



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: May 15, 2006
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Meeting Date: May 30, 2006

TO: Vancouver City Council
FROM: Director of Social Planning
SUBJECT: 2006 Civic Child Care Grant - Allocation 1 of 3

RECOMMENDATION

- A. THAT Council approve an Administration of City-owned Childcare Facilities grant of \$107,100 to Vancouver Society of Children's Centres (VSOCC) to assist with administration costs of City-owned child care centres; source of funds: 2006 Civic Childcare Grants Funds, 2006 Operating Budget;
- B. THAT Council approve a City-wide Childcare Support Services grant to Westcoast Child Care Resource Centre totalling \$261,102 to assist with the delivery of city-wide services. as listed in this report; source of funds: 2006 Civic Childcare Grants Funds, 2006 Operating Budget;

GENERAL MANAGER'S COMMENTS

The General Manager of Community Services **RECOMMENDS** approval of A and B.

COUNCIL POLICY

In 1990, Council approved the Civic Childcare Strategy that set out to:

- support the viability, accessibility and quality of existing child care services;
- assist child care initiatives in high need areas;

- encourage and support efficient, coordinated administrative services required for a child care system in Vancouver to lever other sources of child care funding, whenever possible.

Council established the annual Civic Childcare Grants Program on October 23, 1990, as part of the Civic Childcare Strategy. The overall objectives of this grant program are:

- to support the viability, accessibility and quality of existing child care services;
- to assist child care initiatives in high need areas;
- to encourage and support efficient, coordinated, administrative services required for a child care system in Vancouver;
- to lever other sources of child care funding, whenever possible.

In December, 1994, Council approved a report outlining the goals, objectives and scope of operations for the Vancouver Society of Children's Centres.

Council approved "Moving Forward Childcare: A Cornerstone of Childhood Development" in April, 2002, which set out a strategic plan for child care and child development services for the City.

In 2003, Council, Park Board and School Board adopted the Childcare Protocol that includes the objective to maintain and expand child care by 5% over the next two years.

In January, 2005, Council approved the appointment of Westcoast Child Care Resource Centre as the operator for the #1 Kingsway Child Development Hub.

In March, 2006, Council approved the 2006 Operating Budget with \$1,075,300. for the Civic Childcare Grants.

Approval of grant recommendations requires eight affirmative votes.

PURPOSE

The purpose of this report is to recommend approval of:

- One Administration of City-owned Childcare Facilities grant totalling \$107,100;
- One City-wide Childcare Support Services grant, including the development and administration for #1 Kingsway Child Development Hub, totalling \$261,102;

BACKGROUND

Civic Childcare Grants Program

The Civic Childcare Strategy set out four key components of the Civic Childcare Grants program:

- Quality,
- Affordability,

- Viability, and
- Accessibility.

Quality:

The Childcare Strategy outlines quality child care programs as essential, if optimal childhood development is to be realized. High quality child care is known to have long-term positive impacts on child development and, therefore, contributes to a healthy, functioning society. Early childhood development programs can have a profound impact on health, well-being and coping skills across the entire life course. The chances for successful early physical, social/emotional, and cognitive/language are strongly influenced by the day-to-day qualities of the environment where children grow up, live and learn. The first round of the Organization for Economic and Cooperative Development (OECD) Thematic Review identified raising quality as a policy priority among OECD countries. The quality of child care can be influenced in a number of ways, including:

- Government regulation;
- Educators' wages;
- Educators' levels of education;
- Adult to child ratios and group size;
- Operating auspice of the centre;
- Stability of staff turnover rates;
- Child-centred facilities;
- Infrastructure supports;
- Well defined pedagogy and philosophy;
- Subsidized rent, utilities and operating costs.

Affordability and Viability

It is difficult for programs to be viable unless public funding is substantial enough to cover a significant portion of the operating costs. Alternatively, if government funding is not adequate enough, parents pay high fees and staff are paid low wages to subsidize the cost. City policy defines affordable child care as parent user fees which account for a relatively small portion of actual cost per child care space, with subsidy programs in place to assist low-income parents with the portion of the cost. Furthermore, affordable child care has a stable, public and accountable funding base and is accessible to all families, regardless of income or employment status. The lack of adequate direct operating funding for child care is the biggest obstacle to affordable, viable programs and, to date, these overall goals have not been achieved provincially.

Most low and moderate-income families cannot afford licensed group care, particularly families in inner city programs. Even for those who receive Provincial subsidy, the subsidy only covers a portion of the fees. While Council has supported a universal system of child care, the City targets limited operating assistance to programs with high need situations. The Civic Childcare Grants are typically tied to programs whose fees are not in excess of City averages.

Childcare Fees - 2005-City Averages

Programs	City Average Fees	Provincial Subsidies Maximum
Group Infant Care	\$983	\$750.
Group Toddler Care	\$895	\$635
Group 2.5 to 6 yrs	\$604	\$550
Out of School Care	\$274	\$173

Accessibility

City policy defines accessibility as a comprehensive range of child care choices that meet the needs and are inclusive of all children, are culturally appropriate and are located in proximity to the family's home or place of work.

1. Administration of City-owned Childcare Facilities Grant

The Civic Childcare Strategy called for the development and support of a single-purpose non-profit child care organization to manage City-owned/leased facilities in the Downtown. The facilities were a result of a number of negotiated child care spaces in City projects. The Vancouver Society of Children's Centres (VSOCC) was established in 1994 to fulfil the responsibilities of the management of City-owned/leased facilities in the Downtown. The Administration of City-owned Childcare Facilities Grant category was established to offset administrative costs of the Society as a way of supporting quality and affordability. The overall mission of VSOCC is "to design, develop and deliver an integrated and comprehensive continuum of high quality child care and family services that reflect community, family and children's values, needs and interests".

The stated objectives of the Society are to:

- Encourage, develop and maintain ongoing relationships with the City of Vancouver;
- Consult with potential child care families during the development phase of City-owned facilities that it would manage;
- Demonstrate innovative service delivery options that enhance quality and flexibility;
- Provide a model for the evaluation of a new administrative structure for child care facilities;
- Actively participate in building more open and supportive relationships within the child care community, particularly with the City of Vancouver;
- Encourage parent input through decision-making and in day-to-day programming, where appropriate.

VSSOC currently has a budget of \$4.2 million, employs 76 full-time equivalent staff and is supported by 70 volunteers.

2. City-wide Childcare Support Services Grant

This grant category was established in 1992 to fund the basic infrastructure that is integral to developing and maintaining a viable, effective, high quality child care system in Vancouver, including:

- Information and referral services for parents needing child care;
- Information, consultation and training regarding ESL, multicultural and diversity issues in child care settings;
- Ongoing in-service training and networking opportunities; and
- Information and resource materials for those designing, building and operating child care services.

Westcoast Child Care Resource Centre is a Vancouver-based not-for-profit charitable organization providing Province-wide child care and child development services for families, practitioners, organizations and others. The City provided leadership and funding in the development of Westcoast Child Care Resource Centre's services in the early 1990's. The Provincial government, recognizing the valuable services of Westcoast in Vancouver, joined the partnership to expand services province-wide. Since 1987, Westcoast has been recognized locally and provincially as a leader in the development and dissemination of information, training and resources for children, families and the child care/child development community.

All Westcoast programs and services are directed toward creating and sustaining "Healthy Children, Healthy Families and Healthy Communities" within a strong network of high quality early childhood and child care services that address the full spectrum of needs and interests of families with children aged 0 - 12 years. Westcoast seeks to enrich the lives of families and children through provision of direct services to families in Vancouver as well as supports, consultation, resources and training for child care and child development practitioners in Vancouver as well as other parts of BC. Westcoast currently has a budget of \$2 million and employs 28 full-time equivalent, 12 part-time and 4 temporary staff positions.

DISCUSSION

1. Administration of City-owned Childcare Facilities: VSOCC

This year's grant will fund a portion of the administration cost of VSOCC to support the day-to-day management of the current City facilities, the child care programs and the early childhood development and family programs. It will enable staff participation in design and development of new centres, to develop new programs/services and strategies for families living and working in the downtown, and to participate and support other City-wide initiatives.

VSOCC has provided leadership in the child care community and provides a continuum of child development services for children ages three months to school age, including licensed child care, family place, preschool and various parenting programs. It is involved in a number of neighbourhood and City-wide consortiums, including the Windows of Opportunity, and the Downtown Inter-Agency Team, and is providing leadership on the early childhood services plan for the Downtown. VSOCC delivers service in a high density, mixed income community in the Downtown core.

Today, VSOCC employs 76 full-time equivalent staff, and has approximately 70 volunteers that work in the program and within the agency. Its annual operating budget for 2006/07 is \$4.2 million. The total administration budget of VSOCC for 2006 is \$579,024. The budget includes non-direct program staff, such as the Executive Director, Director of Quality

Assurance, Administration Manager, Clerical staff, Financial Manager and Bookkeeper. It is recommended that VSOCC be funded for \$107,100 to help offset a portion of the overall administration budget to assist in the operation of City-owned child care facilities. See APPENDIX A for a detailed breakdown of Proposed Goals and Objectives for 2006. Highlights are provided below.

Accessibility

Currently, VSOCC operates five licensed City-owned child care facilities and one out-of-school program: Library Square, Dorothy Lam Children's Centre, Quayside Children's Centre, Pender Street Children's Centre, Shaw Tower Children's Centre and a 45-space school age program at the Elsie Roy School adjacent to Dorothy Lam Children's Centre. VSOCC has also worked closely with the City in the design and planning for the new Homer Street Children's Centre (69 spaces), Bayshore Children's Centre (49 spaces) and the Sapphire Children's Centre (37 spaces). All programs are inclusive of children with additional support needs.

With the opening of Bayshore Children's Centre in the next month or two, VSOCC will manage 322 licensed child care spaces serving over 420 families in six sites. Two additional family place drop-in programs will be added to the existing seven locations and 40 Early childhood development/parent workshops will be offered.

Affordability

Fees are generally higher than the City average, with the exception of toddler care; however, VSOCC has not increased fees in past four years. VSOCC receives funding from the City's Childcare Endowment Reserve Fund to help offset the costs of providing infant/toddler programs and start-up funds for the new Shaw Towers Centre. In addition, the City provides nominal lease rates and basic preventative maintenance for all facilities. To assist low income families, VSOCC provides some internal fee subsidies and has a corporate sponsorship program. They provide other relief measures on an individual basis.

Quality

VSOCC is moving towards the evaluation of programs on a regular basis, using a standardized tool known as the Harmes and Clifford Environmental Rating Scales as a benchmark tool. It has also implemented a Continuous Quality Improvement planning process. Staff turnover rate for 2006 was 6.5%.

For highlights of 2005 accomplishments see APPENDIX B.

VSOCC has identified a number of emerging trends over the past year including;

- Growing waitlist for service which currently exceeds 1,800 families;
- Increased demand on staff time due to increases in development projects in the downtown area;
- Challenge of succession planning, given limitations of availability of qualified early childhood educators and/or experience/interest for senior positions;
- Concerns regarding the long-term impact on operations as a result of changing Provincial landscape.

Staff are recommending approval of an Administration of City-owned Childcare Facilities Grant to VSOCC of \$107,100.

2. City-Wide Childcare Support Services: Westcoast Child Care Resource Centre

This year, the grant supports the delivery of information, resource and referral services for families, child care providers and child care/child development programs throughout the City of Vancouver. Westcoast provides families and community with information about quality and best practise in early childhood education and child care environment. Westcoast also offers a large child care/development library with more than 12,000 books, periodicals, videos and other resources in several languages. The grant will also continue to support the development process for Mount Pleasant Civic Centre - Children's Centre and satellite services.

This year, Westcoast is requesting a grant totalling \$261,102. (See APPENDIX C for a full listing of 2005 Outcomes & Accomplishments and 2006 Goals & Activities). The City-wide Childcare Support Services Grant supports three service clusters: Westcoast Information, Westcoast Family Information and Referral, and Westcoast Training. The funds will support a wide range of services, some of which are highlighted below:

- Plan and deliver 16 child care and child development educational programs to at least 400 parents and care providers;
- Offer free family information and referral services to child care/child development services in three languages through 7,500 telephone, email and in-person contacts;
- Provide 24 sessions to at least 500 parents on choosing quality child care;
- Support toy lending and resource services to 300 borrowers;
- Maintain an up-to-date database of almost 600 Vancouver-based licensed/registered child care settings and more than 150 child/family programs;
- Distribute 13,000 lists of Vancouver-based licensed and/or registered child care and family support programs;
- Provide leadership to the #1 Kingsway/Mt Pleasant consortium, and development of #1 Kingsway hub.
- Increase in inquiries from caregivers regarding Provincial policy change impacts and/or requests for support and information in relation to these changes;
- Increasing demand for choosing child care sessions for Vancouver Parents;
- 20% increase in requests for information on how to start a child care program;
- Increase in job postings;
- Growing requests on information on playground design.

Westcoast was approved by Council as the operator for the child development centre at the new Mount Pleasant Civic Centre that will include a 49-space licensed child care facility for infants, toddlers and 3-5 year old children and two family child care programs. It is also the lead agency in the development of the neighbourhood-based consortium. During the past year, an experienced part-time Facilitator/Coordinator was contracted to bring together consortium partners and establish a Terms of Reference for the consortium, initiate planning for the new centre and participate in the planning for the satellite service at Simon Fraser School/Mount Pleasant Park. While the centre at #1 Kingsway will not open until 2007, there are already 48 families on the waitlist.

Staff are recommending approval of a City Wide Childcare Support Services Grant of \$261,102 to Westcoast, which includes funding for the development and administration of #1Kingsway Child Development Hub.

FINANCIAL IMPLICATIONS

In April, 2006, City Council approved the 2006 Operating Budget, which included a 2% general inflationary increase. Consequently, the 2006 budget for the Civic Childcare Grants is \$1,075,300. This report recommends \$107,100 for Administration of City-owned Childcare Facilities Grant for VSOCC, and \$261,102 for Westcoast for a City-wide Support Services Grant including the development and administration for #1 Kingsway Child Development, for a total of \$368,202.

Program	2006 Proposed	2006 Allocated	2006 Remaining
Admin. Of City-Owned	\$107,100	\$107,100	0
City-Wide Support Services	\$261,102	\$261,102	0
Revised Enhancement	\$670,098 ⁽¹⁾		\$670,098
Program Stabilization	\$20,000 ⁽¹⁾		\$20,000
Program Development	\$5,000 ⁽¹⁾		\$5,000
Research and Innovation	\$12,000 ⁽¹⁾		\$12,000

⁽¹⁾To be allocated in a separate report to Council in Summer/Fall, 2006.

CONCLUSION

This report recommends approval of \$368,202 from the 2006 Operating Budget.

- One Administration of City-owned Childcare Facilities Grant totalling \$107,100.
- One City-wide Support Services Grant totalling \$261.102, including the development and administration funds for the #1 Kingsway Child Development Hub

This leaves \$707,098 remaining in the 2006 Childcare Grants Funds, which will be reported later this year.

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VSOCC 2006 - GOALS ACTION PLAN

Describe the proposed goals, action plan and evaluation process for your service in 2006. Indicate how these plans will further the civic childcare objectives of quality, affordability and accessibility and coordination.

Quality

- We have now developed a formal Quality Assurance area within the agency with senior staff time dedicated to working with program staff/supervisors to ensure quality programming, evaluation, standards and best practices are updated, developed and maintained. This work includes developing a team made up of parents, staff & other professionals who will work with our program teams on improving quality.
- We will also begin to develop an internal team of staff, who with the support of the Quality Director, will focus on 'best practices'. We see that team eventually becoming mentors and supporting staff throughout the agency.
- We will continue to develop and offer professional development training opportunities for staff that are based on the outcomes of program evaluations, annual work plans, staff performance reviews and targets set by the agency.
- We will complete the review of our family place drop-in programs. This work includes the development of a community advisory committee who will work with staff to identify needs, plan for services and include opportunities for community members to take leadership roles. It also will include the development of an operations manual for this service area.
- We will continue to access all grants/revenue sources that are available for capital, equipment and training, as well as allocate sufficient funds.
- Continue to work with the City design team on the completion of the Homer Street and Sapphire Centres.
- Complete program standards for the toddler and preschool age programs.
- Continue our Involvement in research projects.
- Continue working with the City team on the review of the Child Care Design Guidelines
- Continue collaboration with the other service providers in the downtown core.

Accessibility

- We will open the Bayshore Garden's Children's Centre, creating more licensed spaces on the north side of downtown.
- We are committed to further expansion of licensed child care over the next couple of years. (two new centres are underway: Concord Pacific: 69 space centre with family place, and the Sapphire, 37 space centre).
- We will be exploring partnership opportunities with some of the immigrant serving agencies to find ways to better meet the needs of the new immigrants in our neighbourhoods.
- We are committed to further increasing the numbers of family support and other ECD services as resources become available to do that.
- We will be delivering a number of our parenting workshops in the Coal Harbour neighbourhoods over this next year providing service to the north side of the peninsula.

Coordination

- Continue our work with the team downtown to ensure planning and integration of services, including the development of new services.
- Further develop our partnership with the Performing Arts Lodge both in the day to day operation of the Bayshore Garden's Children's Centres and to create some joint programming opportunities between the residents in the housing complex and the children in our programs.
- Continue to work on the development/implementation of the Centralized Substitute Pool.
- Continue to work with the Child Care Administrator's Network. The group is currently working on defining its goals and priorities.
- Continue involvement on the Vancouver Child Care Resource and Referral Program Consortium and provide support to the Consultant based in our agency.

Affordability

- Fees will continue to remain within the range of the City Westside averages.
- marketing of the Corporate Sponsorship Program will continue to ensure more access to services for low-income families.

- C) Deliverables tied to goals and as a result of activities described in C.
- Bayshore Garden's Children's Centre is fully operational with 37 licensed spaces and a permanent family place drop-in program.
 - Formal partnership with the Performing Arts Lodge is developed and some joint activities have taken place.
 - Next two centres are fully designed, and operational plans are developed.
 - Quality Assurance work plan is more fully developed, including the process for using the CQI tools, the involvement of parents, and the development of.
 - Family Place Drop -in programs review is completed and an community advisory committee is established.
 - Program Standards for the toddler and preschool age programs will be completed.
 - Relationships developed with some of the immigrant serving agencies.
 - At least 40 parenting workshops developed with 15% of those occurring in the Coal Harbour neighbourhoods.
 - Steps leading to the implementation of a centralized substitute pool are completed.

VSOCC - 2005 OUTCOMES AND ACCOMPLISHMENTS

SERVICE INFORMATION

- (i) *Affordability:*
(e.g. How does your agency encourage participation in and access to your services for economically disadvantaged individuals/groups with the City and/or maintain fees at City average?)

Licensed Child Care

1. our licensed child care fee structure:
 - i. part-time preschool: 17% below the Westside average and 3% below the City average.
 - ii. group care 3-5 year olds: 3% higher than the Westside average.
 - iii. infant program: 1% below the Westside average.
 - iv. toddler program: 7% higher than the Westside average.
 - v. kinder care program: 3% below the Westside average. We include full day service on all professional development days, school holidays (spring break and Christmas).
 - vi. school age program: 5% above the Westside Average. We include full day service on all professional development days, school holidays (spring break and Christmas).
2. We did not increase our base child care fees this past year. Last fee increase was in early 2003, yet the costs for delivering our services have increased significantly. (increases in maintenance, utilities, and staff compensations).
3. We have developed and maintained both an 'internal financial assistance program' to provide support to existing families facing hardship) and a 'corporate sponsorship program' (in partnership with Gordon Neighbourhood House & the YWCA) to support children who might not otherwise be able to access our services. (Provided full sponsorship to 3 children last year and support to approximately 18 existing child care families).

Other Early Childhood Development programs

4. our ECD programs:
 - i. Family Place (drop-in) Programs: free {no charge}
 - ii. The majority of our parenting workshops and courses are free (or have a small charge for childminding services which is subsidized for those families who cannot afford it).
 - iii. We provide food (dinner and snacks) for our family place programs.

5. Specific targeted outreach is done for families living in non-market housing or who are identified through other service providers (i.e. Community health nurses) to be 'at risk'.
6. Opened a new Family Place Drop in Program in the amenities room of the Quayside Housing Complex. Service runs 2 days per week and is targeted at the families living in this non-market housing complex.
7. Opened a new Family Place Drop in Program at the Roundhouse Community Centre which has increased the visibility of drop-in programs.

(ii) Quality

(e.g. Describe how your services solicit and incorporate consumer input from families with young children and/or plan for continuous quality improvement.)

- Applied for and received Minor Capital Grants, from the Province, for all centres, resulting in a number of improvements on most of our outdoor and indoor environments.
 - Applied for and received grants of over \$40 000 for professional development. Resulted in the delivery of 13 "hands on" programming workshops with over 120 participants and a series of training for managers/supervisors on leadership, coaching and change management management. We also maintained our two full day 'in-service' professional development for all staff focusing on the areas of literacy, cultural diversity, and nutrition.
 - Developed Program Standards and Guidelines for our infant programs, based on best practice research, and in coordination with staff/ other professionals. The standards outline both environmental and program expectations. (i.e.; room set-up, what types of equipment should be out, practices for meal times. This also resulted in a slight adjustment to the program curriculum for those programs.
 - Revised a number of our child care operating policy and procedures including: field trips, emergency, health/hygiene, orientation for families, hot lunch procedures & temporary retention/placement of children.
 - Developed some tools to help inform and educate families (i.e.: school readiness, Frequently asked Q's & A's on what to expect in the child care programs. We also revised our member newsletter, which goes out every two months to include parenting information, hints, ideas, tips and community information.
1. With the help of a parent in our child care programs, we revised our annual parent feedback/evaluation forms. Feedback is sought in a combination of ways: a formal written survey, an email survey and a phone survey (We had a 20% increase in the numbers of families participating in the evaluations).

2. Based on the feedback from parents, and a review of previous goals and objectives; each program established annual goals, objectives and work plans. We used the CQI process to assist teams in planning for their programs.
3. We have started a review/evaluation process for our family place drop-in programs.
4. Continued to work closely with other service providers in the downtown to coordinate planning, resources and to develop high quality services (i.e.: joint programming initiatives like literacy programs in partnership with VPL & Roundhouse Community Centre).
5. Have started a formal review of our Admittance/Advancement Procedures: these are the steps for families to get on our waitlist and move through our programs. This work has included the development of a parent advisory committee who has reviewed our current processes and a commitment of support from a local high tech firm to make necessary technical changes. This work has already resulted in numerous positive changes to how this part of the operation works. (we had 160 children 'transition' into/through the agency last summer).
6. Collaborative work with 6 other agencies on the development of a model for a centralized substitute employee pool continued and we completed the feasibility and business plan development work. We have now requested start-up funding to move forward on implementation.
7. Due to the growth of the agency, we have restructured the management of the agency to include two program directors, each responsible for a cluster of programs/hubs.
8. We created a senior management position that will focus on 'quality' in the child care programs.
9. Undertaken an evaluation of our hot lunch programs to ensure that parents are satisfied, the staffing structure works well and reviewing our suppliers prices/services.
10. Increased compensation levels for all employees in the agency.
11. In partnership with the Vancouver Public Library, we were able to provide the 2 day Parent-Child Mother Goose Program Facilitator Training to over 80% of the staff working in our infant-toddler programs. Through a partnership with new Outreach Librarians, we have also been able to have the children's librarian participate in our child care programs, delivery story times, and assisting with identification of appropriate literacy materials.

12. Our volunteer parent fundraising committee raised funds to enhance program delivery in the child care programs. The funds raised were used to purchase literacy material and a range of other program supplies.

(iii) Accessibility

(e.g. Describe how your services will continue to support the transition to the Supported Child Care approach, expand service, determine need, etc.)

1. Plans are developed for the opening of the Bayshore Children's Centres with 12 spaces for infants, 12 toddlers and 25 group care spaces and eventually a family place drop-in program.
2. We added 2 more family place drop-in locations: one session at the Roundhouse Community Centre and 3 sessions at the Quayside Housing complex.
3. We are in the middle of developing one more Saturday Family Place Session at Shaw Tower to serve the emerging neighbourhoods in the Coal Harbour area.
4. We are supporting more than double the amount of children with special needs. We have also been working closely with the Centre for Ability to ensure that the Supported Child Development Program meets the needs of families and we participate on the Advisory Committee for this service.
5. Through our work with the Planning Group downtown we closely monitor the demographic changes, raise and respond to the needs that we hear our families identify. We are also in close contact with City Planning and Social Planning staff to ensure that we have the most up date information on demographics, housing developments etc.

WESTCOAST: 2005 OUTCOMES AND ACCOMPLISHMENTS
- 2006 GOALS AND ACTIVITIES

Goal	Planned Activities 2006-07	Prior Year Activities - 2005-06	Evaluation	Addresses civic childcare objectives of:
<p>1. Increase families' knowledge of Vancouver-based child care, child development and family support programs.</p>	<ul style="list-style-type: none"> • Maintain free family information and referral services for Vancouver families in 3 languages through 7500 telephone, e-mail and in person contacts. • Update database of almost 600 Vancouver based licensed/registered child care settings and more than 150 child/family programs monthly. • Conduct 6 annual child care fee/facility surveys by program type and disseminate info as required. 	<ul style="list-style-type: none"> • Maintained services for Vancouver families in 3 languages through 7900 telephone, e-mail and in person contacts. (Goal: 8000) • Updated database of 600 Vancouver based licensed/registered child care settings and more than 150 child/family programs monthly. (Goal: 600/150) • Conducted 6 annual child care fee/facility surveys. (Goal: 6) 	<ul style="list-style-type: none"> • Tracking and reporting of user stats and trends. • Snapshot service satisfaction survey. 	<p>Quality by helping parents and other adult family members recognize the indicators of quality in child care and early child development programs.</p> <p>Affordability and Accessibility by ensuring families know about the child care subsidy program as well as low cost ECD and family support programs in the city.</p>

	<ul style="list-style-type: none"> • Distribute 14,000 lists of Vancouver based licensed and/or registered child care and family support programs • Mail/fax 4,000 child care/child development information packages to Vancouver families 	<ul style="list-style-type: none"> • Distributed 14,955 lists of Vancouver based licensed and/or registered child care and family support programs (Goal: 13,000) • Mailed/faxed 4,409 child care/child development information packages to Vancouver families (Goal: 4000) 		<p>Coordination by capturing city wide and neighbourhood-based child care and ECD needs and trends</p>
<p>2. Increase ability of child care providers, parents and other caregivers to provide quality care for children 0 – 12 years of age.</p>	<ul style="list-style-type: none"> • Plan and deliver 16 child care, child development and other educational programs for up to 400 Vancouver child care providers and parents. Topics include areas of diversity and quality programming. • 4 single session diversity workshops for Vancouver based child care/child development practitioners and parents with 80 participants. 	<ul style="list-style-type: none"> • Delivered 10 child care, child development and other educational programs for 247 Vancouver child care providers and parents. (Goal: 10/200 participants) • 3 single session diversity workshops for Vancouver based child care/child development practitioners and parents with 34 participants. One session delayed to May 06. (Goal 4 sessions/ 80 participants) 	<ul style="list-style-type: none"> • Tracking of attendance by topic area • Tracking satisfaction surveys 	<p>Quality by ensuring child care providers and families have knowledge and skills related to providing quality care for children.</p>

	<ul style="list-style-type: none"> • Provide outreach, hands-on diversity training and demonstration teaching in 8 Vancouver-based child care/child development programs (220 participants including children) 	<ul style="list-style-type: none"> • Provided outreach, hands-on diversity training and demonstration teaching in 8 Vancouver-based child care/child development programs for 384 participants including children. (Goal: 8 centres/230 participants) 	<ul style="list-style-type: none"> • Regular participant satisfaction surveys 	
<p>3. Increase ability of parents and other family members to identify appropriate, quality child care and ECD programs for children 0 – 12 years of age</p>	<ul style="list-style-type: none"> • Deliver 24 Choosing Child care sessions for at least 500 Vancouver parents 	<p>Delivered 23 Choosing Child Care sessions for 524 participants (Goal 24 sessions/500 participants)</p>	<ul style="list-style-type: none"> • Tracking of attendance and requests • Regular participant satisfaction surveys 	<p>Quality by helping parents and other adult family members recognize the indicators of quality in child care and early child development programs.</p> <p>Affordability and Accessibility by ensuring families know about the child care subsidy program as well as low cost ECD and family support programs in the city.</p>

<p>4. Increase access of Vancouver child providers and families to quality child care and child development information and resources.</p>	<ul style="list-style-type: none"> Respond to more than 750 Vancouver-based in person and telephone inquiries and consultations on a range of topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues. Acquire new general and specialized child care/child development library resources that support child care/child development program staff and families in providing quality care for children 0 –12 years of age. Add 300 new Vancouver borrowers and maintain ratio of Vancouver borrowers at more than 50% 	<ul style="list-style-type: none"> Responded to 789 Vancouver-based in person and telephone inquiries and consultations on a range of topics related to child care/child development services and resources including multicultural, diversity and bullying prevention issues (Goal: 700) Acquired 750 new general and specialized child care/child development library resources (Goal is general as outcome is dependant on funds not provided by this grant) Added 964 new borrowers. 71% of items were circulated in Vancouver (Goal: 300 new borrowers/ 50% Vancouver based) 	<ul style="list-style-type: none"> Assess resource needs of Vancouver child care/child development program staff and families. Track borrowing rates and trends. Regular participant satisfaction surveys 	<p>Quality, Affordability and Accessibility by providing quality resources to Westcoast subscribers at a nominal subscriber rate (Program staff at \$20 per year; families at \$5 per year for Mobile Lending with subsidies where required.)</p>
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	<ul style="list-style-type: none"> Status of Joint Council is undetermined at this time. 	<ul style="list-style-type: none"> Hosted and supported 4 meetings of the the Joint Child Care Council (Goal: 3-5 meetings) 		<p>Coordination by contributing information to community and municipal government planning processes.</p>
	<ul style="list-style-type: none"> Work with the City Child Development Coordinator to enhance community networking tables 	<ul style="list-style-type: none"> New Activity 	<ul style="list-style-type: none"> Discussion with participants 	
	<ul style="list-style-type: none"> Continue to share information with the community through three issues of the Westcoast Post, and through the Westcoast website. 	<ul style="list-style-type: none"> Published three issues of the Westcoast Post and completed mailing to Vancouver programs and City Council. Maintained the Westcoast website (Goal: 3 issues of POST) 		<p>Quality by contributing to development of high standards of care for children in Vancouver.</p>
<p>5. Participate in child care/early child development planning and development in the City of Vancouver.</p>	<ul style="list-style-type: none"> Respond to requests for information by community members and municipal representatives on children's program trends and needs through efficient data analysis and reporting skills. 	<ul style="list-style-type: none"> Responded to 773 requests for information by community members and municipal reps. (Goal: responsive to requests) 	<ul style="list-style-type: none"> Tracking and reporting of user stats and trends. Snapshot service satisfaction survey. 	<p>Coordination by contributing information to community and municipal government planning processes.</p>

	<ul style="list-style-type: none"> Nurture the Mount Pleasant Child Development Hub by: <p>Collaborating with consortium partners in community development processes.</p> <p>Staffing quarterly meetings of Mt Pleasant Child Development Hub consortium partners</p> <p>Developing an integrated service plan for Mt Pleasant Child Development Hub.</p>	<ul style="list-style-type: none"> Two meetings of the Mount Pleasant Child Development Consortium have been held. Consortium participants, definition of a Hub, a vision for the Hub, the Consortium Terms of Reference have all been explored. 	<ul style="list-style-type: none"> Functional Mount Pleasant Child Development Hub consortium. 	<p>Quality by contributing to development of high standards of care for children in Vancouver.</p>
	<ul style="list-style-type: none"> Continue development of the 49 space City-owned licensed child care facility for infants, toddlers and 3 – 5 year old children at #1 Kingsway including: 	<ul style="list-style-type: none"> Ground breaking held this past year 	<ul style="list-style-type: none"> Consortium vision and integrated service plan for Mt Pleasant Child Development Hub 	<p>Quality, Accessibility, Affordability and Coordination through leadership role in planning and delivery of high quality, affordable child care and ECD services accessible to families in Mount Pleasant neighbourhood.</p>

<ul style="list-style-type: none"> • 	<p>Work towards completion of physical setting, governance model, philosophy, policies & procedures, licensing requirements, equipment acquisition, promotion plan, operational planning and applying for the Capital Grant</p> <p>Continue to attend discussions to support the satellite preschool and out-of-school child care program for Simon Fraser School families.</p> <p>Participate in City development meetings related to #1 Kingsway Civic Centre and the Mt Pleasant Child Development Hub</p> <p>Maintain waitlist and respond to inquiries regarding child care at #1 Kingsway</p>	<ul style="list-style-type: none"> • Researched possible databases to maintain waitlist, collected information from Vancouver programs re: Waitlist management • Attended 3 meetings this past year - including Parks & Rec/ VSB re: relocation and initial design discussion • Participated in Program and Operations Committee meetings 	<ul style="list-style-type: none"> • Governance model, program philosophy, policies and wait list processes for cc programs at Kingsway site / inquiries are followed up in a timely manner • 2 - 3 meetings with parent committee. 	
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