

# FY 2014-15

## Agency Annual Report



A word cloud background with various terms in different sizes and orientations. The most prominent words include:

- Awareness
- Involved
- Knowledge
- Pro-active
- Power
- Future
- Be there
- Relaxed
- Play
- Choose your attitude
- Make their day
- Decisions
- Growth
- Communication
- Business

2014 - 2015

## Still Going Strong...

*From the Executive Director*

**Still growing strong** - that describes River Valley Child Development Services perfectly! RVCDS began in 1971 at the request of the WV Department of Education. The request was to provide a model program for kindergarten throughout a nine county region. County school systems sent teachers and aides for observation, technical assistance and training as public kindergartens were phased in over a two year period.

Once public kindergarten was established around the state, the agency began other early childhood programs aimed at providing quality services for children and families. Through the years, the services provided by RVCDS have varied from mainly direct services in child care centers and birth to three services to more indirect services on behalf of children and their families. RVCDS has continued to be the “go to

agency” around the state when services and programs for young children, their families and their early care providers are needed.

The number of employees has increased from the original two employees to more than 125 employees today. In the early days of the agency, nearly 300 children were served by RVCDS. Today, an average of more than 5000 children and families receive our services annually and thousands of child care professionals benefit from trainings, technical assistance, resources and more from our programs and our staff.

This year we have focused on our five year strategic plan. The five goals of our plan include:

1. **Provide exemplary programs**- each program has set goals to help their program reach exemplary status
2. **Utilize up-to-date technology**- we have added technology and are continuing to research more advanced and efficient means of technology such as an HR software system.

3. **Foster development and sustainability of quality leaders**- we have developed tools to recognize and train new and developing leaders
4. **Improve competitiveness in the job market**- we have implemented a 3 year salary plan
5. **Secure the future of the agency**- we have established a rainy day fund

We will continue to see good times and bad times, but the commitment of our Board of Directors and our staff will keep us growing because our mission will continue to guide us. Our



A Note  
from the  
Board  
Chair

Autumn is my favorite time of year! As we approach the beautiful season in our mountain state my thoughts go to sunny days, cool evenings, football games and golden foliage. One of my favorite trees is an oak tree. They are sturdy, resistant to disease and pests, and are known for their beautiful hardwood grain. River Valley Child Development Services reminds me of a big, old oak tree.

Deep roots, a sturdy trunk and many branches with colorful leaves. River Valley has many branches, some bigger than others but all equally important. We offer services directly to children and their families through Birth to Three, Connect, Link, Choices, Enterprise and our after school programs. We support providers through ACDS, T.E.A.C.H., STARS and our Family

Day Care Food Program. Each of these programs has their own projects but there is commonality in that they all support children. Our desire to support children is the trunk that unites us. Of course, a tree is doomed to fall unless there is a strong root system. We have that in the forty plus years of those who have preceded us. It is through their hard work and dedication that we have a future to look forward to.

Finally, I saved those beautiful colorful leaves for last – they are our great employees. Working in the early childhood field is not easy. There are never enough resources, never enough days in the week. Yet River Valley employees give every child and family the best they have to offer. Please know that the Board of Directors never doubts your commitment and appreciates the sacrifices you make to help others. The board works diligently to obtain and increase the resources you need. Sometimes we are successful, sometimes we struggle, but like you, we try our very best. Just as the oak tree is admired so are you and the children and families you serve. Thank you!

# RVCDS Program Overview FY 2014-2015

*RVCDS's mission is to be a leader in providing high quality early childhood care and education services for children, families and communities.*

## Child Care Resource and Referral Programs

River Valley Child Development Services has three Resource and Referral programs in WV. These programs serve 20 of the 55 counties in the state and provide services to over 4,000 families. All R&Rs are funded by WV Department of Health and Human Resources, State Division of Early Care and Education. All R&R programs provide financial assistance to families to help with the cost of quality child care. These programs also provide training for child care providers, technical assistance, and supportive services for new or established programs. The following is a brief breakdown of each outstanding program.



### Choices CCR&R

*What year did your program start?*

RVCDS received the Region 2 grant in November 2001

*How does your program follow our mission?*

Choices strives to provide high quality services to families needing child care assistance and high quality training opportunities to those providing childcare.

*How do you serve children?*

Choices serves children by giving parents the opportunity to work or go to school in order to provide for their family. Our program works to educate those who are providing care for children while the parents work or continue their education.

*How do you serve families?*

Our program assists families in obtaining childcare and assistance in paying for the cost of childcare. We provide valuable resources to families on a variety of topics.

*How do you serve communities?*

Our program educates those in the community who provide childcare for families and also provides them with developmentally appropriate materials. We provide a service that allows parents to pursue education or employment. We provide a larger

potential workforce for community businesses.

*Number of customers served:*

Program averages 874 active child care cases monthly

Program served approximately 6281 people in both office and outreach sites this fiscal year and facilitated 1971 subsidy payments to childcare providers

*Counties served:*

Choices CCR&R services 8 counties: Harrison, Doddridge, Calhoun, Gilmer, Pleasants, Ritchie, Wirt and Wood

*Where does your funding come from?*

Funding for Choices comes from a grant from the West Virginia Department of Health and Human Resources which receives monies from a mix of federal and state sources.

*What is your annual budget?*

\$1,153,757.00

*Program Highlights:*

- Choices staff worked together to revise our program's vision. Our new vision statement is: Working together to empower families and child care providers to make the best CHOICES for their children and the community
- Our Infant Toddler Specialist, Alicia Hundley presented at the Fourth National Cribs for Kids Conference in Pittsburgh, PA in April.
- We have four staff that have received their National Child Passenger Safety Certification and are providing this service to families and providers in our region.
- Our program has experienced several staff vacancies this year and everyone has



worked closely together to be sure that



we are still providing excellent customer service to our clients and providers.

- Choices' Program In-service was successful this year. We had several trainings including chair yoga and an information session on Early Care Share.

### Connect CCR&R

*What year did your program start?*

2000

*How does your program follow our mission?*

Connect follows the program's mission by being a leader in referring families in Kanawha, Jackson, Roane and Clay counties to high quality child care. Connect also provides training to child care providers and educators so that they can provide safe, nurturing and inclusive learning environments for children and families. Connect has high standards for hiring, provides exemplary trainings, and audits client cases so that the highest level of quality is provided. Connect provides resources to child care providers through the TRAILS service, support to child care providers by providing technical assistance and classroom trainings, and opportunities to families by allowing parents to work or go to school while their children receive high quality care.

*How do you serve children?*

We serve children by referring families to high quality childcare. We also serve children by training and supporting childcare providers so children receive top quality care.

*How do you serve families?*

We serve families by referring them to high quality child care as well as other valuable community resources.

*How do you serve communities?*

We serve communities by participating in local events such as community baby

# RVCDS Program Overview FY 2014-2015

showers. We also share information about the importance and availability of high quality childcare and education with local businesses. We participate in Schoenbaum Family Enrichment Center Events such as the annual Schoenbaum Five Promises event during which families are invited in for events like job fairs, kid's expos, and building tours. We serve on several local boards such as Starting Points, Project Launch, and the Appalachian Council for Headstart committees. Connect also works with local colleges by providing community resource information to medical residents as part of their studies. Employees at Connect have also donated to several local charities throughout the year like the animal shelter and local food banks.

*Number of customers served during the past year:*

11652

*Counties served:*

4-Kanawha, Clay, Jackson and Roane Counties

*Where does your funding come from?*

Funding for Connect comes from a grant from the West Virginia Department of Health and Human Resources which receives monies from a mix of federal and state sources.

*What is your annual budget?*

\$1,389,394

*Program Highlights:*

- Connect participated in Take a Flower to Child-care Day by delivering flowers to local providers. We also



held a Provider Appreciation



Day during which we raffled off prizes, gave away flowers, provided refreshments, and gave a small gift to providers that came into the office.

- Successfully trained several module based series trainings for child care providers that have not been offered for several years.
- Launched several new ads throughout the

region on billboards, public buses, shopping carts and taxi cabs.

- Completed our first year at our new location in the Schoenbaum Family Enrichment Center.

## Link CCR&R

*What year did your program start?*

1992

*How does your program follow our mission?*

We work to meet the needs of families with convenient hours, limiting their wait time and a mailbox to drop off paperwork after hours. We try to help them in acquiring needed documentation when possible. We assist them in finding other resources they may need for their family. We help child care providers by offering them needed/required training based on needs assessments they turn in. We also offer technical assistance to guide them in the direction of being high quality child care providers. We try to process their paperwork in a timely manner to ensure they receive payment for the subsidy children for whom they provide care. We offer assistance in completing those forms as well.

*How do you serve children?*

We do not directly serve children. We do however train providers and offer technical assistance to providers to improve the quality of care in which the children are placed while their parent or guardian is working, attending school or in another approved activity.

*How do you serve families?*

We serve families by allowing them to come at their own convenience and not at a scheduled appointment time. After the initial intake, they are not required to return any documentation in person unless they choose to do so. They can mail or fax requested items. We give our families consumer education materials to assist them in making educated choices for the

care of their children. We also give them materials about other programs or services that may help them and their family. This past fiscal year as part of the Christian Appalachian Project we continued to offer food, drinks, blankets and other items to families in our region.

*How do you serve communities?*

We serve the communities by assisting families with childcare subsidy which



helps them remain in the workforce and/or continue their education. We help providers move toward higher levels of quality childcare so they can manage excellent businesses in their communities. We also serve the

community by attending health fairs and other resource fairs to try to share information about the services we can offer to working families and/or individuals who would like to start a childcare business in their home.

*Number of customers served during the past year:*

We averaged 1,199 open family cases per month

We averaged 598 walk-in clients per month combined at our Huntington office, Logan office and 6 outreach sites

We processed an average of 259 provider payment request forms per month



# RVCDS Program Overview FY 2014-2015

## ENTERPRISE Child Development Center

We distributed a total of 2,691 provider quarterly newsletters over the course of a year which averages to 673 per quarter

We trained an average of 42 childcare providers each month

We averaged 33 technical assistance visits

*Counties served:*

8 — Boone, Cabell, Lincoln, Logan, Mason, Mingo, Putnam, Wayne

*Where does your funding come from?*

Funding for Link comes from a grant from the West Virginia Department of Health and Human Resources which receives monies from a mix of federal and state sources.

*What is your annual budget?*

\$1,339,629

*Program Highlights:*

- We had our annual Halloween party which is always a lot of fun.
- During the week of Veteran's Day we had a board honoring family members of staff who are serving or have served in the military.
- As part of Provider Appreciation we had refreshments and door prizes for providers the first week of May 2015.
- At our Program In-Service in June 2015 we did some training and team-building activities. Each staff person designed their own t-shirt and there was a contest for the best shirt. Each person was also given a certificate from the director to acknowledge something fun, quirky or kind about them.
- We did a clothing drive for Dress for Success. At the end of April 2015 we took several large bags of clothing to them to assist those seeking employment.

*What year did your program start?* 1997

*How does your program follow our mission?*

Enterprise Child Development Center provides high quality early childhood care for children.



*How do you serve children?*

Enterprise CDC serves families and children 6 weeks through five years of age. We have a Cabell County Collaborative Pre-K classroom. We provide a safe environment for children to grow, learn, and explore. All classrooms use Creative Curriculum as a basis for structuring the classroom, conducting assessments, and designing lesson plans. We also practice primary and continuity of care starting with our youngest children. We have three classrooms of children 6 weeks to 24 months, two classrooms of children 25 months to 47 months, and our Pre-K class. Enterprise is accredited by the National Association for the Education of Young Children (NAEYC). We also participate in the USDA meal reimbursement program and serve meals that meet or exceed those and Leap of Taste requirements.

*How do you serve families?*

Families trust Enterprise to provide a secure, nurturing atmosphere for their children while they are in school or at work. Enterprise provides opportunities for families to be involved in their children's daily experiences. We have an open door policy and



also have a family group that meets monthly. We have monthly calendars for families, newsletters, family

meals, classroom celebrations, and volunteer opportunities. We will be beginning quarterly workshops or information sessions on topics that families express interest in.

*How do you serve communities?*

Enterprise offers a quality early childhood education for children of families in the tri-state area. By providing this service, families in the community have the opportunity to leave their children in qualified hands as needed. Enterprise also participates in community outreaches and events. Some of those are:

- Pennies from Heaven Campaign
- Daily Recycling



- Gift Wrapping
- Coat Drive
- Donations and fundraising for families in need
- St. Jude Trike-A-Thon
- Week of the Young Child Parade
- Pinwheels in recognition of Child Abuse & Neglect Prevention

*Counties served:* 5 — Cabell, Wayne, Lincoln, and Putnam (in WV), and Lawrence, OH

*Where does your funding come from?*

Funding for Enterprise Child Development Center comes from:

- Families paying private tuition/fees
- Families paying DHHR co-pays/fees
- DHHR
- TIPS scholarship
- Grants
- Cabell County Board of Education
- USDA reimbursement
- Private Donations

*What is your annual budget?* \$635,726

*Program Highlights:*

- Art Auction
- Construction of a natural playground for infants and toddlers
- Gardening with Children
- Participation in Keys to a Healthy Start
- Trivia Night
- Pre-K Graduation Celebration

# RVCDS Program Overview FY 2014-2015

- Spirit Week
- A visit from Santa



- Free gift wrapping for families during the holiday seasons
- Give & Take box for families

*What year did your program start?* 1986

*How does your program follow our mission?*

School Age Connections provides high quality child care for school aged children.

*How do you serve children?*

School Age Connections accepts children in PK-5th grade (ages 4-12.) SAC provides a safe, enriching environment designed to keep children engaged physically and intellectually by addressing their specific needs and interests. SAC strives to enrich children through new experiences and positive adult interaction. Children are encouraged to participate in group activities to foster social skills, but are also supported in self-choosing activities that cultivate independence and intrinsically-motivated learning

*How do you serve families?*

SAC allows parents to work or go to school with confidence that their children are getting the best care possible. We strive to provide care for the times that parents may need care for their children outside of the regular school day – after school hours, during the summer months, and during week days when school is not in session.

*How do you serve communities?*

Because the SAC program offers care for children outside of the normal school calendar, it affords parents more opportunities to pursue education or full-time careers. Our communities need more educated adults who can pursue careers in order to provide better futures for their children and better serve our communities.

*Number of customers served:*

From July 2014-July 2015, SAC programs

served 59 children and their families.

*Counties served:* 2 — Cabell and Wayne

*Where does your funding come from?*

- Families paying private tuition/fees
- Families paying DHHR co-pays/fees
- DHHR (Link child care subsidy)
- TIPS scholarship
- USDA reimbursement

*What is your annual budget?* \$83,311.00

*Program Highlights:*

- Meadows Elementary afterschool program will begin its 17th school year in August.
- Explorer Academy afterschool program will begin its 1st year in August.
- We licensed and operated our All Day Release program and Summer Camp program in the 432 building.
- SAC program children successfully participated in the annual Art Auction for the first time in November.

## Family Child Care Food Program (FCCFP)

*What year did your program start?*

1976/1977

*How does your program follow our mission?*

The Family Child Care Food Program (FCCFP) follows RVCDS mission statement by being a leader in providing nutrition education and meal reimbursements to family child care providers.

*How do you serve children?*

Children that are cared for by family child care providers that are participating in the FCCFP are being fed nutritious USDA regulated meals that ensure their proper growth and development. Children gain from early nutrition education that helps them establish positive eating habits that will enrich the quality of their diet throughout life.

*How do you serve families?*

Parents of children that are participating in the FCCFP are assured that their children are receiving quality, well-balance meals. With proper nutrition, their child is less likely to experience illness and fatigue and will develop at a normal physical and intellectual pace.

*How do you serve communities?*

The quality of child care provided in our community is improved due to educational and financial resources available to the child care providers who participate in the FCCFP.

*Number of customers served during the past year:*

148 Family Child Care providers have participated in the FCCFP during the year; 595 children enrolled during the year.

*Counties served:* Cabell, Mason, Putnam, Wayne, Lincoln, Mingo

*Where does your funding come from?*

USDA

*What is your annual budget?* \$277,046

*Program Highlights:*

- We opened up enrollment for providers who wanted to use Web Kids to submit their claims online.
- We hired Diana Burbutis as a part time monitor.

## WV Birth to Three

*What year did your program start?*

The River Valley Child Development Services (CDS) West Virginia Birth to Three (WV BTT) Regional Administrative Units (RAUs) III and IV began operation on April 1, 2003.

*How does your program follow our mission?*

River Valley's mission is to be a leader in providing high quality early childhood care and education services for children, families, and communities. WV Birth to Three follows this mission through evaluation and appropriate provision of services in a natural, family-centered environment. All services are provided based upon the needs and desires of the family.

*How do you serve children?*

After in-depth evaluation by an Interim Service Coordinator and other providers on the multi-disciplinary team (Occupational Therapists, Physical Therapists, Speech Therapists, etc.), on-going services are scheduled as needed in consultation with parents and other team members. This includes frequency, duration, and intensity of scheduled sessions.

*How do you serve families?*

Because WV Birth to Three services are family-driven, all services are provided based upon families' expressed needs. No services are forced upon families; professional evaluations may determine appropriateness of recommended services, but the family is the ultimate decision-maker. As stated above, a multi-disciplinary team of professionals is available to serve our families.

*How do you serve communities?*

# RVCDS Program Overview FY 2014-2015

In addition to serving individual families, Birth to Three staff participate in numerous community activities dedicated to improving the quality of life for children and families including outreach, family-to-family, Child Find, and coalitions/committees. Birth to Three strives to increase its presence and familiarity within the community in order to offer needed services to even more local families.

*Number of customers served during the past year:*

During 2014-2015, RAUs III and IV together averaged 1,250 open files per month. These files include referrals, pending Individual Family Service Plan (IFSP) development, and completed IFSPs.

*Counties served:*

Together, RAUs III and IV cover twelve counties: Clay, Jackson, Kanawha, and Roane Counties (RAU III), and Boone, Cabell, Lincoln, Logan, Mason, Mingo, Putnam, and Wayne Counties (RAU IV).

*Where does your funding come from?*

River Valley/WV BTT receives monies through the State of West Virginia Birth to Three Offices, an office of the Division of Maternal, Child and Family Health, from the federal Individuals with Disabilities Improvement Act (IDEA), Part C. The majority of funds come from the fee-for-service reimbursement for completed Individual Family Service Plans (IFSPs).

*What is your annual budget?*

The 2015-2016 budget for RAU III is \$149,000.00; the 2015-2016 budget for RAU IV is \$155,000.00. This brings the total River Valley CDS/WV Birth to Three budget for FY 2015-2016 to \$304,000.00.

*Program Highlights:*

- At the end of FY 2014-2015 RAU III and RAU IV were each staffed with a full-time Parent Partner.
- RAU IV's Parent Partner has worked tirelessly on community awareness activities since beginning employment April 1, 2015. She has received numerous compliments regarding her work, including publication and distribution of monthly newsletters.
- A full-time Administrative Director has been hired. Her responsibilities include personnel and finance, and complement the clinical and programmatic aspects as overseen by the Program Director.
- The annual Birth to Three report was released, showing that RAUs III and IV have an overall success/satisfaction rating of nearly 99% (98.6%).
- The number of referrals received has increased consistently throughout 2014-2015. At this time approximately two hundred (200) more referrals have been received than in 2013-2014.
- The River Valley CDS/WV Birth to Three program has contracted with Dana Childress, doctoral student at Virginia Commonwealth University, to help train on and facilitate the writing of functional

outcomes. This information will be shared with practitioners within the next several months.

- Practitioners freely consult with River Valley CDS/WV Birth to Three for questions, concerns, help, and support. This is indicative of, and a reflection of, the excellent service we provide to both internal and external customers.
- A brainstorming session was held in order to identify better/more effective ways of connecting with the community through Child Find activities. Numerous activity suggestions were received.
- Another of our Interim Service Coordinators "graduated" from River Valley's "Emerging Leaders" program. This brings the total number of WV Birth to

Three participants who have completed this year-long program to five.

- A study is underway to determine the best technology for the needs of Birth to Three Interim Service Coordinators. It is anticipated River Valley CDS will move forward with purchasing appropriate equipment within the upcoming fiscal year.

## West Virginia Early Childhood Training Connections and Resources (WVECTCR)

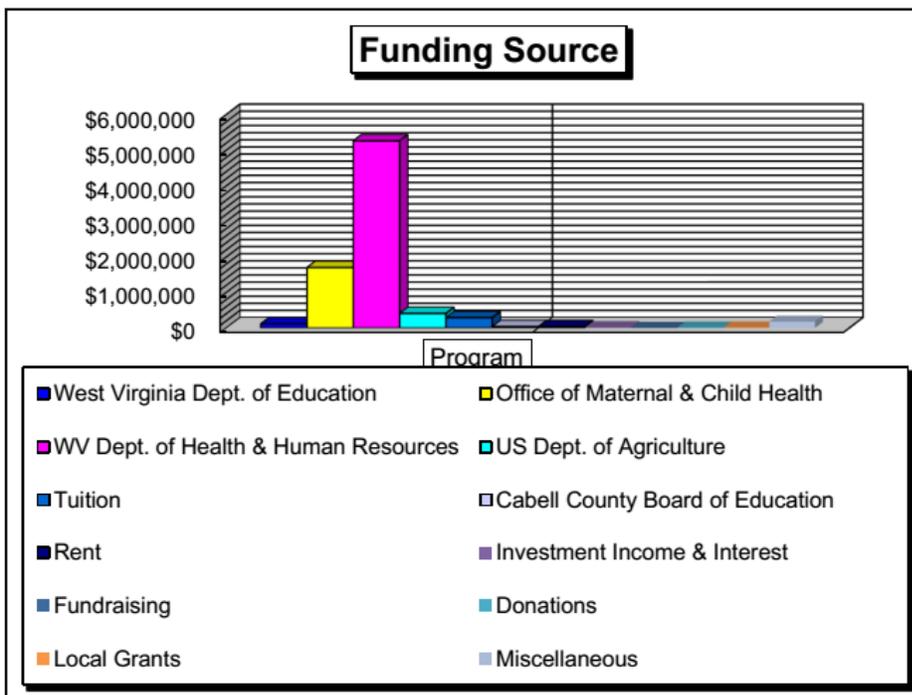
*What year did your program start?* 1998

*How does your program follow our mission?*

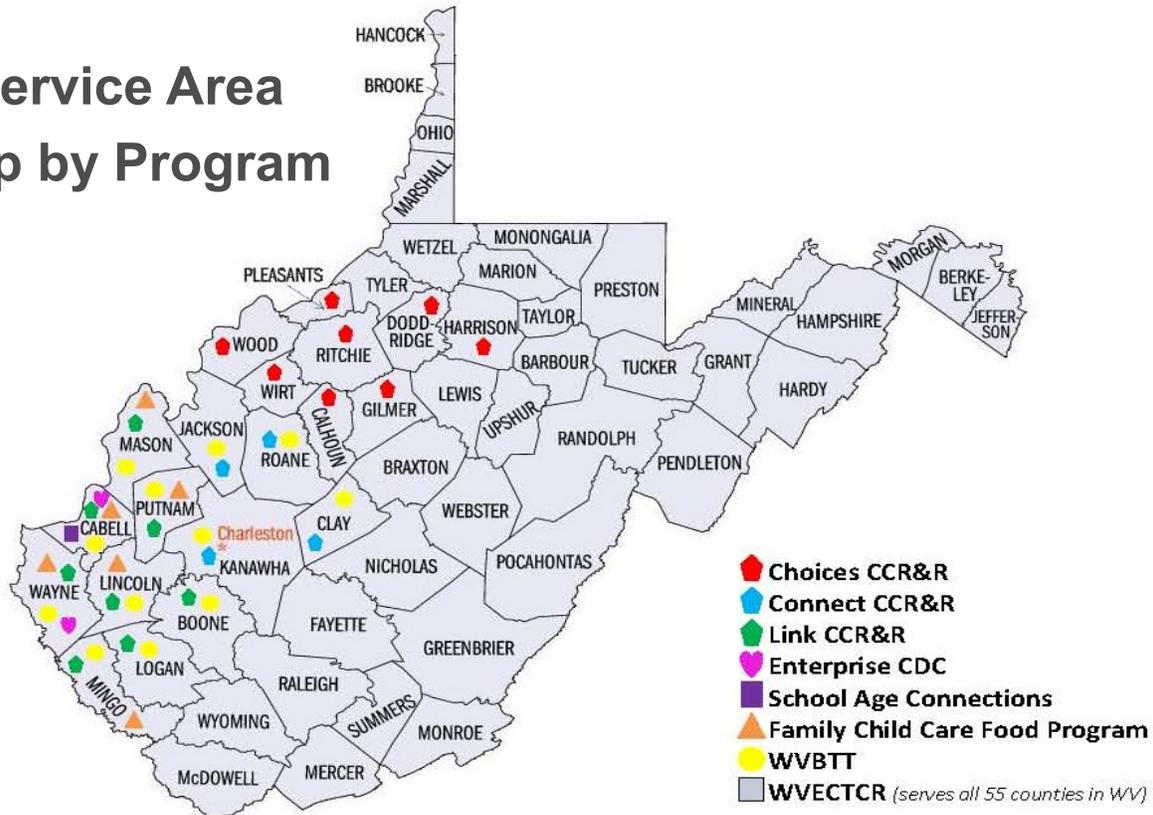
WVECTCR follows the mission of

## REVENUES BY FUNDING SOURCE FISCAL YEAR 2014/2015

Funding Source	Income
West Virginia Dept. of Education	\$116,448
Office of Maternal & Child Health	\$1,705,370
WV Dept. of Health & Human Resources	\$5,267,419
US Dept. of Agriculture	\$410,769
Tuition	\$291,604
Cabell County Board of Education	\$39,083
Rent	\$37,381
Investment Income & Interest	\$21,707
Fundraising	\$4,839
Donations	\$14,550
Local Grants	\$14,995
Miscellaneous	\$179,144
<b>Totals</b>	<b>\$8,103,308</b>



# Service Area Map by Program



## River Valley Child Development Services Contact Information Quick Reference

WV Birth to Three –RAU Region III  
Family Enrichment Center  
1701 5th Avenue, Box 14  
Charleston, WV 25387  
Ph: 304-414-4460/844-885-0618  
Fax: 304-414-4461

Ph: 304-485-2668 / 866-966-2668

Fax: 304-485-7024

Connect Child Care Resource & Referral  
Family Enrichment Center  
1701 5th Avenue, Box 14  
Charleston, WV 25387  
Ph: 304-414-4488/ 888-595-8290  
Fax: 304-595-6402

Huntington, WV 25701  
Ph: 304-523-3031 / 800-581-3031  
Fax: 304-523-3064  
School Age Connections  
432 2<sup>nd</sup> Street  
Huntington, WV 25701  
Ph: 304-942-8052  
Meadows: 304-942-8319

WV Birth to Three –RAU Region IV  
432 2<sup>nd</sup> Street  
Huntington, WV 25701  
Ph: 304-523-5444/886-982-8855  
Fax: 304-523-5556

Link Child Care Resource & Referral  
611 7th Avenue, Suite 100  
Huntington, WV 25701  
Ph: 304-523-9540 / 800-894-9540  
Fax: 304-697-4821

West Virginia Early Childhood  
Training Connections & Resources  
611 7th Avenue, Suite 322  
Huntington, WV 25701  
Ph: 304-529-7603 / 888-983-2827  
Fax: 304-529-2535

WV Birth to Three –RAU IV (Logan)  
19 Circle Drive  
Logan, WV 25601  
Ph: 304-752-1710  
Fax: 304-752-2897

Link Child Care Resource & Referral  
(Logan)  
19 Circle Drive  
Logan, WV 25601  
Ph: 304-752-3932  
Fax: 304-752-2897

WV STARS  
(State Training and Registry System)  
611 7th Avenue, Suite 322  
Huntington, WV 25701  
Ph: 304-522-7827/855-822-7827  
Fax: 304-529-2535

Choices Child Care Resource & Referral  
(Clarksburg)  
315 N. Ohio Avenue  
Clarksburg, WV 26301  
Ph: 304-622-6528 / 866-622-6528  
Fax: 304-622-6092

Enterprise Child Development Center  
2021 West Fifth Avenue  
Huntington, WV 25704  
Ph: 304-429-3882

Choices Child Care Resource & Referral  
(Parkersburg)  
4421 Emerson Avenue, Suite 102  
Parkersburg, WV 26104

Fax: 304-429-3883 (Call First)

Family Child Care Food Program  
611 7th Avenue, Suite 201

Apprenticeship for Child Development Specialist (ACDS)  
611 7th Avenue, Suite 208  
Huntington, WV 25701