



HUMAN RESOURCES

Family Services

A Unit of Organizational Effectiveness

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Annual Report of the Family Services Office
 July 1, 2008 through June 30, 2009

The Family Services Office is a unit of Organizational Effectiveness, Department of Human Resources. The Office is staffed by Jane Holland and Ruth Hurlburt.

With questions, contact Jane Holland at jane-holland@uiowa.edu or 335-1371.

EXECUTIVE SUMMARY

Number of Faculty, Staff and Students Served

Programs	Number Served
Programs Only Serving Students	475
Child Care Programs and Services	766.5
Elder Care Guidance, Information and Referral	58
On-Campus Lactation Resources	106
Flexible Work Arrangement Consultation	5
Informational Seminars	80
General Resource and Referral	153
TOTAL	1643.5

New Initiatives

- Back-up Child Care Program with two partners
- Elder Care Coordination
- Transitioned on-campus child care involving Alice's Rainbow, The Mary Jo Small Child Care Center at Brookland Woods and University Parents Care Collective (UPCC)

Overall Evaluation of Services and Programs

	Overall	Child Care Subsidy	Elder care	Lactation	Hawkeye Kids Camp	Midterms/Finals Study Child care
The program made a positive difference in my UI academic or work experience.	91%	95%	80%	100%	89%	90%
My work performance or productivity improved because of this service.	74%	73%	43%	79%	96%	80%
I feel a greater commitment to the UI because of this service.	82%	n/a	79%	79%	88%	n/a

TABLE OF CONTENTS

Comments by Customers	page 3
Partnerships	page 3
Programs Serving Students with Children and Family Responsibilities	page 4
Child Care Programs and Services	pages 4 - 6
Elder Care Guidance, Information and Referral	page 6
On-Campus Lactation Resources	page 6
Flexible Work Arrangement Consultation	page 6
Adoption Resources	page 7
Informational Seminars	page 7
General Resource and Referral	page 7
Services to the UI and Johnson County Community	pages 7 - 8
Evaluation of Family Services Office	page 8

COMMENTS by CUSTOMERS

Words of our Customers

Student Parent Child Care Subsidy

As a mother with an older child with a disability, this program made ALL the difference in my working towards a degree. I am a single parent with a teen child of Aspergers. ...If I did not have this childcare assistance, there are evening classes I would not be able to take, and I am not sure how I would stay in school. ... Thank you!

... More and more people are coming to school later in life, after they've had kids, and this type of program demonstrates that the University of Iowa recognizes the unique needs of students that are parents. I am grateful that I was able to reduce my loan burden by utilizing this subsidy. ... Thanks!

Free Midterm/Finals Child Care Program

... This program seriously helped me more than anything else this year with school. Thank you, thank you thank you... Please keep this program.

Lactation Rooms

Very helpful HR staff. The facility was beyond my expectations.

Elder Care

This is an extremely valuable service to offer employees. This meeting was very helpful. Just becoming aware of resources and avenues to investigate. Was well worth the meeting. Thank you very much.

Back-up Child care

This is a great service. ...It is reassuring that the back-up childcare staff have been pre-screened. The program is very easy to use.

My children felt at ease immediately in a new environment and had a great day. (Found out our regular daycare was closed for July 3rd on June 30th).

I am so grateful this service exists, ...We don't have any family in the area and it is such a relief to know that backup services exist!!!

PARTNERSHIPS

University and Community Based

Many partnerships make it possible for the Family Services Office to offer a variety of services.

- Organizational Effectiveness: Continuous Quality Improvement, Faculty and Staff Services, Rewards and Recognition, UI Learning and Development and UI Wellness
- The Family Issues Charter Committee
- Community Coordinated Child Care (4Cs)
- Subsidized Child Care Programs: Alice's Rainbow, Mary Jo Small Child Care Center at Brookland Woods, University Parents Care Collective (UPCC) and Home Ties Child Care
- Campus-Connected Child Care Programs: Melrose Day Care, Good Shepherd Child Care, University Preschool, Apple Tree Children's Center, Kids Care Collective, HACAP Head Start, Little Angels Learning Center and Early Learners Enrichment and Child Care
- Elder Services, Inc.
- New Dimensions in Learning
- Caring Hands and More, Inc
- Handicare , Inc

Family Issues Charter Committee

The Co-Director of Organizational Effectiveness and the Family Services Coordinator attend all Committee meetings and, when asked, assist with Committee activities.

Memberships

The Family Services Office has a membership in the following organizations.

- College and University Work-Family Association (CUWFA)
- National Coalition For Campus Children's Centers
- WorldatWork
- SHRM

PROGRAMS SERVING STUDENTS WITH CHILDREN AND FAMILY RESPONSIBILITIES

Programs

The Family Services Office works collaboratively with other UI departments so that student parents will experience a welcoming, supportive academic environment.

- An outreach program to students and departments, and UI organizations
- Individualized guidance and referral provided by the Family Services Office
- Child care financial support to 198 students to help with the cost of child care
- A (free)weekend midterm and finals study child care program that funded 273 slots
- 14 student families enrolled in the Hawkeye Kids Camp Spring Break School-age Program with 13 of those receiving subsidy; 16 children were served
- Child care assistance to 1 student to help with the cost of child care while attending the James F. Jakobsen Graduate Conference
- \$5,000 contributed to NDIL so that \$10,000 could be drawn down from the US Department of Education. 4 students with children received a scholarship
- A letter sent from the Provost Office to faculty/instructors encouraging them to be sensitive to the multiple responsibilities of student families
- Web site to assist student parents to communicate their child-related absences to their instructors: <http://provost.uiowa.edu/students/parents/index.html>
- Participation in student orientation sessions and meetings
- Student parent web site: <http://www.uiowa.edu/hr/oe/worklife/famserv/kiosk/index.shtml>

CHILD CARE PROGRAMS AND SERVICES

4Cs

Child Care Resource and Referral is provided in partnership with Community Coordinated Child Care (4Cs).

- 602 referrals were provided to 404 University affiliated families.
- 362 requested help to find infant and toddler care.
- 296 requests were from UI clients new to 4Cs.

Best Beginnings seeks to enhance the quality and availability of infant caregivers.

- 226 child care slots were available to UI families.
- 193 University families used a provider trained by 4Cs.
- 170 total infant caregivers are available in the Johnson County area.

Occasional Care Child Care is a program that provides to University parents a listing of UI students willing to do child care in the homes of University families. 4Cs provided 216 referrals to UI families.

On/Near Campus Child Care

Child care is provided on-campus through contractual relationships with four (4) independent, not-for-profit child care programs: Alice's Rainbow, The Mary Jo Small Child Care Center at Brookland Woods, University Parents Care

Collective (UPCC) and Home Ties Child Care. The University subsidized 55 full-time slots: 66.5 full and half-time slots were accessed by UI families.

In addition, the University is establishing a relationship with 9 near campus child care programs having 452 slots. Those centers are: Melrose Day Care, Good Shepherd Child Care, University Preschool, Apple Tree Children's Center, Kids Care Collective, HACAP Head Start, Little Angels Learning Center and Early Learners Enrichment and Child Care. Directors of the centers estimated that 315 UI families were served.

Hawkeye Kids Camp

In partnership with the Division of Recreational Services, Hawkeye Kids Camp cared for fifty (50) school-age University affiliated children over spring break during the hours of 7:15 am to 5:30 pm.

Thirteen (13) scholarships were provided assisting lower income students.

(Free) Midterm and Finals Child Care

Together with Little Angels Learning Center, a free midterm and finals child care program was provided to student parents. Twenty-three (23) students were served using two hundred seventy-three (273) slots.

Back-up Child Care

During the Fall/Winter of 2008, proposals were sought to provide well and mildly ill back-up child care. Two proposals were funded. Services were initiated January 2009: Handicare, Inc provides well back-up child care and Caring Hands and More, Inc offers well and mildly ill back-up child care.

27 UI faculty, staff and student registered for the program; 3 families used the program.

Summer School-age Child Care and Camp Fairs

143 summer school-age programs were listed on the web site from the counties: Johnson, Linn, Washington, Cedar, Iowa, Muscatine and Scott counties.

In partnership with the Iowa City Library, three (3) fairs were held. Additionally, the Iowa City School disseminated the materials to their families.

Child Care Subsidy

Two programs were funded: one program helped students with their regular child care costs, and the second program offered funding to help with evening/weekend study child care.

To help with regular child care costs, students received \$165 monthly towards the cost of infant/toddler care, \$140 monthly for preschool care, and \$75 monthly for school-age care. For evening/weekend study child care, the amounts were \$60 per semester for one child and \$100 per semester for two or more children.

Subsidy was provided to:

- 139 graduate students and 59 undergraduates for a total of 198; 317 children were funded
- 51 dual student families
- 43 international students
- 128 families having incomes under \$25,000
- 59 families other than white/Caucasian
- 69 families having a second child in child care

Students were asked to complete a survey addressing the benefits of the subsidy program.

Child Care Subsidy to Assist Students with Their Regular, On-going Child Care Expenses

73%	agreed or strongly agreed that their school performance improved while using the program
82%	agreed or strongly agreed that the program helped them to study more effectively
68%	agreed or strongly agreed that the program helps to recruit and retain students

Evening/Weekend Study Child Care Subsidy

48%	agreed or strongly agreed that the program helped them to improve their grades
78%	agreed or strongly agreed that the program helped them to study more effectively

New Dimensions in Learning (NDIL) - FY 2008

NDIL, Office of Student Financial Aid and the Family Services Office partnered to help PELL grant students with their child care and educational expenses. The Family Services Office and the Office of Student Financial Aid each provided \$5,000, making it possible for NDIL to draw down \$20,000 in federal dollars or a total amount of \$30,000. Four (4) undergraduate students received scholarships to help with their child care costs.

ELDER CARE GUIDANCE, INFORMATION AND REFERRAL

Services

The *Elder Care Guidance, Information and Referral Program* is implemented in partnership with Elder Services, Inc, a community based agency.

- 58 individuals met privately with a geriatric social worker for support, problem solving and community referrals.

ON-CAMPUS LACTATION RESOURCES

Services and Outreach Efforts

Several activities occurred to broaden awareness of and support for new mothers.

- 100 mothers registered as users of on-campus lactation rooms.
- 27 on-campus lactation rooms plus 3 sites at UIHC exist and three departments have loaner pumps.
- Six (6) mothers purchased at a reduced price pump parts that fit the lactation rooms' multi-user pumps.
- Outreach materials sent to hospital-based lactation specialists, both in Iowa City and Cedar Rapids, informing them of the University's resources.

FLEXIBLE WORK ARRANGMENT CONSULTATION

Activities

As part of Organizational Effectiveness, the Family Services Office is responsible for providing consultation. Additionally, a web site offers resources and tools.

On-going activities included:

- Encouraging HR representatives, managers and supervisors to record approved flexible work arrangements on the HR, Self Service site. 34 new arrangements were reported through the Self Serv; 65 updated/continued arrangements reported in Self Serve. (These arrangements were initiated prior to 7/1/08 and either reviewed or ended after 7/1/08).
- Eight (8) attended the session, "What HR Representatives and Supervisors Need To Know" .

ADOPTION RESOURCES

Resources

While the Office provides individual assistance to families when asked, the chief means of assistance is through an informational web site: <http://www.uiowa.edu/hr/oe/worklife/famserv/adopt.shtml> .

In addition, The Family Services Coordinator has a listing of families who have adopted and are willing to extend support and guidance to families who are just beginning the process.

INFORMATIONAL SEMINARS

Seminars

Living Wills, Power of Attorneys and Other Advance Medical & Financial Directives, and Estate Planning

In partnership with Leonard Sandler and two students of the College of Law, five (5) sessions were held on the east and west sides of campus. Collective numbers served is 61.

Care Coordination

To introduce The University of Iowa community to the concept of care coordination, one (1) seminar was held. Eleven (11) persons attended.

Flexible Work Arrangements

Eight (8) supervisors/managers participated in learning the value of and best practices relative to flexible work arrangements.

GENERAL RESOURCE AND REFERRAL

Numbers Served

The Family Services Coordinator provides guidance and referral information via email, telephone and in person to faculty, staff and students on a variety of family-related areas.

153 faculty, staff and students were assisted directly. Of the total served, they are:

- 18% graduate students
- 16% undergraduates
- 32% professional & scientific staff
- 15% faculty
- 3% unknown
- 9% merit staff
- 3% medical residents
- 4% post doctoral

Of the total 153 referrals provided, they are

- 43% child care
- 22% elder care
- 3% flexible work arrangements
- 14% housing
- 1% lactation
- 17% other and community information

SERVICES TO THE UI and JOHNSON COUNTY COMMUNITY

Services

The Family Services Coordinator

- serves on the Child Care Subcommittee of the Johnson County Empowerment Board.
- serves on Prevent Child Abuse Council, Johnson County.

- attends and is a resource to the Family Issues Charter Committee.
- serves on a central Human Resources Committee reviewing leaves.
- serves on and co-staffs the Working at IOWA (WAI) Committee.

OVERALL EVALUATION of FAMILY SERVICES OFFICE

	Overall	Child Care Subsidy	Elder care	Lactation	Hawkeye Kids Camp	Midterms/Finals Study Child care
The program made a positive difference in your UI academic or work experience.	91%	95%	80%	100%	89%	90%
Participating in the program resulted in greater satisfaction on your part about attending the UI or working at the UI.	90%	92%	80%	100%	89%	90%
The program met your needs.	93%	82%	97%	100%	96%	90%
Overall, you were satisfied with the program.	97%	96%	93%	100%	96%	100%
You would recommend the program to other students/employees.	98%	99%	97%	100%	96%	100%
The Family Services Staff were helpful or effective.	95%	99%	89%	n/a	93%	100%
My work performance or productivity improved because of this service.	74%	73%	43%	79%	96%	80%
I feel a greater commitment to the UI because of this service.	82%	n/a	79%	79%	88%	n/a
I am more likely to say good things about the UI because of this service.	92%	n/a	87%	100%	89%	n/a