

**NIH Child Care Board Meeting Minutes**  
**December 13, 2012**  
**Building 31 6C/Room 10**

**Members in Attendance:** Julie Berko, Andria Cimino, Rosalind King, Zhiyong Lu, Catherine Meyerle, Sybil Philip, Brian Rabin, Heather Rogers, Tim Tosten, Christine Moretto Wishnoff, Stephanie Hixson, Nirali Shah, Dona McNeill, Mary Ellen Savarese, Tonya Lee

**Center Liaisons Attending: Childkind:** Jaydah Wilson, Amy Cliber, Karen Bok **POPI:** Carla Ocampo, Christina Segura, Jen Villani **ECDC:** Anne Schmitz, Barbara Acquaviva, Bob Storz

**Members Absent:** Catharine Bosio, Jason Levine, Sheri Schully

**Guests:** Susan Cook, Director, Division of Amenities and Transportation Services, Linda Kiefer, Division of Amenities and Transportation Services, Yvonne Lynch, Kerri Torres, and Laurice Nassif, Bright Horizons

**I. Welcome and Introductions of Members and Liaisons- Mr. Brian Rabin**

Chair Rabin welcomed Board Members, Liaisons, and Guests. Chair Rabin asked each individual to introduce him/herself and welcomed Ms. Susan Cook as the new DATS Director.

**II. Approve October Minutes – Mr. Brian Rabin**

Chair Rabin called for a vote to approve the minutes from the October 25, 2012 meeting. Minutes were approved.

**III. Updates – Mr. Brian Rabin**

• **Workforce Survey – Ms. Andria Cimino and Ms. Sybil Philip**

Ms. Cimino reported the Life@NIH Survey was distributed to the NIH Community on October 25<sup>th</sup> via Colleen Barros. Ms. Cimino thanked the following individuals for sending out reminders: Hillary Fitis and Maureen Gormley (Clinical Center), Camilie Hoover and Heather Rogers (NIDDK), Tim Tosten (CSR), Brad Moss (ORS & ORF), Pat Stewart (RML), Dona McNeill (NIEHS), Clara Bodelon (FELCOM/Fellows), and Tonya Lee (Waiting List, Back-up Care, and Subsidy participants). This effort doubled the response rate. The survey closed on November 20<sup>th</sup> with 3,021 responses. In past child care surveys, the responses were 2002 – 1,441 and 2005 – 2,600. Ms. Cimino and Ms. Philip are very pleased with the number of responses.

The data has already been transferred from CIT to Andrea Davis, ORS/Office of Quality Management. The Survey Report Committee is scheduled to meet with Andrea and Janice on December 21<sup>st</sup> to begin the discussion of the report and presentation of the findings. If anyone would like to join this committee, please contact Ms. Tonya Lee.

• **Northwest Child Care Center – Ms. Mary Ellen Savarese**

Ms. Mary Ellen Savarese thanked the Board members who participated in the Northwest Child Care Center Design Charette. The Charette was held over 4 days, November 13<sup>th</sup> to November 16<sup>th</sup>. The Charette was a new approach to solicit input from the many stakeholders. A schedule was sent out on when certain topics or areas of interest would be discussed. The stakeholders would discuss the issue, make a decision, and move on to the next issue. This new process was viewed as a potential new way for ORF to handle future projects. Stakeholders included NIH Fire Marshal, Architect Review, ORF,

Security, Clinical Center, IT, NIH Child Care Center Directors, and Children's Inn, to name a few. At the end of the Charette, a presentation was given to Dan Wheeland on the final concept of the Northwest Child Care Center. The draft drawing included the exterior and interior of the building. Ms. Mary Ellen Savarese presented a PowerPoint of the draft drawings to the Board.

On Monday, December 10<sup>th</sup>, the NIH Child Care Center Directors and the lead architect toured the FDA center with the GSA representative. We discussed what went well and what things to change. After the tour, the group reconvened at the East Child Care Center and began designing the interior.

#### **IV. Waiting List Committee- Report and ACTION – Heather Rogers**

The Waiting List Committee met on December 4<sup>th</sup> to discuss the data sent by LifeWork Strategies during two (2) major enrollment periods: May 1, 2011 through October 31, 2012. The Committee used the data to determine if there were any recommendations to be made to the Board.

Committee Chair Heather Rogers presented the answers to the questions the Committee had previously identified as important concerns.

**What is the impact of sibling priority on the wait time?** Based on the reports provided by LifeWork Strategies (LWS), Childkind had 3 siblings out of 35 enrolled; POPI had 31 siblings out of 109 enrolled and ECDC had 37 siblings out of 150 enrolled. The percentages of siblings enrolled are 9%, 28%, & 25% respectively.

- **Does the child's birthdate really matter?** Yes and No. There are children enrolled in the centers with every birth month represented. One center had a higher enrollment of early spring birthdays due to the Montgomery County Public School entrance date for Kindergarten, September 1<sup>st</sup>. The center has agreed to look at its room configuration.
- **Could there be a fee charged to employees who join the Wait List?** Tonya Lee reported that there are several child care programs serving federal agencies that charge a "wait list fee" to offset the cost of the child care program managing their own wait list. NIH, as the agency, pays LWS to manage the wait list for the 3 NIH-sponsored centers and cannot charge a fee.
- **Should there be only 1 decline?** Based on the overwhelming data on the high levels of declines the centers have had during the last 2 heavy enrollment periods, the Committee will recommend to the Board a 1 decline policy.

Based on the Waiting List Committee's their recommendation for the Board is:

**Recommendation 1:** Have a one (1) decline policy

**Action:** Pending. The Board expressed concerns on how the new policy would be presented to the NIH Community. The Board has requested that the Committee present at the next Board meeting how the policy will be presented to the NIH Community and participants already enrolled on the Waiting List.

#### **V. NIH Back-up Care Pilot Program – Bright Horizons**

Ms. Tonya Lee introduced Ms. Laurice Nassif, Director, Client Relations, Ms. Kerri Torres, Senior Director, Back-up Care Advantage Program, and Ms. Yvonne Lynch, Vice President, Client Relations from Bright Horizons. The Board requested an overview presentation from Bright Horizons based on the completion of the first year of the pilot program.

Bright Horizons has over 26 years of providing work/life services with 400+ Back-up Care Advantage Program clients, representing more than 4.8 million lives. In 2011, Bright Horizons had a 97% rate of satisfaction rate from employees using the program. Nationally, Bright Horizons served over 64,000 BUCA cases with a 97% fill rate for care needed within 24 hours. The Bright Horizons network includes 48 Bright Horizons consortium and hybrid centers nationally, almost 290 Bright Horizons full-service centers, nearly 1,900 extended network centers, and more than 1,000 in-home agencies.

During the first year of the NIH pilot program, Bright Horizons served over 240 NIH requests for care. There are 712 employees registered. The majority of requests occur in Maryland. Infants and Toddlers are the main groups requested for care with center care being the choice of care. NIH Employee Survey results revealed 87% of NIH Employees were satisfied with the service. Ms. Lynch commented that this was lower than Bright Horizons would like and Bright Horizons is working on ways to improve. Comments from the surveys include: “The care was relatively straightforward to arrange. The quality was very good.” and “I was able to arrange for excellent care for my 4 year old on short notice. The person I spoke to was friendly and efficient. The process was easy and notifications were timely.”

#### **VI. NIH Telework Policy- Discussion – Julie Berko**

Ms. Julie Berko presented NIH Closures, Communication, and Telework information. Ms. Berko mentioned the confusion that everyone experienced during the Superstorm Sandy in October. Messages were unclear and multiple people were sending out messages. Some of the major issues that were identified were employees who were off on Friday did not have time to prepare, employees relied on the local media for information, and the messages were different. In the future, messages sent out via OPM will cover all NIH employees within Montgomery County.

Actions in place now require supervisors to have a conversation with their employees about what is expected of them during an emergency. Employees will be informed early, often and consistently of expectations during emergencies. Supervisors are to ensure regular teleworkers are also approved for ad hoc telework and permit employees to telework on a regular basis, including when OPM announces unscheduled telework.

Messages will be consistent from NIH and ICs. To assist with better preparation, advanced messages should be sent as soon as possible based on National Weather service announcement and news. A change of mind set from assumed “excused absent” day to “how can I continue operations during this emergency?” This brought up the issue of teleworking with young children. When asked about what options are there for parents who have young children and there is no daycare or school and are not supposed to telework. Ms. Berko stated that the employee should discuss this with their supervisor and determine if there are times during the day the employee could work. It basically comes down to the employee and supervisor having a discussion on what is expected and acceptable.

The Office of Human Resources will be developing a fact sheet/FAQ’s for managers/supervisors to communicate expectations to telework during weather or other emergencies before the event and a toolkit to quickly respond to NIH closures and dismissals. If you have question about NIH Closures & Dismissal Procedures, please contact Ms. Julie

Broussard Berko, email: [berkojb@od.nih.gov](mailto:berkojb@od.nih.gov) . If you have questions about NIH Telework Program, please contact Mr. Dan Dupuis, email: [dupuisd@od.nih.gov](mailto:dupuisd@od.nih.gov) .

**VII. Announcements and Adjourn**

Ms. Tonya Lee announced that the Summer Camps 2013 will be presented on January 9, 2013 as a seminar. This year NIH is going green. The NIH Community will be given a new resource to search camps via the internet.

Ms. Tonya Lee also announced that the Child Care Quality Assurance Specialist position has been rewritten and should be re-advertise in January.

The meeting was adjourned at 12:00 pm.

**The next Board meeting will be January 24, 2013.**