

# 2023 ANNUAL REPORT



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## **CHILD CARE RESOURCE & REFERRAL, INC.**

*Improving the Quality and Accessibility of Early Care and Education Since 1987*

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[ccrrfoxvalley.org](http://ccrrfoxvalley.org)



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# Executive Director Transition

In 2023 CCR&R announced that Executive Director Judy Olson would retire. Olson launched the Fox Valley branch of Child Care Resource & Referral in 1987 as part of a statewide initiative through the Department of Children and Families. Today there are multiple CCR&R locations across Wisconsin. CCR&R Fox Valley serves eight Wisconsin counties for child care referrals and five counties for technical assistance and training of child care providers, as well as advocating for improving the quality of child care in local communities.

Olson reflected on her career beginning. “When I moved to the Fox Valley in the early 1980s, one of the first things I encountered was a lack of childcare for infants and toddlers. Most of the programs in the area at that time were for children preschool age and up. With an infant son at home, I decided to do something to make it easier for myself and other families to find regulated childcare programs in the Fox Valley.”

CCR&R’s initial mission was to help families searching for childcare. Now, it serves eight Wisconsin counties for childcare referrals and five counties for technical assistance and training of childcare providers. CCR&R also advocates for improvements in the quality of childcare in local communities. After serving as Executive Director of this vital organization for 36 years, Olson retired and passed the reigns to new Executive Director Candy Hall as of March 31st, 2023. Hall’s selection as Executive Director culminated in a development and succession planning process led by CCR&R’s Board of Directors.

Hall began her career in the field of early childhood education 33 years ago. Throughout those years she held positions from classroom teacher to management roles. She spent some time working with the Oshkosh Area School District, holds a bachelor’s degree in Human Services Leadership from UW-Oshkosh, and is the owner of a group child care center. After completing an internship with CCR&R in 2019, Hall officially began her career with CCR&R in 2020 as a Youngstar Technical Consultant and Trainer.

“Judy created an incredible amount of support for early childhood education in the communities which CCR&R serves and across the state of Wisconsin,” Candy says. “She taught me many lessons about the importance of advocating for what you believe in and finding your voice. I wish her all the best in her retirement and hope she finds things she is as passionate about as her love for early childhood education.”



# Message from Our Executive Director

Greetings,

As we reflect on the past year, our hearts swell with gratitude for the unwavering commitment of our childcare community. In the face of unprecedented challenges, you stood tall, ensuring children had safe spaces for learning, growing, and thriving.

**2023: A year of resilience, innovation, and compassion.**  
**Here's a glimpse of what we achieved together:**

**Supporting Providers:** We worked tirelessly to assist childcare providers. From navigating health guidelines to accessing funding, your dedication was our guiding light.

**Advocacy:** We raised our voices for community, state, and federal relief. Childcare disparities were stark, affecting communities of color and women disproportionately.

**Equity:** We integrated diversity, equity, and inclusion goals into our work, envisioning a more equitable childcare landscape.

**Brighter Future:** Childcare isn't just essential; it's the backbone of families and our economy. The pandemic underscored the need for change. "No Childcare, No Recovery."

Our team worked tirelessly. They are the heartbeat of CCR&R and I thank them. As we move forward, let's continue advocating, innovating, and building a stronger, more equitable childcare system. Together, we'll shape a brighter future—one where every child thrives.

With heartfelt appreciation,



Candy Hall  
CCR&R Executive Director

## Board of Directors

**Chair:** Tracy Gehrke

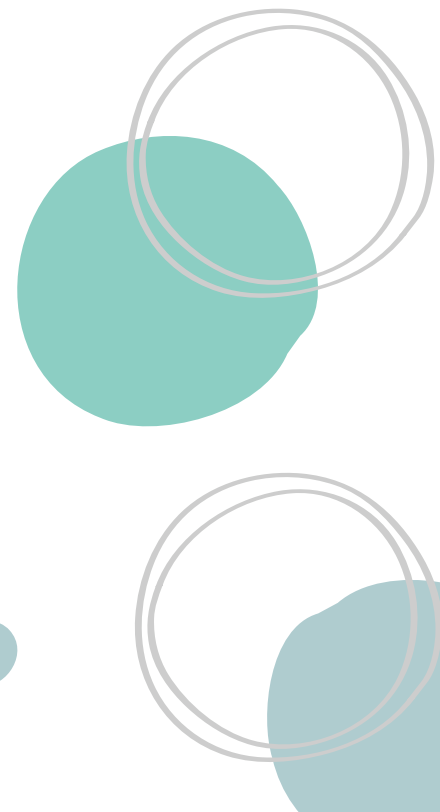
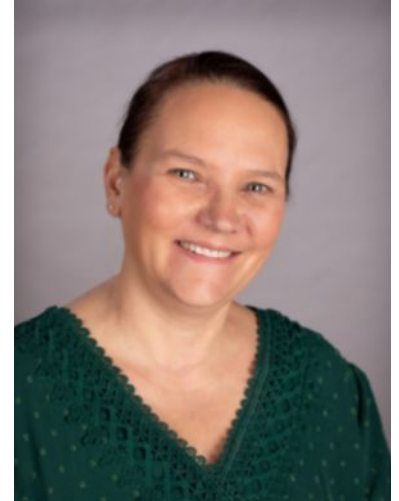
**Vice Chair:** Judi Bourin

**Secretary:** Rochelle Blindauer

Kelly Zdanovec

Pam Franzke

Nicole Leitermann



# MEET OUR TEAM



**LESA ALSTON**  
COUNTY CERTIFIER/  
PRE-LICENSING SPECIALIST



**DANA BAIN**  
DEVELOPMENT DIRECTOR



**ERIC BALZA**  
BUSINESS CHILD CARE  
ADVOCATE



**SALLY BEINING**  
ADMINISTRATIVE ASSISTANT



**ROBYN BROWN**  
WAUPACA COUNTY QUALITY  
SUPPORT SPECIALIST



**JENNIFER BRYAN**  
FINANCIAL MANAGER



**AMY GEURDEN**  
MARKETING OUTREACH  
COORDINATOR



**CANDY HALL**  
EXECUTIVE DIRECTOR



**DIANA HINTZ**  
DATA SPECIALIST



**LORA MEVERDEN**  
CALUMET COUNTY QUALITY  
SUPPORT SPECIALIST



**EMILY THIEL**  
EARLY CHILDHOOD SUPPORT  
SERVICES COORDINATOR





# OUR PERFORMANCE

CCR&R provides services that make best practices and quality improvement achievable for local child care programs. We believe that meaningful and responsive service comes from local experts who live in and understand the communities we serve.

Founded in 1986, Child Care Resource & Referral, Inc. (CCR&R) is a nonprofit resource and referral agency that works with families, child care providers, and communities across northeast Wisconsin. CCR&R is a member of Wisconsin's Supporting Families Together Association (SFTA) and Child Care Aware of America (CCAoA). Serving eight Wisconsin Counties: Calumet, Green Lake, Fond du Lac, Manitowoc, Outagamie, Sheboygan, Waupaca, and Winnebago.

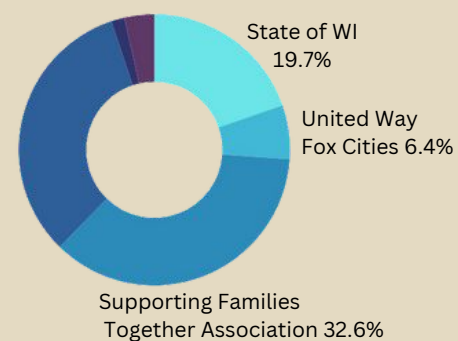
## **INTEGRATED SERVICES:**

- **Family support programs and services** such as information and referrals around child care and basic needs, customized to each family's needs
- **Individually assisting providers on site** as they navigate Wisconsin's child care system. This includes background checks, Child Care Counts funding, WI Registry, Provider Portal, TEACH and REWARD, and other funding programs
- **Participating in** child-care related community taskforces, meetings, events, and leadership roles
- **Hosting cohorts and support groups** for child care providers around a variety of topics, including family care providers and group center directors

## **In 2023, CCR&R:**

- Responded to **72** requests from prospective providers for technical assistance on start-up and operation of a child care business
- Responded to **84** requests for information from families on child care options
- Conducted **12** Family Childcare Provider Cafes and **41** Build Your Business Information Sessions attended by **141** providers
- Assisted **30** prospective child care providers complete the regulation process, adding **763** child care slots
- Provided **15** foundational trainings equivalent to **450** hours of entry level training for child care staff
- Supported **106** child care providers from all regions of Wisconsin to complete one or more foundational trainings

## **2023 REVENUE**





# Regulated Child Care Numbers by County

Total number of programs in each county & regulation type

	Licensed Camp	Head Start	Child Care Center	Family Child Care	Preschool Program	School Age Program	License Exempt	Total
Calumet	0	0	6	6	2	4	1	19
Fond du Lac	0	3	18	7	3	0	1	32
Green Lake	0	1	2	8	1	1	0	13
Manitowoc	0	2	14	5	2	2	0	25
Outagamie	4	4	37	33	5	16	1	100
Sheboygan	2	6	23	14	4	0	5	54
Waupaca	0	3	12	12	0	1	2	30
Winnebago	2	3	2	37	4	15	0	63
<b>Total</b>	<b>8</b>	<b>22</b>	<b>114</b>	<b>122</b>	<b>21</b>	<b>39</b>	<b>10</b>	<b>336</b>

31 Newly Regulated Programs

40 Regulated Programs Closed

974 Slots Gained



1,144 Slots Lost

Be a Community  
**SUPERHERO**  
Become a Family  
Child Care  
Provider!

CCR&R  
Child Care Resource & Referral

920-886-1211 ■ CCRRFOXVALLEY.ORG



# Child Care Recruitment & Retention

CCR&R assists prospective child care providers by providing business startup support and access to training that helps continually improve the quality of care they provide. CCR&R holds free virtual Build Your Business in Family Child Care Information Sessions and monthly Family Child Care Provider Cafes.

“Very informative - it was beneficial learning about all of the resources and planning support that can be provided. It was good to look into the affordability of starting your own business”

41  
Information  
Sessions  
Held

100%  
participants  
reported  
gained  
knowledge

100  
family childcare  
providers  
attended Family  
Provider Cafes



**Interested in Becoming a Family Child Care Provider?**

**Attend a FREE virtual Build Your Business in Family Child Care Information session!**

Sessions are held via Zoom platform on Tuesdays from 12:30pm- 2:00pm

Register now for upcoming sessions at [www.ccrfoxvalley.org/training/](http://www.ccrfoxvalley.org/training/)

Interested in opening your own family child care business?

You could become another family's **Child Care Provider Superhero!**

Contact Child Care Resource & Referral to learn more

Call 920.886.0428  
or visit  
[www.ccrfoxvalley.org](http://www.ccrfoxvalley.org)



# Strengthening the ECE Workforce

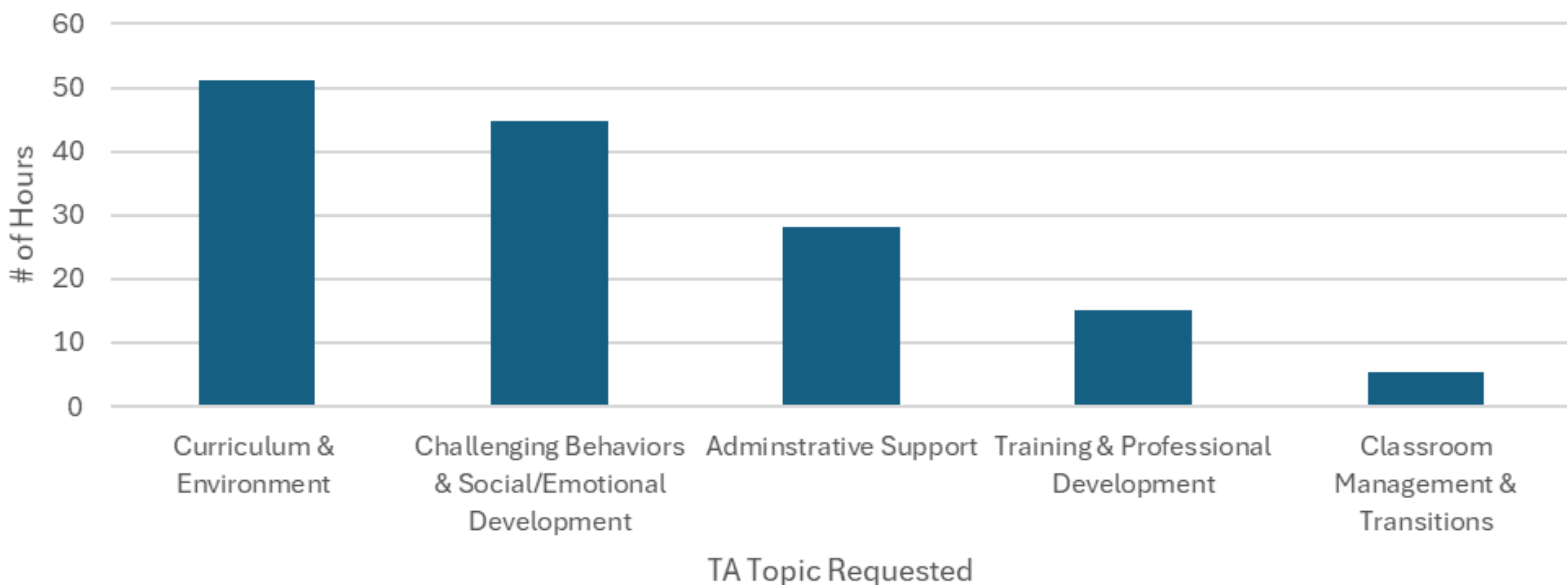
The child care profession continues to be greatly impacted by staffing shortages, enrollment issues, and challenging behaviors resulting from the Covid-19 Pandemic. In 2023 CCR&R implemented a new **Early Childhood Support Services Coordinator** position to the team. The EC Support Services Coordinator works to provide customized technical assistance to regulated group and family child care providers. The EC Support Services Coordinator responds to the growing needs of child care providers through our five county service delivery area to increase support where needed.

Regulated child care providers can request either in-person or virtual support. This combination of site visits and technical assistance has allowed our office to build strong relationships with our providers and give the necessary support they need to provide quality care for children and families in our community. The technical assistance support CCR&R provides to the child care workforce builds a more sustainable workforce and supply of child care for our community.

40 On-site visits conducted  
140+ Hours of on-site support to child care programs

“Emily was fantastic, inviting, warm, helpful and so easy to communicate with all throughout the process!  
- Family Child Care Provider”

Technical Assistance to Child Care Programs by Topic



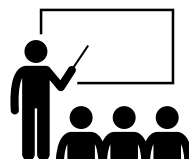
# Strengthening the ECE Workforce Continued

CCR&R offers professional development opportunities for childcare providers based on individual needs. Trainings are available online, virtual, and in-person, and can be requested on-site. Our team of experienced early childhood staff provide opportunities for the early childhood field to grow professionally through non-credit based learning.



**32 CCR&R JobLine Dashboard Positions Posted in 2023**

CCR&R's JobLine Dashboard is a FREE web-listing of child care positions in regulated early care and education programs. The Child Care JobLine has matched child care employers with qualified early childhood jobseekers since 1998!



## **CCR&R Training**

**789** Providers served

**55** Total trainings provided

**757** training hours



## **Child Care Foundational Training**

**450** hours provided

**106** providers completed



*This training has given me so many more tools to use in the classroom. The behaviors that we see daily in our classroom can be overwhelming and exhausting.*

*This training has really helped me realize the impact of our emotional state on the children in our care. Being better able to notice when I need to pause and take a deep breath has been so helpful. Giving myself that grace and then being able to reengage and help a child through something difficult has been so helpful.*

- Conscious Discipline Training Attendee



## **SUCCESS STORY**

A licensed family child care provider expressed concerns to the CCR&R Early Childhood Support Services Coordinator for a 9 month old child in her care who was not meeting developmental milestones.

The EC Support Services Coordinator did a behavior observation and offered developmental milestone resources for both the provider and family. The developmental milestone materials provided gave the provider conversation starters when meeting with the child's mother, and helped the mother understand the provider's concerns.

The mother made an appointment with the child's primary care physician to bring up these concerns. This additional follow-up led to the child receiving a referral to Early Intervention Services. The child now receives occupational therapy through Birth to 3 Early Intervention Program and has since made improvements with working towards his developmental milestones.

# Community Outreach

Child care is an essential part of a community's critical infrastructure. CCR&R can help facilitate discussions and solutions in your community, think of us as your conversation guide. Our Business Child Care Advocate works with community partners, businesses and agencies that are looking to find local solutions.



77 Community Events Attended or Hosted by CCR&R

CCR&R spoke with 3,401 families, community members, businesses and stakeholders



## Why should communities consider child care as an economic development strategy?

- Stronger local economy - Communities benefit and thrive when families have access to affordable, high-quality child care
- Attracting and retaining qualified employees and new businesses
- Increasing employee earnings and tax revenue
- Building stronger local workforce - When children are cared for in a safe, nurturing setting, families experience increased workforce retention and productivity
- Increased number and quality of job applicants

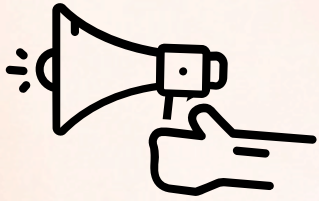


## In the News...

In 2023 CCR&R was highlighted in 10 newspaper articles, 3 TV interviews, 2 radio interviews, 1 newspaper editorial series, and many social media mentions and community collaborations with other local organizations.



# How Can You Help?



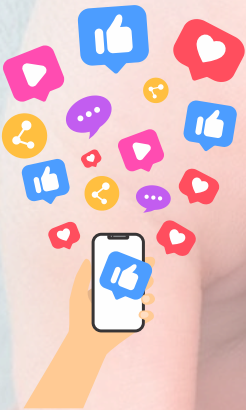
**Stay informed**—Sign up for CCR&R’s newsletters here:  
<https://ccrrfoxvalley.org/newsletters/>



**Make a donation**— Help us continue our mission to improve the accessibility and quality of early care and education:  
<https://ccrrfoxvalley.networkforgood.com/projects/222231-general-donations>



**Volunteer** — Call our office to learn about year-round volunteer opportunities!



**Spread the word about CCR&R’s services on social media:**





## CONTACT US



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