

SOUTHWESTERN CHILD DEVELOPMENT COMMISSION



CHILD CARE RESOURCE & REFERRAL ANNUAL REPORT 2020



ABOUT OUR SERVICES

Child Care Resource & Referral (CCR&R) refers to an interrelated set of services for families, child care providers, employers, and communities that:



- Facilitate access to early care and education and school-age child care options for families
- Improve the quality of child care options
- Provide information for planning and policy development to the public and private sectors

Our CCR&R not only serves the far west North Carolina Counties of Cherokee, Clay, Graham, Haywood, Jackson, Macon, Swain and the Qualla Boundary (known as Region A), it also provides services and support to other CCR&R's in Buncombe, Henderson, Madison, Polk, Rutherford and Transylvania Counties.



This 13 county service area is known as the NC CCR&R Region 8.

Additionally, our agency was designated by the NC Division of Child Development and Early Education as a NC CCR&R Council Management Agency. In this capacity, agency staff provide leadership for statewide CCR&R Special Initiatives, guidance in policy and advocacy work for the NC CCR&R system and provide management and support to other CCR&R Regional Lead Agencies within the NC CCR&R system. CCR&R team members also support national work through representation on boards and committees.

In its multi-dimensional role across many systems, our focus is on providing the following services:

- ★ **Technical assistance to child care providers and community partners**
- ★ **Professional development to child care providers and community partners**
- ★ **Consumer education services to families and community partners**
- ★ **Family services that support resiliency confidence**
- ★ **Sponsorship of programs to support children's nutritional health**
- ★ **Guidance and systems support that focuses on diverse needs of caregivers**

"Whether our CCR&R provides services on a local, regional or statewide level, we are honored to support child care professionals in numerous ways as well as the children and families they serve."

Deidre McMahon
Assistant Director

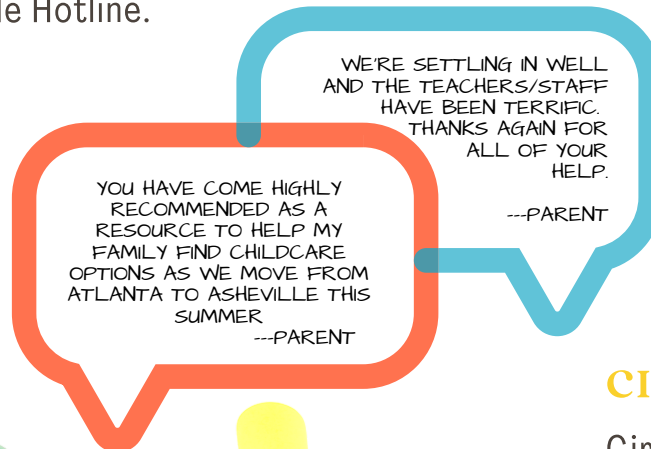
FAMILY SUPPORT

CONSUMER EDUCATION & REFERRAL

CCR&R consumer education and referral services assist families in identifying quality indicators in early childhood programs and finding child care that best meets the needs of their child and family. Services are provided through Mountain Child Care Connections and the Statewide Hotline.

561 Families received consumer education services

Used quality indicators when making child care decisions 100%



INCREDIBLE YEARS

The Incredible Years program is designed to develop positive parent-teacher-child relationships and assist in preventing and treating behavior problems and promoting social, emotional, and academic competence before a child becomes an adult. This program is available in Haywood, Jackson & Macon Counties.

19 Caregivers

25 Children

100% Program Completion

CIRCLE OF PARENTS

Circle of Parents is a mutual self-help support group model that is designed to prevent child abuse and neglect and strengthen families. This program is available in Haywood, Jackson & Macon Counties.

24 Caregivers

35 Children

100% Program Completion

PROFESSIONAL DEVELOPMENT

Professional development activities occur outside the formal education system and should expand or enhance work-related skills, offered through face to face, virtual or on-demand courses. Courses are approved by the NC Division of Child Development and Early Education and many are offered as Continuing Education Units through SWCDC's International Accreditors for Continuing Education and Training (IACET) certification.



100+
Available
Course
Options

- @ Seated
Face to Face
Events
- @ Virtual
Instructor Led
Events
- @ Self Paced
On-Demand
Events

Topic Areas

Administration/Leadership
Challenging Behaviors
Classroom Management
Developmental Stages & Expectations
Environment Assessment Tools
Family Engagement
Health & Safety
Individual Accommodations
Infants & Toddlers
Language/Literacy & Math
NC Foundations
PD/TA Staff Support
Reflective Practice
School Age
Social/Emotional Wellness
STEM/STEAM
Trauma Informed/Responsive Care

Region A

453

Early Educators
Completed

1112

Courses

70% received CEUs

Region 8

1475

Early Educators
Completed

2815

Courses

98% report they can
apply knowledge/skills
gained

TECHNICAL ASSISTANCE

WE HELP WITH....

Inclusion,
Business Management Practices,
Child & Adult Care Food Program, Health & Safety,
Infant/Toddler Care, School-Age Care, Team Building,
Circle of Parents Group-Referral, Incredible Years Group-Referral,
Developmental Screenings, Teaching Dual Language Learners,
Observational Assessment Tools, Program Improvement,
Mental Health, Self-Care/Mindfulness,
Online Learning

Technical Assistance is a service provided to an early care and education or school-age program, as well as community partners, to assist with start-up, achieve and maintain quality, address challenges, and provide resources and supports.

OUR REACH...

162 Programs
420 Classrooms
476 Teachers/Directors

Child & Adult Care Food Program
(CACFP) Sponsorship & Support

23 Programs Serving Over 20,000 Meals Monthly

PROGRAM QUOTES...

'Always positive and had lots of useful feedback.'

'I've seen an improvement from teachers in dealing with children's behaviors.'

'A wonderful job. Very helpful. Gave very good advice.'

INFANT TODDLER ENHANCEMENT

85
IT Teachers
attended trainings
193
Consultations
through technical
assistance

Project Specialist works to improve quality and availability of infant & toddler care through technical assistance and training specific to infant and toddler care best practices.



A Duke Child & Family Policy Project to build a trauma-informed framework for infant & toddler teachers, caregivers, specialists and mentors who support them.

INFANT TODDLER TRAUMA INFORMED (ITTI)

"Trauma-informed care is relationship building and human connection, the heart of successful and productive partnerships. My approach starts with meeting the needs of the educator."

Gail Mattingly
Infant/Toddler Specialist

SPECIAL PROJECTS



HEALTHY SOCIAL BEHAVIORS

Project Specialists address behavioral issues in young children and promotes social-emotional development.

121
Teachers
attended trainings
47 Classrooms
received assistance with
100%
reporting NO
expulsions





A member of the CCR&R Council that partners with DCDEE and other state level agencies to lead the work of the NC CCR&R system.

Provides management and support to 4 Regional Lead CCR&R Agencies serving 33 counties.

NC CCR&R
COUNCIL



A Statewide School Age Program Coordinator and 3 Territory Specialists provide oversight and work with other CCR&R's and community partners to provide training, technical assistance, and resources for school age care providers.

Developed 5 New Trainings	Trained 32 Trainers	Trained 331 Teachers	Supported 29 CCR&R Staff	Developed 4 TA Resource Guides
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SCHOOL AGE CARE

STATEWIDE SYSTEMS & SUPPORT



EARLY LEARNING MULTI MEDIA SERVICES

"Providing live instructor support sets us apart from other agencies offering similar services, building strong supportive relationships with early educators."
Karen Darby, ELMM Manager

An online, on-demand learning platform created in 2015 to offer professional development options to early educators.

"It is essential to create new support systems, expand resources, and acknowledge the tremendous contributions and unique challenges of FCCH providers in NC."

Nicole Pearson
Statewide FCCH Consultant



FAMILY CHILD CARE HOMES

A new initiative that began in 2019 as a research year. The FCCH Consultant will focus on working with other CCR&R's and community partners who provide training, technical assistance, and resources for Family Child Care Home providers.

3146 Registrations **60+** Courses Available

IACET
Accredited
CEUs

Approved in
25
States

CCR&R Lead
Agency
Subscriptions

FOR MORE INFORMATION...

CCR&R Staff Directory

<https://www.swcdcinc.org/regional-resource-and-referral>

Mountain Child Care Connections

<https://www.swcdcinc.org/quality-childcare>

1-877-752-5955 or 828-586-5561 Ext. 314

Statewide Hotline 888-600-1685

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