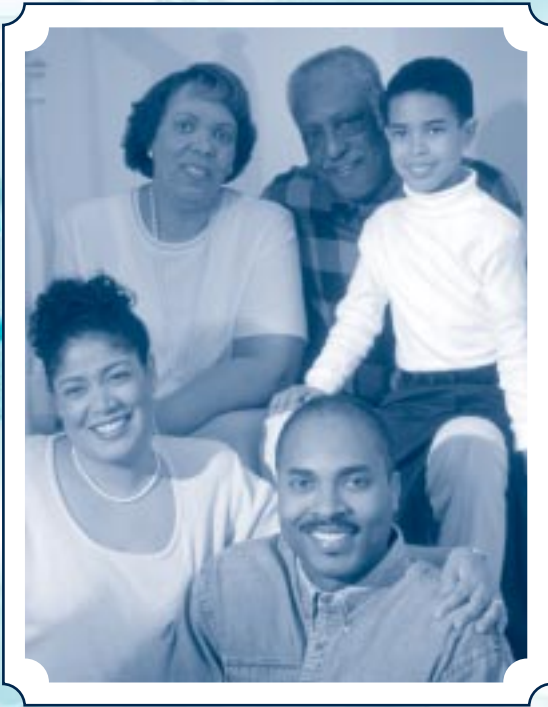


*Changing Times...*

Unchanging Values



2003 Annual Report

The  
Family & Workplace  
Connection®

## Board Members

Maureen C. Byrnes, *Chair*  
Thomas P. Collins, *Chair-Elect*  
Audrey C. Van Luven, *Secretary*  
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*Senior Consulting Members*  
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Jane P. Maroney  
Faith A. Wohl

Glenn M. Engelmann  
J. Erik Fyrwald  
Pamela E. Harper

Ralph E. Klesius, *President*

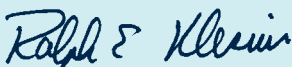
## Message from the President

*One of the hallmarks of The Family & Workplace Connection (FWC) is its remarkable ability to adjust to changing times. The past year was certainly one filled with changes all around us: in the economy, the workforce, technology, to name a few. For FWC, it was also a year of exciting opportunities, new partnerships, and continued commitment to providing excellent service.*

*In 2003, we began managing the Grand Time Off program, representing our first-ever contractual relationship with the Delaware Division of Services for Aging and Adults with Physical Disabilities. We view this as a milestone in our organization, indicative of our deepening involvement with elder care issues. Another program we initiated in 2003, the ElderBuddy program, also focuses on the elderly. AstraZeneca employees participating in this highly innovative program are making an enormous difference in the lives of their elder buddies.*

*Our programs to improve the quality of care for children in Delaware expanded as well. FWC implemented special trainings on such topics as literacy and infant/toddler care, coordinated a program that links provider training to pay increases, and initiated a program that promotes the use of health services among families and improves health and safety policies at child care facilities.*

*Exciting times lie ahead. FWC's knowledgeable, dedicated staff and Board have always had an extraordinary ability to respond to the needs of our constituencies. I am confident we will continue to adapt to changing times, develop creative approaches to solutions, and seize opportunities while maintaining the high standards of quality service that we have become known for not only in Delaware, but nationally as well.*



Ralph E. Klesius  
President

*“The service is great. It saved me a lot of legwork and time. I interviewed two providers and found the perfect arrangement.”*

– Christine Murphy, Newark

*“I was in a panic because the person we found for our infant decided not to watch our child one week before she was born. For three weeks, I tried to find care with no luck. I received your packet on a Saturday, and by Saturday afternoon, I had found care. It was so wonderful to have such a service available.”* – Jill Rumley, Milford

*“The phone directory and internet only provided me with preschools and large child care centers. Other than word of mouth, your service is the only way to find out about smaller centers and family day care providers. I chose a provider from your list who has been in business for 26 years but doesn’t advertise.”*  
– Bernadette Hemingway, Ocean View

## 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.

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.

### The Family & Workplace Connection

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Wilmington, DE 19810  
302-479-1679

938 S. Bradford Street  
Dover, DE 19904  
302-672-0510

[www.familyandworkplace.org](http://www.familyandworkplace.org)

## 2003 Program Highlights

### Linking Families to Dependent Care

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

- Fulfilled 3,500 child care referral requests
- Mailed packets representing more than 500 different kinds of elder care services

### Corporate Referral Services

- Provided customized consultations and referrals for 800 cases
- Arranged 24,779 backup care days, saving 17,547 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 9,600 visits
- Coordinated more than 500 educational programs attended by approximately 6,200 participants
- Created 1,154 new child care slots in hard-to-find care (e.g., care for infants/toddlers) through Delaware Child Care Capacity-Building Program
- Provided more than 100 hours of consultation to 29 different child care programs through the Child Care Health Consultant Program
- Sponsored approximately 375 family child care homes through Child Care Food Program, serving 1,370,000 meals
- Oversaw 175 activities attended by approximately 1,275 parents in Families and Centers Empowered Together (FACET) Program

*“ElderBuddy is a wonderful program. My buddy (AstraZeneca volunteer) has become a good friend and a companion. I think so much of her. We have so much in common. We enjoy just sitting and talking. There is so much to talk about.”*

– Mary Brown, Ingleside Retirement Apartments

*“(The elder I visit) told me that she really enjoyed our time together and that she thought of me as a true friend. I told her I felt the same way. We are having a very positive experience. I truly look forward to seeing her weekly.”* – Kelly Seiberlich, AstraZeneca employee

*“The Hispanics in Preschool Education support group has provided us community support. It gives us a sense of professional growth and empowerment in the comfort of our language. It has allowed us the opportunity to communicate with the Office of Child Care Licensing and service agencies.”* – Ruth Ahumada, Marleny Castano, Carmen Bregante

## Caring for Children

- Provided nearly 1,200 days of holiday and snow-day care for school-age children at four corporate worksites
- Transferred operation of Southbridge Children’s Center to Neighborhood House

## New Initiatives in 2003

*“FWC’s work on the Grand Time Off program is the most professional I have encountered. The efficiency, willingness to work with me to remedy glitches, and the personal commitment of the staff I deal with is outstanding.”*

– Carol Boyer, Administrator, DSAAPD’s Joining Generations Program

FWC implemented the Grand Time Off program, through a contract with Delaware Health and Social Services’ Division of Services for Aging and Adults with Physical Disabilities (DSAAPD). The program provides respite for grandparents and relatives raising other family members’ children. It helps caregivers find and pay for short-term, occasional child care so that they can go to appointments or have some free time. In 2003, Grand Time Off served 19 families representing 30 children in Delaware.

In collaboration with the State of Delaware’s Department of Labor, Office of Child Care Licensing, and Office of Early Care and Education, FWC initiated the Early Childhood Apprenticeship Program, with 83 individuals participating in 2003. The program improves child care quality by providing training linked to pay increases. It includes 288 hours of education and 4,000 hours of on-the-job training over a two-year period.

FWC trained trainers in Care to Read, a Reading is Fundamental (RIF) Early Literacy training for caregivers of children from two to five years of age. The project is a joint initiative with Delaware Health and Social Services’ Division of Social Services and the Delaware Office of Early Care and Education.

FWC operated the first year of the ElderBuddy<sup>SM</sup> Program, which recruits AstraZeneca employees as volunteers to provide “friendly” visits to elderly people in need of companionship. In 2003, the program matched 41 volunteers with 50 elders at Gilpin Hall, Ingleside Retirement Apartments, and Luther Towers I and II, in Wilmington. Volunteers made more than 200 visits, representing nearly 270 hours of companion time.

FWC began coordination of Covering Kids and Families, a local program funded by the Robert Wood Johnson Foundation, targeting low-income children and their families without health insurance. The program links families to existing programs such as Medicaid and the Delaware Healthy Children Program, increases the role of child care facilities in promoting the use of health services, increases the availability of child care for children with special health and developmental needs, and improves health and safety policies and practices in child care facilities.

FWC launched its redesigned website, [www.familyandworkplace.org](http://www.familyandworkplace.org). New features include the capability for online child care and elder care referral requests and online registration and payment for child care provider training. From July through December 2003, one-third of all AccessCare referral requests came through the website, more than 40% of all child care provider training registration was handled online, and nearly half of all Capacity Grant RFP requests were submitted online.



*“The Resource Van provides us with innovative ways to enhance our program with resources that will help us continue to provide well-rounded activities for the children we serve.”* – Stacey Cooper, Ministry of Caring Inc. Child Care Center, Wilmington

*“I’m very thankful for the Child Care Capacity-Building Program. Without it, it would be difficult to get all the materials and activities I would like to have for my program.”* – Laconnia Frisby, family child care provider, Seaford

## Contributors to FWC Community Programs

### Corporations

AstraZeneca	IBM Corporation
Bank One	JPMorgan Chase
Bellevue Holding Company	MBNA America
Bristol-Myers Squibb	New Castle County
Citizens Bank	PNC Bank
City of Wilmington	W.L. Gore & Associates
Conectiv	WSFS Bank
DuPont	

### Foundations

Chichester duPont Foundation	Marmot Foundation
Robert Wood Johnson Foundation	Uniqema Foundation
Wilmington Flower Market	

## Financial Highlights\*

### Support and Revenue

Fees for Service	\$1,391,705
Government Fees and Grants	2,863,524
Contributions	141,547
Private Sector Grants	40,000
Other	<u>21,887</u>
<b>Total</b>	<b>\$4,458,663</b>

### Expenditures

Referral Services	\$1,326,329
Child Care Provider Services	1,093,786
Child Care Food Program	1,527,281
Direct Care Services	317,246
Management and General	<u>338,428</u>
<b>Total</b>	<b>\$4,603,070</b>

\*Audited Figures