**Program Name:** Infant (Cuddly Cubs)

# Brief Description of Program:

Mission: Creating a nurturing and enriching environment in order for our community’s children to thrive.

The Infant Program provides childcare for 12 children from six weeks to 24 months old. The environment is designed to offer opportunities for exploration, practice and mastery of skills at each child’s developmental level. The program is based on individual schedules and each child is assigned to a primary caregiver.

# Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

* 1. Provide a safe, healthy, nurturing, developmentally appropriate environment for children ages 6 weeks to 24 months.
	2. Provide affordable childcare for income eligible ISU student families allowing them more financial security while pursuing their academic goals.

# Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

* 1. Achievement and maintenance of accreditation status by the National Association for the Education of Young Children (NAEYC).
	2. Upon enrollment and annually thereafter, ISU student families are asked to verify whether their family income is at or below 225% of poverty to access the lowest rates on the UCC fee scale. In bi-annual surveys, families are asked: How has [having access to the lowest rate on the fee scale] made a difference to your family? How has [having access to the lowest rate on the fee scale] contributed to your success as an ISU student? I was (25%) (50%) (75%) (100%) more likely to stay enrolled at ISU because I was eligible for reduced fees.

# Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

* 1. No change in measurement data collected.

# Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

* 1. Our NAEYC accreditation was renewed October 1, 2016 and is valid until October 1, 2021.
	2. (5) Children had family incomes <150% of poverty and (6) children had family incomes between 150-200% of poverty. 4 of the 5 student families responding to the survey said

they were (75-100%) more likely to stay enrolled because they were eligible for reduced childcare fees.

* 1. Comments from surveys included:
		1. “My child would have to attend a lower quality childcare center or in home care if I did not receive a discounted rate.”
		2. “This is a true blessing. It helps my family afford daycare and [be] able to have money for other things we need.”
		3. “Accessing the lowest rate has allowed both myself and my wife to further our institutionalized education.”

# Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

* 1. none

# Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

1. clients were served.
	1. (11) ISU student families
	2. (4) Ames community families
	3. (1) additional Story County family

# Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

* 1. Yes, clients have been turned away due to limited space available.
		1. (4) new children were enrolled

|  |  |  |
| --- | --- | --- |
| b. | Waiting list as of November 30, 2019: |  |
|  | i. ISU Student | 42 |
|  | ii. ISU Staff/Faculty/Community | 52 |
| c. | (18) were added to the waiting list |  |
| d. | (0) were removed from the waiting list |  |

# Comments:

|  |  |
| --- | --- |
| **Staff Use Only:** |  |
| Change/ Benefits demonstrated for client/ community? | Yes | No |
| Quantifiable Outcome Measures? | Yes | No |
| Outcomes Reported? | Yes | No |

**Program Name**: Children (Hoppin’ Kangaroos & Jumpin’ Monkeys)

# Brief Description of Program:

Mission: Creating a nurturing and enriching environment in order for our community’s children to thrive.

The Children Program provides childcare for 32 children from 2 to 5 years old. Toddlers/2’s are learning to explore the sights, sounds, and textures of their world and learn best when they feel secure through play, exploration and observation at their own pace. Safe, challenging, and meaningful activities and materials are provided to facilitate learning. Children 3 to 5 years old participate in a variety of developmentally appropriate activities throughout the day including large and small motor activities, dramatic play, art, science, and pre-reading and pre-math activities. Weather permitting, outdoor play is a part of each day's activities, as well as relaxing, playing with friends, and sitting with a teacher to listen to a story.

# Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

* 1. Provide a safe, healthy, nurturing, developmentally appropriate environment for children ages 2 to 5 years old.
	2. Provide affordable childcare for income eligible ISU student families, allowing them more financial security while pursuing their academic goals.

# Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

* 1. Achievement and maintenance of accreditation status by the National Association for the Education of Young Children (NAEYC).
	2. Upon enrollment and annually thereafter, ISU student families are asked to verify whether their family income is at or below 225% of poverty to access the lowest rates on the UCC fee scale. In bi-annual surveys, families are asked: How has [having access to the lowest rate on the fee scale] made a difference to your family? How has [having access to the lowest rate on the fee scale] contributed to your success as an ISU student? I was (25%) (50%) (75%) (100%) more likely to stay enrolled at ISU because I was eligible for reduced fees.

# Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

* 1. No change in measurement data collected.

# Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

* 1. Our NAEYC accreditation was renewed October 1, 2016 and is valid until Oct 1, 2021.
	2. (15) Children had family incomes <150% of poverty and (8) children had family incomes between 150-200% of poverty. 8 of the 12 student families responding to the survey said they were (75-100%) more likely to stay enrolled because they were eligible for reduced childcare fees.
	3. Comments from surveys included:
		1. “Thanks to a reduced fee, we can send our daughter to the UCC. That helps my daughter have more friends and learn English. It also helps my wife have more time to take care of our baby and some time to learn English.”
		2. “Greatly. Making sure my child is in safe hands and a place where she’s growing mentally and socially, helped me focus on my studies [while] I’m away from her.”
		3. “This has made a difference by allowing me to focus more time on studying as compared to working an additional job, resulting in better grades overall.”

# Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

* 1. none

# Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

1. clients were served.
	1. (26) ISU student families
	2. (15) Ames community families
	3. (3) additional Story County families

# Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

* 1. Yes, clients have been turned away due to limited space available.
		1. (15) new children were enrolled

|  |  |  |
| --- | --- | --- |
| b. | Waiting list as of November 30, 2019: |  |
|  | i. ISU Student | 44 |
|  | ii. ISU Staff/Faculty/Community | 51 |
| c. | (7) were added to the waiting list |  |
| d. | (33) were removed from the waiting list |  |

# Comments:

|  |  |
| --- | --- |
| **Staff Use Only:** |  |
| Change/ Benefits demonstrated for client/ community? | Yes | No |
| Quantifiable Outcome Measures? | Yes | No |
| Outcomes Reported? | Yes | No |

**Program Name:** Preschool (Tumblin’ Tigers & Cheerful Cheetahs)

# Brief Description of Program

Mission: Creating a nurturing and enriching environment in order for our community’s children to thrive.

The Preschool Program provides childcare for 32 children from 3 to 5 years old. The children participate in a variety of developmentally appropriate activities throughout the day including large and small motor activities, dramatic play, art, science, and pre-reading and pre-math activities. Weather permitting, outdoor play is a part of each day's activities, as well as relaxing, playing with friends, and sitting with a teacher to listen to a story.

# Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

* 1. Provide a safe, healthy, nurturing, developmentally appropriate environment for children ages 3 to 5 years old.
	2. Provide affordable childcare for income eligible ISU student families, allowing them more financial security while pursuing their academic goals.

# Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

* 1. Achievement and maintenance of accreditation status by the National Association for the Education of Young Children (NAEYC).
	2. Upon enrollment and annually thereafter, ISU student families are asked to verify whether their family income is at or below 225% of poverty to access the lowest rates on the UCC fee scale. In bi-annual surveys, families are asked: How has [having access to the lowest rate on the fee scale] made a difference to your family? How has [having access to the lowest rate on the fee scale] contributed to your success as an ISU student? I was (25%) (50%) (75%) (100%) more likely to stay enrolled at ISU because I was eligible for reduced fees.

# Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

* 1. No change in measurement data collected.

# Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

* 1. Our NAEYC accreditation was renewed October 1, 2016 and is valid until October 1, 2021.
	2. (9) Children had family incomes <150% of poverty and (1) child had a family income between 150-200% of poverty. 1 of the 2 student families responding to the survey said they were (100%) more likely to stay enrolled because they were eligible for reduced childcare fees.
	3. Comments from surveys included:
		1. “It has allowed me to enroll my son in one of the best childcare programs available to him and us.”
		2. “It is really helpful to reduce pressure of our family spending monthly.”
		3. “This has allowed me to continue my education while knowing my son is also being provided with the best care possible.”

# Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

* 1. none

# Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

1. clients were served.
	1. (6) ISU student families
	2. (20) Ames community families
	3. (0) additional Story County families

# Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

* 1. Yes, clients have been turned away due to limited space available.
		1. (20) new children were enrolled

|  |  |  |
| --- | --- | --- |
| b. | Waiting list as of November 30, 2019: |  |
|  | i. ISU Student | 3 |
|  | ii. ISU Staff/Faculty/Community | 3 |
| c. | (2) were added to the waiting list |  |
| d. | (0) were removed from the waiting list |  |

# Comments:

|  |  |
| --- | --- |
| **Staff Use Only:** |  |
| Change/ Benefits demonstrated for client/ community? | Yes | No |
| Quantifiable Outcome Measures? | Yes | No |
| Outcomes Reported? | Yes | No |

**Program Name:** School Age (Rock Stars)

Brief Description of Program:

Mission: Creating a nurturing and enriching environment in order for our community’s children to thrive.

The School-Age Program offers care for 21 children during the school year. Before-and-after school care is offered for children from kindergarten through 5th grade during the academic year and a full day program is provided during public school breaks and summer vacation. This program gives children an opportunity to relax and unwind after a busy day at school; children may choose from a variety of indoor and outdoor activities. The program expands and offers care for 30-35 children in two classrooms during the summer. The summer program includes activities such as swimming, art, literacy, library programs and field trip experiences.

# Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

* 1. Provide a safe, healthy, nurturing, developmentally appropriate environment for children ages 5 to 11 years old.
	2. Provide affordable childcare for income eligible ISU student families, allowing them to be more financially successful while pursuing their academic goals.

# Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

* 1. Achievement and maintenance of accreditation status by the National Association for the Education of Young Children (NAEYC).
	2. Upon enrollment and annually thereafter, ISU student families are asked to verify whether their family income is at or below 225% of poverty to access the lowest rates on the UCC fee scale. In bi-annual surveys, families are asked: How has [having access to the lowest rate on the fee scale] made a difference to your family? How has [having access to the lowest rate on the fee scale] contributed to your success as an ISU student? I was (25%) (50%) (75%) (100%) more likely to stay enrolled at ISU because I was eligible for reduced fees.

# Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

* 1. No change in measurement data collected.

# Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

* 1. Our NAEYC accreditation was renewed October 1, 2016 and is valid until Oct 1, 2021.
	2. (10) Children had family incomes <150% of poverty and (3) children had family incomes between 150-200% of poverty. 2 of the 2 student families responding to the survey said they were (75-100%) more likely to stay enrolled because they were eligible for reduced childcare fees.
	3. Comments from surveys included:
		1. “I wouldn’t have been able to send my son to an afterschool care program if it wasn’t for the fee scale at UCC and the time I can spend at ISU while my son is at UCC has been able [to] help me study more.”
		2. “With less concern about the income, we can concentrate more on study and thus achieve greater academic success.”

# Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

* 1. none

# Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

1. clients were served.
	1. (13) ISU student families
	2. (28) Ames community families
	3. (0) additional Story County families

# Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

* 1. Yes, clients have been turned away due to limited space available.
		1. (5) new children were enrolled

|  |  |  |
| --- | --- | --- |
| b. | Waiting list as of November 30, 2019: |  |
|  | i. ISU Student | 1 |
|  | ii. ISU Staff/faculty/community | 6 |
| c. | (1) was added to the waiting list |  |
| d. | (0) were removed from the waiting list |  |

# Comments:

|  |  |
| --- | --- |
| **Staff Use Only:** |  |
| Change/ Benefits demonstrated for client/ community? | Yes | No |
| Quantifiable Outcome Measures? | Yes | No |
| Outcomes Reported? | Yes | No |

**Program Name:** The Comfort Zone

Brief Description of Program:

Mission: Creating a nurturing and enriching environment in order for our community’s children to thrive.

The Comfort Zone offers childcare for up to 8 mildly ill children per day during the Iowa State academic year for children of the entire community. The program hours are 8:30 a.m. until 4:30 p.m. from September 1 through the first week of May each school year. The program has a separate entrance and ventilation system to avoid cross-contamination between the sick children and the well children enrolled at the center. Child health and immunization records are required prior to using The Comfort Zone service. If Comfort Zone care is needed, parents may call 294-3333 and leave a message on the answering machine to make a reservation. The Comfort Zone staff returns calls as soon as possible to confirm reservations. A childcare professional and a registered nurse are on staff when The Comfort Zone is open.

# Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:

* 1. Provide the opportunity to access affordable childcare services for mildly ill children 0 to 11 years old, allowing parents to work and/or attend class, minimizing stress to the families.
	2. Increase parents’ child health care knowledge through information shared by the nursing staff.

# Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:

* 1. Upon enrollment and annually thereafter, families are asked to verify income at or below 225% of poverty to access reduced fees on The Comfort Zone fee scale. On follow-up surveys distributed each week a child uses The Comfort Zone services, families are asked: How much of your normal day were you able to complete because you used Comfort Zone services? How much was your stress relieved when you were able to access Comfort Zone services? If the Comfort Zone had not been available today, what would have happened? How did using The Comfort Zone make a difference to your family?
	2. On follow-up surveys, parents are also asked: The nurse shared information about: symptoms, prevention, treatment, a specific illness. The information was: helpful, not helpful, new, a reminder of something I already knew.

# Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):

* 1. none

# Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:

* 1. (8) Children served had family incomes below 200% of poverty and (15) children had family incomes greater than 200% of poverty. There were (16) visits by children with family incomes below 200% of poverty and (19) visits by children with family incomes greater than 200% of poverty. (40%) of those responding to the survey said 75% of their stress was relieved and (60%) reported that their stress was 100% relieved by access to Comfort Zone services.
	2. What would you have done if The Comfort Zone had not been available?
		1. “Been unable to go to work”.
		2. “Disrupted the schedules of my 70 students by cancelling class and staying home with my child”.
		3. “Sent him to school/daycare and hoped he wouldn’t get sick again”.
		4. “Shared care with my husband”.
	3. How did using The Comfort Zone make a difference?
		1. “Lifesaver! It’s a safe place for sick children to recuperate, parents [are] still able to do the work needed to pay the bills and help others”.
		2. “It allowed me to go to work and attend several meetings. I was able to have a normal day and know that my child was well cared for”.
		3. “Really helped out- THANK YOU!”.
	4. Info shared: prevention - 40%; treatment - 20%; specific illness - 100%. Info was: helpful - 100%; not helpful - 0%; reminder - 60%; new – 0%.

# Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

* 1. Limited days of service because of an inability to employ enough registered nursing staff. The Comfort Zone is currently only staffed and open Monday, Tuesday, and Wednesday, as we work to hire additional registered nurses.

# Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

* 1. (23) children served
	2. (35) visits
	3. (5) ISU students
	4. (16) Ames residents
	5. (2) Outside Story Co
		1. (9) ISU staff

# Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

* 1. Yes, children have been turned away on days when service was not provided due to the inability to employ enough registered nursing staff.

# Comments: