



Campus Life Services
Child Care

Kirkham Child Development
Center
10 Kirkham Street
San Francisco, CA 94143-0926
tel: 415/664-1217
fax: 415/664-1559

Marilyn Reed Lucia
Child Care Study Center
610 Parnassus Avenue
San Francisco, CA 94143-0968
tel: 415/504-7023
fax: 415/504-6978

University Child Care Center
at Laurel Heights
3333 California Street, Suite 220
San Francisco, CA 94118
tel: 415/775-2111
fax: 415/775-2122

University Child Care Center
at Mission Bay
1555 6th Street
San Francisco, CA 94158
tel: 415/255-7954
fax: 415/255-7353

Resource & Referral Services
for Child Care & Elder Care
tel: 415/476-2692

Family Services Administration
1675 Owens Street
San Francisco, CA 94143
tel: 415/502-6312
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November 1, 2016

Re: Funding Request to Improve Faculty Back-up Care Program

Dear Professor Roberta Rehm, RN, PhD, FAAN & Chair, Senate Committee on Faculty Welfare,

UCSF has contracted with Bright Horizons Family Solutions since 2011 to provide benefits-eligible faculty* with access to up to 10 days of back-up care per year. Finding qualified caregiving solutions for occasional back-up care can be time consuming and stressful. This service provides assistance, through in-home or center-based care, via a nation-wide network of qualified caregivers and high quality child care centers, when regular care is unavailable for children and adults. All arrangements are made by Bright Horizons Family Solutions. Participant co-pays and an annual enrollment fee apply. A flier containing program details is attached.

This proposal requests \$20,000/year to accomplish two important improvements to the existing program. It seeks to expand program access by serving more faculty when they need care, and to deliver greater value by eliminating the cumbersome annual enrollment fee that UCSF has required.

In addition to hourly co-pays for care, UCSF requires payment of a \$175 annual fee during a limited-time enrollment period. The annual enrollment fee has increased from \$99 to \$175 per year since the program began in 2011. The cost and complication of a UCSF enrollment fee and process, in addition to the Bright Horizons registration requirement, has made the program less responsive and less attractive to the faculty it intends to serve. Eliminating the annual UCSF fee will provide immediate benefits:

- Provide approximately 3,800 benefits eligible faculty with access to back-up care year round. (Access is currently restricted to 175 individuals who enroll during a limited enrollment period)
- Enable 24/7 access to Bright Horizons care consultants to request care anytime - including on weekends and holidays
- Eliminate the 3-5 day delay that processing the UCSF enrollment requires before faculty can reserve care
- Eliminate the need to wait up to 8 months for the next enrollment period if the enrollment period is missed
- Provide access to eligible faculty when care needs arise unexpectedly, instead of restricting program access to those who anticipate needing it and have enrolled.

UCSF's back-up care co-pays are already among the highest in the Bay Area. (A comparative analysis can be provided upon request.) Additionally, UCSF is the only client of the back-up care program nation-wide that requires a participant enrollment fee, in addition to higher co-pays.

The elimination of the annual enrollment fee will position Family Services, who manages the program contract with Bright Horizons, to redirect resources to provide greater outreach to maximize program impact, use and value. Family Services and Bright Horizons are available to present program information at Academic Senate meetings, department meetings and faculty events to ensure the visibility and success of this investment in faculty support.

Family Services is requesting a 2-year commitment of \$20,000/year to fund the UCSF enrollment fee. All other program parameters, including maximum days of use and participant co-pays will remain the same. If approved, Family Services will implement changes July 1, 2017 to coincide with the new contract term. (Funds provided to Family Services in 2016 will be carried over and applied in 2017). During the 2-year period, Family Services is available to provide the Academic Senate with annual back-up care program reports including utilization and ROI data. Following a successful implementation of the improvements, Family Services will request permanent funding from the Academic Senate beginning in 2019 to continue funding the enrollment fee.

This additional sponsorship will directly support faculty in their commitment to achieving excellence at UCSF. Thank you for the opportunity to serve the Academic Senate and improve the back-up care program experience and access for UCSF faculty.

Sincerely,



Suzie Kirrane
Family Services Manager
Campus Life Services
University of California, San Francisco
415.502.6312 Suzie.Kirrane@ucsf.edu

Attachment: Back-upCare_flier_2016.pdf

** Program eligibility is defined as: UCSF Faculty in the Ladder Rank, Professor in Residence, Clinical X, Adjunct, and Health Sciences Clinical Professor series with appointments of 51% or more paid by UCSF. Residents and Clinical Fellows, as appointed by the Office of Graduate Medical Education, are also eligible but typically fewer than 20 GME Trainees participate.*

The Back-up Care program contract is funded by the UCSF Schools in agreement with The Chancellor's Budget and Investment Committee. The program is endorsed by the Committee on the Status of Women and The UCSF Committee on Family Services.

Back-Up Care

For UCSF Faculty, Residents & Clinical Fellows

**Enroll now for service through
June 30, 2017**

UCSF partners with Bright Horizons® to offer back-up care when you need to be at work and your regular child or adult/elder care is unavailable, for example:

- Your regular caregiver or spouse is unavailable
- You are transitioning between child or adult/elder care arrangements
- Your child's regular center or school is closed
- Your adult/elder relative is ill or needs assistance
- Your child is mildly ill at home

The program provides access to:

- Center-based child care
- In-home child care
- In-home mildly ill child care
- In-home adult/elder care



Who is eligible?

UCSF Faculty in the Ladder Rank, Professor in Residence, Clinical X, Adjunct, and Health Sciences Clinical Professor Series with appointments of 51% or greater, Residents and Clinical Fellows (as appointed by the Office of Graduate Medical Education).

Your Back-Up Care Solution

- Program provides up to 10 days of back-up care through June 2017.
- Center-based care is \$30/child/visit with a maximum of \$55/family/visit
- In-home care is \$10/hour (4 hour minimum)

Enrollment is required and fees apply

To participate in the program, first enroll with UCSF and pay a \$175 annual enrollment fee. Once enrollment is confirmed, a UCSF Family Services representative will contact enrollees to provide instructions and password access to the Bright Horizons Back-Up Care Advantage Program website. There, participants will register with Bright Horizons and receive instructions for making reservations.

**Learn more about this program or enroll by visiting our web site:
bit.ly/BUCA2016**