Iowa Child Care Resource & Referral provides resources, education and advocacy to support quality child care. CCR&R is committed to ensure that Iowa's vision is met.

Iowa Vision: All children, beginning at birth, will be healthy and successful.

#TogetherWeWill... Stay Connected
I have always been passionate about early childhood education, but it wasn’t until a year and a half ago that I began to see the true importance of child care. It started when my wife began working at a child care center and would tell me stories about the children and their development. We then watched several documentaries, including No Small Matter, which talked about the latest research on brain development in children. I came to see just how important the first five years of life are to the development of a child.

My wife then opened a DHS-registered child care program in our home and I began to take a more active role. I participated in a Child Net 2.0 training and also went through the Child Care Essentials online training. As I watched the children develop at an incredible pace in my wife’s cutting-edge child care program, I could see just how important high-quality child care was to children. My eyes were truly opened to the significant role that a child care provider plays in the life of a child. Child care helps children to establish the foundational building blocks that will be with them for the rest of their lives. This experience made me a passionate advocate for high-quality child care.

— Ryan, Community Member

Robin has been a child care provider for 15 years. She has provided home child care in Minnesota as well as in Iowa. She has taken many trainings over the years to keep up her registration and licenses. During a consultation visit with her consultant, the topic came up about pursuing a credential or degree in the field. Robin had some apprehensions at first. “I’m 46, didn’t finish college, I have a family with two teenagers, an in-home child care business…could I actually do it? Could I actually do it well?” she said.

Ultimately through consultation, Robin decided to pursue her Associate Degree was the best option for her long term goals. She connected with a T.E.A.C.H. counselor at Iowa Association for the Education of Young Children and has completed two semesters so far and is now heading into summer coursework. When asked about the support she has received through the process, Robin said, “CCR&R and T.E.A.C.H. have supported me in ways I never imagined. Especially with classed being online, I thought I’d be pretty much on my own. I’m an adult, I’ve made this choice to go back and obtain a degree, it was up to me. But everyone from CCR&R and T.E.A.C.H. have always answered my emails, my calls, my concerns and my worries. They’ve cheered me on and supported my decision. If they didn’t, I don’t think my success would be the same.”

— Erin, CCR&R Child Care Consultant

CCR&R has been proactive during this uncharted time to ensure that providers get the professional training they need. They were quick to adapt and move trainings from the traditional face-to-face to virtual. Recently, I participated in a Zoom training on Social Justice, Anti-bias and Equity. I enjoyed the training and thought that Tracy, the trainer, did a great job presenting it. I hope to include the ideas from this training into my classroom curriculum to make it more diverse. Previously, I used to attend training classes that were only held in Burlington where I live because I work and have a young family. But with CCR&R making arrangements for virtual trainings, I can now sign up for classes in the comfort of my home that otherwise I wouldn’t have been able to take due to location. I’m grateful to CCR&R for making arrangements to meet our professional training needs during this time.

— Samantha, Child Care Provider

Improving Strategies

Every new Child Care Consultant is required to complete a set of workshops and become credentialed through Iowa State University Extension’s I-Consult program.

This process looks at many different strategies and competencies that can be used in working with child care programs, as well as reflection of our styles and use of those competencies to create a positive working relationship with our programs.

This year, it is my turn to achieve my credential. Throughout this process, I have learned to be more intentional in my approach to working with programs and strive to continue to build better relationships with everyone that I work with, while providing meaningful consultation. Consultants work with a mentor as part of the I-Consult process.

The role of the mentor is to attend workshops along with the consultant and complete observations of the consultant in action. The mentor provides feedback and support, points out those strategies I am using well and offers ways in which to improve on using I-Consult strategies effectively. My mentor has been extremely supportive of me throughout this process and has given me valuable insights on ways in which to improve my consultation practices.

Of all of the strategies we have learned, the one that I have used most recently due to the COVID-19 crisis, is problem-solving.

There have been no simple answers when working with programs that have been faced with the difficult decisions that they have needed to make. I have been able to help them look at all of the possibilities, help them find resources for their businesses and consider the impact to their families and those they serve whether they decide to close temporarily or to remain open. It has been important for me to let my clients know that they are not alone during this time of uncertainty. I am here to listen to their needs and concerns and help support them in any way that I can.

— Jennifer, CCR&R Child Care Consultant

Starting a Business

Iowa Child Care Resource & Referral

www.iowaccrr.org

The Parent Services Team received a call from a parent who was in panic mode because she has 4 children ranging in age from 1 year old to 6 years old. She said she works in a nursing home. After learning about our free referral services, we conducted a search for her ideal child care program. To add to her concerns of finding a provider, her hours were from 1:45 p.m. to 10:30 p.m. Since she is an essential worker, we offered enhanced referral services by contacting providers to be sure they have current openings. There were very few providers in her small community and fewer who care for children in the evening. We connected with our Child Care Consultant in that area and she was able to assist by contacting providers who may be willing to extend their hours for an essential service worker. We were able to give referrals to the parent and she was very grateful for our services and the options we had discussed with her.

— Peg, CCR&R Parent Specialist

Family Services

Virtual Training

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— Peg, CCR&R Parent Specialist

Improving Quality

No Small Matter

www.iowaccrr.org

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— Peg, CCR&R Parent Specialist

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Quality Rating System

Iowa’s Quality Rating System (QRS) is a voluntary program for child care businesses to improve their services to children. There are five levels of participation that encourage improvement for health & safety, environment, family & community partnership, leadership & administration and professional development.

1,452
QRS RATED CHILD CARE BUSINESSES

Professional Development

CCR&R has made a commitment to offer high-quality, foundational professional development opportunities to child care businesses. Our services have ensured that child care programs are able to maintain their registration or license status.

2,015 HOURS
Face-to-face training

451 HOURS
Online training offered

6,682
Training certificates issued

Parent Referral Line: 855-244-5301
Funding provided by the Iowa Department of Human Services through the Child Care Development Fund

Parent Services

CCR&R offers parents guidance, education and resources regarding child care services so they have a greater understanding about selecting quality child care.

94%
FAMILIES RECEIVED REFERRALS

Community/Business Meetings

In support of Iowa community child care needs, CCR&R staff engaged with community and business partners to strategize about building child care solutions.

338 ENGAGEMENTS WITH PARTNERS

Emergency Preparedness

In support of Iowa’s child care essential workforce, CCR&R’s Child Care Consultants were able to adapt services in support of Emergency Preparedness planning and responses to pandemic needs.

6,156 RESPONSES TO EMERGENCY PREPAREDNESS CONCERNS
From 3-1-20 to 6-30-20

Application Packets

CCR&R serves as the entry point for all initial application packets for registered Child Development Homes and Child Care Assistance providers.

753 APPLICATIONS MAILED TO POTENTIAL PROVIDERS

5,360 CONSULTANT SERVICES FOR SUPPORT OF NEW OR RENEWAL APPLICATIONS

CONTACTS & SUPPORTS FOR QRS CERTIFICATION

3,924

www.iowaccrr.org

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