

The Family & Workplace Connection

2002  
Annual Report



The  
Family & Workplace  
Connection®

# Our Mission

The mission of The Family & Workplace Connection (FWC) is to help families and their dependents in the Mid-Atlantic region and other strategic locations throughout the country successfully manage their work and life responsibilities.

## *helping families manage work & life...*

The Family & Workplace Connection carries out its mission by providing programs and services that respond to society-wide changes in the nuclear family and work life by:

- Linking working parents and other employees with dependent care services.
- Assuring the availability of high quality, affordable dependent care services.
- Helping companies and businesses respond to the work/life needs of their employees.
- Educating parents, employees, community leaders, and the general community about the importance of work and family issues.
- Linking diverse constituencies to advocate for support of work and family programs and services.

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## Message from the President

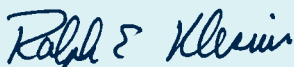
*The Family & Workplace Connection (FWC) is an organization of many faces. While we provide a variety of referral services to companies nationwide, we also serve a critical role in our home state.*

### **serving a critical role...**

*As the only dependent care resource and referral organization in Delaware, FWC is uniquely positioned to meet the needs of various constituencies: parents, adult children with aging family members, care providers, educators, government agencies, and employers. Because of our daily connections to families and our comprehensive, well-maintained databases, we are a primary source of valuable supply-and-demand data and trend information related to child care and elder care. We identify gaps and needs, and regularly collaborate with partners in the private and public sectors to find solutions.*

*The service that we are perhaps most well known for, our child care referral service, remains as strong and vital as ever. As you see from our newest initiatives, we continue to respond to the needs of caregivers of older adults as well as expand our services to Delaware's child care provider community.*

*From the mom who is able to start her new job because she received child care referrals from us, to the employee who has a clearer understanding of housing options for his father because of information obtained from us, to the child care provider who enriches her program with items from our Resource Center, we are changing lives for the better. Many thanks to our staff for their dedication and hard work; Board of Directors for their advice and support; and community partners who help make our programs successful. We look forward to an exciting future of endless possibilities.*



Ralph E. Klesius  
President

# 2002 Program Highlights

## Linking Families to Dependent Care

*AccessCare: free referrals and information on choosing quality care*

- Fulfilled 6,680 child care referral requests
- Mailed packets representing more than 500 different kinds of elder care services

### **allowing the decision process to be easier...**

*“The child care referral service gave me a list of many child care providers located within three to five miles of my home. Information was up to date and accurate.”*  
– Tracie Stanley, Middletown

*“I thought searching for child care would be very difficult and frustrating. This service has taken these concerns away from me, allowing the decision process to be easier.”*  
– Juanita Farrington, Harrington

*“Our professional staff use AccessCare as a one-stop information place. FWC’s reputation assures that the information is current and correct.”*  
– K. Jean Williams, Director, Newark Senior Center

## Corporate Referral Services

- Provided customized consultations and referrals for 1,700 cases
- Arranged 20,977 backup care days, saving 14,698 work days through *Just in Time Care*®

## Improving Child Care Quality and Availability

*Training, technical assistance, and resources for child care providers/caregivers*

- Operated four resource centers and three mobile vans, logging more than 4,700 visits
- Coordinated more than 500 educational programs attended by approximately 7,000 participants
- Recognized nine new child care programs through *Quality Plus*, and renewed five programs
- Created 1,090 new child care slots in hard-to-find care (e.g., care for infants/toddlers) through Delaware Child Care Capacity-Building Program

- Sponsored nearly 400 family child care homes through Child Care Food Program
- Oversaw 113 activities attended by approximately 1,100 parents in Families and Centers Empowered Together (FACET) Program

## **continuing to respond to needs...**

*“The Family & Workplace Connection trainings are time-efficient, interesting, motivational, and inexpensive.”*

– Theresa Rogers, family child care provider, Ocean View

*“Materials from FWC’s Resource Centers help our teachers plan and add to their program. Staff and children love the new and exciting things in their classrooms.”*

– Susan Monile, Goddard School, Hockessin

*“The Capacity-Building program was a great opportunity for the kids in the community. As they are housed in the public housing site, opportunities are few.”*

– Suchi Hiraesave, Boys & Girls Club, Dover

*“FWC’s Resource Van staff work very hard in providing us the age-appropriate toys and manipulatives to make our job easier. Thanks for all you do!”*

– Kathy Novello, family child care provider, Newport

## **Caring for Children**

- Provided more than 1,500 days of holiday and snow-day care for school-age children at four corporate worksites
- Provided approximately 2,600 days of care for 16 infants/toddlers, and their families

*“The Southbridge Children’s Center is a loving and caring place for any child to attend. It has excellent staff, and a friendly, clean environment.”* – Sharon Davis,

Wilmington, whose grandchild attends the center

*“There was no camp during the last week of summer, and we needed care for our son. The holiday program (operated by FWC at DuPont) helped us out in a pinch. Our son had fun and the caregivers were really nice.”*

– Shekhar Subramoney, Hockessin

## New Initiatives in 2002

- FWC opens Resource Center for child care providers at Wilmington College's New Castle campus (FWC now operates four Resource Centers throughout Delaware, in partnership with the State's "Delaware First" career development system for early care and education professionals)

### *an exciting future of endless possibilities.*

- FWC initiates registry of Child Care Health Consultants who provide health education to children and child care staff, review and make recommendations on health and safety policies, and offer referrals to community resources (a partnership with Delaware Health and Social Services' Division of Public Health, with funding from the Healthy Child Care America grant)
- With funding from AstraZeneca, FWC creates ElderBuddy<sup>SM</sup> Program to promote employee volunteers visiting isolated elders in elder care facilities
- FWC co-sponsors Elder Care Awareness Conference in Wilmington, along with AARP Delaware, Delaware Commission for Women, and nine additional community sponsors; nearly 200 employers and caregivers attend
- FWC initiates support group for Spanish-speaking child care providers in Delaware
- FWC provides on-site child care to 150 children during Rodel Foundation's "School of Dreams" conference

## Contributors to FWC Community Programs

### Corporations

AstraZeneca	DuPont
BankOne	JPMorgan Chase
Bellevue Holding Company	MBNA America
Bristol-Myers Squibb	New Castle County
City of Wilmington	PNC Bank
Conectiv	

***working together to find solutions.***

### Foundations

Longwood Foundation	Welfare Foundation
Marmot Foundation	

## Financial Highlights\*

### Support and Revenue

Fees for Service	\$1,754,090
Government Fees and Grants	2,630,284
Contributions	235,025
Private Sector Grants	50,000
Other	<u>23,787</u>
<b>Total</b>	<b>\$4,693,186</b>

### Expenditures

Referral Services	\$1,466,891
Child Care Provider Services	940,420
Child Care Food Program	1,523,071
Direct Care Services	387,132
Management and General	<u>369,416</u>
<b>Total</b>	<b>\$4,686,930</b>

\*Audited Figures

## Board Members

Maureen C. Byrnes, <i>Chair</i>	Glenn M. Engelmann
Thomas P. Collins, <i>Chair-Elect</i>	J. Erik Fyrwald
Audrey C. Van Luven, <i>Secretary</i>	Pamela E. Harper
James F. Krass, <i>Treasurer</i>	Deborah I. Hartnett
	Kay Keenan
<b>Senior Consulting Members</b>	Tsion M. Messick
Larry D. Gehrke	Dayna L. Moore
Pauline D. Koch	Heather A. O'Connell
Jane P. Maroney	Melanie K. Sharp
Faith A. Wohl	K. Jean Williams
Ralph E. Klesius, <i>President</i>	Dory Zatuchni