



## **All Parent Family Partnership Meeting**

**September 10, 2018**

**Meeting was held at Oakmont Auditorium from 12:00 pm to 1:00 pm**

### **Welcome – Rosalind Johnson**

- Welcomed the attendees of the meeting. She introduced Bright Horizons' guests, Michelle McGraw and Christian White.

### **DEPENDENT CARE STRATEGY - Jodee Morgan**

- Jodee Morgan introduced herself and spoke about how she worked for the company for 19 years. She also talked about when she first started how she was faced with the waitlist like current parents are facing now.
- She provided the back story to when the center opened in 2001 with a capacity of 74 and daily tuition rate of \$10/child. The current capacity at JCCC is 352 and with the increase in capacity has come an increase in budget. When JCCC opened in 2001, the operating budget was \$528,233. The current operating budget is \$5,414,390. Despite the increase in budget the tuition remained the same until recently when it was increased in 2017.
- Tuition Strategy Moving Forward
  - Jodee pointed out the differences between tuition from other client-based centers is the employer pays 30% of the costs and the employee pays 70%. At CFA, our employees pay 16% of the costs.
  - To continue to be good stewards of the resources and stay relevant while staying best in class, there will be an annual tuition increase effective January 2020.
  - The tuition strategy will be a gradual increase over the course of 10 years and include tiered tuition rates based on the age of the child. The even years will be a higher increase and the odd years will be a 3% increase across all age groups (i.e. 2020= higher increase, 2021 = 3% increase, 2022 = higher increase, 2023 = 3% increase, etc).

### **Encompass Program**

- Jodee introduced a new Dependent Care Strategy
  - Jeannette Cathy Children's Center
    - Full-time and Part-time care will be offered when the new building opens.
    - Part-time care is two families sharing one space
    - Part-time care will not be available to Infants/Toddlers.
    - Eligibility to use JCCC will remain with full-time employees.
  - Care Advantage – these options are available to all CFA Inc employees

- Back up Care Resources: supports families when regular care arrangements are unavailable.
  - This can also be extended to parents who are not using the childcare facility.
  - Can be utilized up to 20 times a year and \$25 per time (In Center care)
  - In home care \$6 an hour.
- Off-site childcare options at Bright Horizons center or networked centers with a 10% discount and priority access. Resources for in-home providers (no discounts for nannies).
- College Coach (Assistance navigating college admissions and financing)
- Special Needs Resources – support with child development
- Elder Care Resources
- Pet Care Resources
- Jodee introduced Melissa Todd, JCCC Client Liaison, where she continued to discuss the new program.
  - Eligibility is for fulltime CFA Employees only.
  - She wanted a way to bring CARE Advantage and JCCC together to reach all of their CFA employees and help their employees through every season of life. This is how Encompass was created. Encompass means to “surround.” Compass means to “provide direction.”  
Encompass: Choices for Life’s Seasons – a program to support families through the caregiving life stages they may experience.
- Introduced next were Michelle and Christian from Client Relations with Bright Horizons. Michelle announced that Christian will be taking her place as the new Client Relations Director for CFA.
- She talked about the advantages of Care Advantage or “Encompass” as it will be called with CFA.
  - When life changes unexpectedly and your care needs change - you can utilize many Bright Horizons locations and partner centers that have already been vetted. For example, if you are traveling and want to bring your child with you, another Bright Horizons location can be utilized for your convenience or when parents need help within the home they can use Back Up Care to find someone near you to assist with alternate care arrangements.
  - Resources provided for all seasons of life and all care needs.

#### **Communication Plan for Encompass –**

- The goal is to launch the program before the end of the year, however, that is dependent on how quickly the agreement is signed.
- Means of communication are:
  - Staff-wide email
  - CONNECT
  - Plasmas
  - Lunch & Learn
  - Café Information Session
  - Addition to Onboarding
  - West Coast site visit to announce in person

## **Question and Answer**

### **Is the amount for childcare based on age?**

Amount is based on the classroom that child is attending.

### **Will Tuition stay the same in 2019?**

Tuition will change starting in 2020.

### **Do you think that (FSA) Flexible Spending Account will come back now that this program is in place?**

That is what we are currently working on and hoping for. More will come on this piece later as we learn more about the program.

### **When will the School Age Program be back and what will the capacity be?**

The date depends on when the new building will be complete. We are planning for a soft opening for 40 children. We will provide details as soon as we are able. We will also consider all of our space options and adjust the service accordingly where we can.

### **Will this program offer help with school age resources?**

Yes, the site will have a list of options that could support after school care needs.

### **What are the realities of Back-up Care?**

The program is accessible 24 hours a day 7 days a week through a call center, an online portal and a mobile app. They can assist with a plan for in center care as soon as the following day if that is your need. A solution will be determined during your call with the representative. Fulfilling a request for in-home care may differ due to having to contract out the request and wait to hear from a third party vendor.

### **Can a nanny that a parent already knows be eligible for the program?**

The nanny has to be a part of the agency to be approved. If the nanny is a part of the program, there is an option where you can select a specific person.

## **CLOSING REMARKS**

Next Family Partnership Meeting is November 5, 2018. This will be another All Parent Family Partnership meeting. Rosalind will communicate the details of this meeting. We encourage parents to attend to get updated information.

Topics to be discussed are the following:

- Expansion Project
- Soft opening of Summer Camp
- New Center "Family House" Structure
- New Leadership Team
- Follow-Up on Encompass
- Q&A