

THE UNIVERSITY OF IOWA



The Family Services Office
Annual Report
July 1, 1999 – June 30, 2000

The mission of the Family Services Office is to assist faculty, staff and students with their family-related responsibilities. It seeks to do this by establishing and administering programs and services responsive to family concerns and needs. The goals of the Family Services Office are:

- ◆ to advocate for and promote a campus culture respectful of the family responsibilities of faculty, staff and students; and
- ◆ to assist faculty, staff and students to fulfill family responsibilities while continuing to meet their academic/work commitment.

Family is defined by the individual who is seeking assistance: the family can be a single person, a couple, adult (s) with children, an intergenerational unit or friends living together. Any University affiliated individual with a family concern may contact the Family Services Office.

The Family Services Office was established in July 1997. The Office is a member of the WorkLife Program and is under the Human Resources Office. The Family Services Office collaborates with the Family Issues Charter Committee.

Jane Holland.
W Family Services Coordinator

THE UI CHILD CARE PROGRAM

The UI Child Care Program offers a multi-faceted approach to the child care needs of students, faculty and staff. Goals for this past year included:

- Greater interfacing and integration of all child care services
- Greater accountability regarding the use of funds

The UI Child Care Program is comprised of five components.

On-campus direct child care –

is provided in partnership with three independent, non profit child care programs: Alice's Rainbow, The Mary Jo Small Child Care Center at Brookland Woods and University Parents Care Collective.

- 132 families were served equaling 122.5 full-time slots.
- 72 student families and 60 faculty/staff families were served.
- 89 students were employed in the three child care programs.
- 6 academic departments accessed the programs for student observation sites.

Services increased by

- 4 additional slots or a growth of 3%
- 7% more student families served

Child care infrastructure support –

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

Resource and referral

- 556 faculty, staff and students were helped to locate a child care provider to care for their child during the academic or work day: 52 faculty, 22 professional/scientific, 126 merit, 153 UIHC, 138 graduate students, and 65 undergraduates.
- 447 requests were from families new to the service.
- 306 families requested help to find infant care.
- 84 University affiliated families, mostly International students, were able to access educational materials, play equipment and toys for their children.

Best Beginnings

- 41 family home providers who specialize in infant care have received training and on-going support.
- 73 University affiliated families accessed the care of a "Best Beginnings" family home provider.

The resource and referral service increased by:

- 76 families
- 16% growth in families new to the service

The Graduate and Professional Student Child Care Subsidy Program –

is administered by the Family Services Office and provides financial subsidy to help graduate and professional students with the cost of their child care.

- An additional \$25,000 was received permitting the eligibility criteria to be expanded: all graduate and professional student with children under 5 years of age became eligible to apply.
- 101 graduate and professional students received direct child care subsidy of which 22 were international students.
- 38 students remained on a waiting list.
- Program criteria were modified to insure that students with the least amount of resources available to finance their education and home life have first access to the funds. Criteria take effect academic year 2000 – 2001.

29 additional students were served fiscal year 2000 or a growth of 40%.

The UI Child Care Staff Subsidy Pilot Program –

in partnership with the UI Staff Council funding from the coca cola dollars were earmarked to assist lower income staff with the cost of their child care.

- 35 staff received one-time funding.
- Subsidies ranged from \$165 to \$500.

Community Outreach —

greater emphasis was placed on working with community groups to seek solutions to the child care needs of UI affiliated families.

- A work group comprised of representatives from Mercy Hospital, HACAP, 4Cs, College of Nursing, UIHC and the Family Services Office studied the need for and the feasibility of funding a mildly ill child care program.
- The Family Services Coordinator was elected to the Johnson County Empowerment Board and its child care task force.
- Meetings have occurred with the before and after school directors to discuss school age child care.

THE UI LACTATION PROGRAM

Across campus several lactation sites equipped with an electric breast pump were made available to new mothers who are returning to work or school, and wish to continue breastfeeding their infant.

- The Family Services Office and the Family Issues Charter Committee in partnership with Facilities Services Group developed guidelines and lactation room specifications to be considered for all new construction and major building renovations.
- An additional 6 lactation rooms have been developed across campus with each having an electric pump.

MULTI-FACETED RESOURCE AND REFERRAL

Any faculty, staff or student is able to call the Family Services Coordinator requesting information and guidance on any family-related concern.

- 353 requests were received via telephone or e-mail.
- 10,570 hits were made to the Family Services Office web site and its links.
- Information and guidance requests included: housing resources, cost of living data, school resources, family counseling referrals and elder care information.

CELEBRATIONS AND EDUCATIONAL SEMINARS

Family-related educational seminars and celebrations were held focusing on a such topics as: the Family Medical Leave Act, Elder Care, Parenting Teens and Week of the Young Child.

- 6 educational seminars were sponsored with 135 participants.
- Over 100 providers and families attended a reception honoring the on-campus child care providers.
- In partnership with UI Staff Development, Part II of the Retirement Seminar focusing on the inter-intra personal aspects of retirement drew almost 100 University faculty and staff.

PARTNERSHIPS

The work of the Family Service Offices depends upon the collaboratives it establishes with both campus-based and community-based groups. Major partners include:

- WorkLife and its programs: UI Staff Development, Faculty and Staff Services, Dual Career Network and UI Wellness
- The Family Issues Charter Committee
- 4Cs
- Alice's Rainbow, the Mary Jo Small Child Care Center at Brookland Woods and University Parents Care Collective
- The UI Business Office
- UI Staff Council

NEW INITIATIVES FOR FISCAL YEAR 2001

They are:

- Program evaluation;
- The development of a housing-relocation web site service in partnership with the Office of the Provost.
- The piloting of an elder care guidance, information and referral service in partnership with Elder Services, Inc.; and
- A telecommuting pilot program sponsored by WorkLife.