

Drop-in Child Care Services by the YMCA of the Greater Twin Cities at the Northern Service Center Outcomes

- Number of Children Served: Quarterly reports are provided by the YMCA of the Greater Twin Cities (YMCA) reflecting the number of children served each day, by time of day and department parent/guardian visited in the Northern Service Center building.
- Policies and Procedures: YMCA staff must observe approved policies and procedures in accepting and releasing children from care, explaining policies and procedures to parents or guardians regarding use of the services, and caring for children in a safe, developmentally appropriate manner that provides a positive experience for children while at the Center. Additionally, qualitative information as mutually discussed between YMCA and County staff ensures staff requirements are met and balanced with meeting the needs of the children served and their families.
- COVID-19 Impact: Northern Service Center drop-in childcare services were not available March 2020 – July 2021. The childcare center reopened August 2021 with reduced hours for the first month.
- Utilization has reduced; yet, if this service was not provided, people stated they would not have been able to come to the Northern Service Center and would not have been able to accomplish what they did if their child(ren) were present.
- How much did we do?
 - Northern Service Center drop-in childcare saw 264 children, as of September 2022.
 - In 2019, we averaged 1,036 children per month.
 - Service departments accessed during the visit:

in 2022	in 2019
53% Public Assistance	54% Public Assistance
27% CareerForce Center	26% CareerForce Center
6% Courts	6% Courts
2% Child Support	4% Child Support
2% Corrections	6% Corrections
8% Social Services	3% Social Services
2% Public Health	1% Public Health

- How well did we do it?
 - Comment from a consumer survey:

“Had my one and five-year-olds checked in for about an hour. I wasn’t stressed out about hurrying up to get my paperwork with childcare being available.”

- Because of the childcare center service, I was able to: 40% attend an appointment, 21% take care of an emergency, 17% meet with my worker, 12% get a job, 12% go to court, and 2% attend a workshop.
- Is anybody better off?
 - 81% of the people that responded stated they would not have been able to come in if the childcare center was not an option.
 - 85% of the people that responded stated they would not have been able to accomplish what they did if their child(ren) were present.
 - Ethnicity of parents/guardians accessing childcare services is diverse: 37% Black/African American, 25% Multiracial/other, 19% Hispanic/Latino, 12% White, and 8% Asian/Pacific Islander.