week provides one runaway or homeless child with a safe place to stay.

FY10 United Way End of Year Report

Program: Play Partners

Agency: Children, Youth & Family Services

Date: July 31, 2010

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

Play Partners continues to address the need for children in child care, particularly from low-income homes, to have literacy development experiences that are cognitively, emotionally and socially challenging and enjoyable. The program served 166 children in 12 child care settings in 2009-2010. Play Partner volunteers made weekly visits throughout the year to introduce quality early childhood literature and bring fun and educational enrichment activities to the children enrolled in these child care settings. Through these activities, children's learning, literacy development and school readiness was promoted and the quality of the child care setting was enhanced. Program levels remained stable and no changes were made from our original plan/proposal.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

The Play Partners program collaborated with the Salvation Army's preschool program and Barrett Early Learning Center to provide weekly learning, literacy development and enrichment activities to the children enrolled in their care. 11 children at the Salvation Army and 10 children at Barrett received weekly Play Partners visits throughout the year. In 2009-2010, two new child care sites, serving three new preschool classrooms and 25 new children were added.

Play Partners evaluates the programs impact annually. Participating parents, child care providers and volunteers complete surveys and comment on individual program impact. A small sampling of the parents comments are below.

Parent comments

Does your child use new words heard in Play Partners stories, games, and activities?

"Yes, she is speaking more fluently and speaking more words", "He is getting better at associating words with their meanings", "she is able to hold pretty in-depth conversations and recognizes more objects", "saying more and new words".

Does your child seem more interested in books and being read to since the Play Partners Program began?

"She will pick a book over a toy", "He Is excited to bring home a book and read it to me", "He likes to read with you and tells you what he sees in the books", "wanting to read more than two books a night".

What is your favorite part of the Play Partners Program?

“the increase in vocabulary and attention span as well as increased interest in learning”, “the activities surrounding the books and the free books”, “being able to allow him to express himself”.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

**Projected Number of Intended
FY10 Primary Beneficiaries: 153**

**Actual Number of FY10
Primary Beneficiaries: 166**

Projected FY10 Outcomes	FY10 Indicators Tracked	FY10 Outcome Results (provide specific numbers and percentages)
Children gain early literacy skills.	80% (76) of adults surveyed report children learn and use new vocabulary. 82% (74) report children increase their desire to be read to during Play Partners enrichment activities.	83% (65) of adults surveyed report children learn and use new vocabulary. 88% (69) report children increase their desire to be read to during Play Partners enrichment activities.
Children gain school readiness skills	80% (72) of adults surveyed report children improve their ability to sit and attend while being read to, follow directions and stay focused on a task during Play Partners enrichment activities	79% (62) of adults surveyed report children improve their ability to sit and attend while being read to, follow directions and stay focused on a task during Play Partners enrichment activities
Providers offer a variety of enrichment activities.	90% (9) of providers report an increase in their use of literacy-based enrichment activities with the children in their care.	88% (7) of providers report an increase in their use of literacy-based enrichment activities with the children in their care.

4. Impact Report. We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

Community Needs or Issues Your Program Addresses -- please include at least 3 local issues/statistics and cite your source

1. The Focus Areas for Children and Families in the Charlottesville/Albemarle Community, Phase 1: Improve and extend affordable resources for Early Childhood Development.

2. The Focus Areas for Children and Families in the Charlottesville/Albemarle Community, Phase 1: Understanding Service Needs, Appendix A: Section II Early Childhood Development reports that 30.0% of children entering Kindergarten in Charlottesville and 14.1% in Albemarle were identified for intervention services on the Early Intervention Reading Initiative.

3. The December 2009 *Stepping Stones* reported that in 2008, 16% of the children entering kindergarten in Charlottesville and 11% of the entering kindergarten children in Albemarle were identified for intervention services based on their reading readiness scores.

Your Program's Solutions that United Way Community Impact Funds Support

1. The program uses a strength-based approach to provide enriching learning experiences to children from low-income families enrolled in day care homes and addresses accessibility issues by bringing the program into the providers' homes.

2. This program supports the development of early literacy skills providing children the basic readiness skills necessary for success in Kindergarten.

3. The December 2009 *Stepping Stones* shows a trend toward decreasing interventions for entering kindergarten children since 1999. In 1999, 37% of the children entering kindergarten in Charlottesville needed intervention compared to 16% in 2008, and in Albemarle, 27% in 1999 compared to 11% in 2008. Continuing and expanding enrichment programs such as Play Partners could contribute to a continuing decrease by reaching children not participating in structured preschool settings, such as Bright Stars, Head Start, and Charlottesville's 4-Year-Old Program.

Actual Results - based on your stated outcomes; please use percentages and numbers served to help show outcomes

83% (65) of adults surveyed (parents, teachers) report children learned and used new vocabulary in their Play Partners activities.

88% (69) of adults surveyed (parents, teachers) report children increased their desire to be read to during Play Partners enrichment activities.

79% (62) of adults surveyed (parents, teachers) report children improved their ability to sit and attend while being read to, follow directions and stay focused on a task during Play Partners enrichment activities

88% (7) of providers report an increase in their use of literacy-based enrichment activities with the children in their care.

Financial Impact of Donations -- (i.e., \$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- **\$3/week (\$156 per year) provides:** Training materials for 24 Play Partner Volunteers for 1 year.
- **\$5/week (\$260) provides:** Initial training and enrichment materials and supplies for 5 child care providers.
- **\$10/week (\$520) provides:** One month's supply of books for 90 children to receive their own copy and take home to read with their families.
- **\$20/week (\$1,040) provides:** 50 hours of service to 90 children and their families.

FY10 United Way End-of-year Report

Program: Child Care Quality

Agency: Children, Youth & Family Services

Date: July 29, 2010

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information. Limit your response to no more than one page.**

The Child Care Quality program strives to improve *access to* and *the quality of* child care for young children in the Region Ten district so that children receive enrichment in the early years and arrive at kindergarten with the skills they need to succeed in school.

Child Care Quality Educators help providers assess their current level of quality; offer support, education, and a plan to improve care; and arrange evaluation to award the provider a rating. Home-based child care providers receive the local Seal of Quality Child Care rating while the Child Care Centers receive the Virginia Star Quality Rating. Providers are rated on an extensive list of qualities including but not limited to the number of books available to the children and their age appropriateness, cleanliness, nutritional value of meals, provider-child interaction, and developmental value of toys. As they make improvements—such as adding new books or adding child-sized furniture—in the areas where they rate poorly, they move up the levels of the Seal scale. Our training calendar helps providers gain knowledge and skills as outlined in the Virginia Early Childhood Development Alignment Project's *Competencies for Early Childhood Professionals*. Participants in the Seal receive specialized trainings to address areas needing improvement, and to help them meet the requirement for achieving Child Development Associate status. CYFS administers the state Voluntary Registration Program for home-based providers and offers referral services by including providers in the Child Care Resource and Referral database. Currently the Quality Improvement Rating System (QRIS) is serving 20 child care providers, including 19 centers and 1 home-based provider. Two new home based providers were recruited in early July of 2009 but stopped caring for children in May 2010. Mentors spent over 2,500 hours with area providers this year to help them improve the quality of their care. CYFS has continued to make special efforts to recruit and retain hard-to-reach home-based providers and those serving low-income families, including starting up a new monetary incentive program during the first part of this fiscal year.

CYFS offers parents who request referrals 1) information on selecting quality child care, 2) quick referrals (within two working days) to available providers, 3) access to the provider database online at www.cyfs.org, and 4) referrals to other community agencies for support as needed. The Seal is part of a community-wide effort to improve the child care available in our area, and it coordinates services with local organizations to maximize impact and conserve resources.

2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.

A three year old enrolled in a local Virginia Star Quality Initiative rated child care center, exhibited aggressive developmentally inappropriate behaviors. The center director approached the Quality Rating Improvement System mentor about observing this child and recommending possible next steps. With the parent's approval and staff willingness, the mentor was able to observe the child as well as complete an Ages Stages Developmental screening. The screening results showed a need for further evaluation in all areas of development. The parent was advised and immediately sought assistance through Kluge Children's Center and Albemarle County Public Schools. A public school staff member observed the child in the classroom and immediately made recommendations for services. The parent, center director, teachers and mentor decided that until services could be established, the child would be better supported in a 1:1 child care setting. This collaboration/intervention would not have occurred had the center not been enrolled in the Virginia Star Quality Initiative and had a mentor.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Projected Number of Intended FY10 Primary Beneficiaries: 1,135 **Actual Number of FY10 Primary Beneficiaries:** 801*

Projected FY10 Outcomes	FY10 Indicators Tracked	FY10 Outcome Results (provide specific numbers and percentages)
Providers have knowledge of the safety, nutritional, environmental, nurturing and developmental needs of children as indicated in the criteria for the Seal.	A. 89% (1,200) Providers show an improvement in post-test scores. B. 40% (16) Providers participate in HANDS training receiving Certification for completion of a HANDS Module.	A. 90% (1,500) showed an improvement in post-test scores. B.100% (12)of providers participating in HANDS training received certification for completion of a HANDS Modules
Regulated provider pool is maintained or grown.	A. 75% (23) Eligible providers renewing certification each year.	A.32%(16) Eligible providers renewed their certification

Projected FY10 Outcomes	FY10 Indicators Tracked	FY10 Outcome Results (provide specific numbers and percentages)
	B. 30% (24) Individuals seeking to become new providers complete the process.	B.72%(25) individuals seeking to become new providers completed the process
Parents receive information on how to select quality child care, and on available providers.	A. 90% (113) Parents report satisfaction with the Resource and Referral Service. B. 95% (119) Parents report success in finding child care.	A.88%(14) parents reported satisfaction with the Resource and Referral Service.** B.92 %(9) parents report success in finding child care. ***
Providers increase the level of quality care they offer reflecting the criteria of the Seal, including a safe nurturing environment; diverse, developmentally age-appropriate experiences and materials; and positive discipline techniques.	A. 75% (38) Providers obtain the Seal of Quality Child Care at Level 2 or higher. B. 25% (25) Providers advance in quality levels in the Seal Program.	A. 74% (17) programs earned a Level 2 or higher (14 were State rated and received the Virginia Star Quality Rating.)***** B. 61% (14) programs increased in quality ratings *****

- *The actual number of beneficiaries is lower than projected because fewer individuals sought child care, and fewer home based providers and centers chose to participate in the QRIS.
- **Very few clients requesting assistance with child care responded to the satisfaction survey inspite of multiple attempts through e-mail to retrieve the responses.
- *** Very few clients requesting assistance with child care responded to the satisfaction survey inspite of multiple attempts through e-mail to retrieve the responses.
- *****Fewer centers committed to the QRIS initiative and the two home based providers that did sign on only received a level 1 rating before they stopped care. Improvement to a higher level is not easily achieved when the areas of improvement are based in changing human behavior (provider-child interaction).
- *****Centers participating in the VSQRI were rated at the end of the fiscal year and their ratings have not been received from the state. The two newly recruited home based providers achieved a level 1 but did not continue to provide care and therefore, were not rated again.

A note about outcomes:

While outcome numbers for participation did not meet projections, outcomes for child care providers actually participating in the program are strong. Over 1800 children benefitted from the improved care of providers receiving Child Care Quality services. We continue to aggressively pursue recruitment and retention of center and home-based providers for the quality and rating improvement program, and to consider new strategies for reaching more providers.

4. Impact Report. We are looking for issues and statistics specific to our local area; you are also welcome to include some general issues that set the framework for the local statistics. Under the Actual Results heading, we are looking for impact, especially long-term results, not just numbers served. For the Financial Impact section, have each example highlight a different thing (in other words, don't just multiply the first answer three more times).

Community Needs or Issues Your Program Addresses -- please include at least 3 local issues/statistics and cite your source

1. The Focus Areas for Children and Families in the Charlottesville/Albemarle Community, Phase 1: Improve and extend affordable resources for Early Childhood Development.

2. The Human Services Strategic Plan Advisory Committee in its July 2007 Report "recommended that the following be adopted as a **service-oriented priority...**: Expanding programming and access to affordable, early care and education for children from birth through age 5, which meet an agreed upon minimum standard of quality." In FY09, after an extensive community planning process for the City of Charlottesville and Albemarle County, the City Council and County Board of Supervisors further endorsed this priority for our community.

3. Sixty-four percent of Charlottesville children under the age of 5 and 60% in Albemarle County live in families where every parent is in the workforce, leaving approximately 4,425 young children in the care of someone other than their parents for all or part of the day (*Thomas Jefferson Planning District Commission, 2000*).

Your Program's Solutions that United Way Community Impact Funds Support

1. The CCQ Seal of Quality Care program assesses center and home-based care facilities using the Virginia Star Quality Initiative System and the Seal's own rating system. CCQ gives providers training and support to improve the quality of their care, gives parents tools they need to access the best possible care for their children, and gives children the skills they need to succeed in school and in life. The Seal is a rating system used to assess the quality of providers' care. Seal staff members help providers assess their current level of quality; offer support, education, and a plan to improve care; and arrange evaluation to award the provider a Seal level. Providers are rated on an extensive list of qualities including but not limited to the number of books available to the children and their age appropriateness, cleanliness, nutritional value of meals, provider-child interaction, and developmental value of toys.
2. CYFS administers the state Voluntary Registration Program for home-based providers and offers referral services by including providers in the Child Care Resource and Referral database.

Actual Results - based on your stated outcomes; please use percentages and numbers served to help show outcomes

Providers have knowledge of the safety, nutritional, environmental, nurturing and developmental needs of children as indicated in the criteria for the Seal.

90% (1,500) showed an improvement in post-test scores.

100% (12) providers participating in HANDS training received certification for completion of a HANDS Modules.

Regulated provider pool is maintained or grown.

32%(16) Eligible providers renewed their certification.

72%(25) individuals seeking to become new providers completed the process.

Parents receive information on how to select quality child care, and on available providers.

88%(14) parents reported satisfaction with the Resource and Referral Service.

92 %(9) parents report success in finding child care.

Providers increase the level of quality care they offer reflecting the criteria of the Seal, including a safe nurturing environment; diverse, developmentally age-appropriate experiences and materials; and positive discipline techniques.

74% (17) programs earned a Level 2 or higher (14 were State rated and received the Virginia Star Quality Rating.

61% (14) programs increased in quality ratings.

Financial Impact of Donations -- (i.e.\$3/week provides...; \$5/week provides...; \$10/week provides...; \$20/week provides....)

- **\$3/week (\$156 per year) ensures:** 3 children receive quality care that supports their healthy development in each of his/her child care settings.
- **\$5/week (\$260.00 per year) ensures:** 18 hours of mentoring for a program or 1 rating for a Center.
- **\$10/week (\$520 per year) ensures:** 26 hours of training for a center enrolled in the Virginia Star Quality Rating Initiative.
- **\$20/week (\$1,040 per year) ensures:** 75 hours of mentoring.