

## Referral Data

### Ages Requested by Clients

Region 1	2007	2008
Infant (0-11 mo.)	61	112
Infant (12-23 mo.)	45	51
Two year old	41	51
Three to Four year old	50	84
Five year old	11	24
School-age	50	33

Region 2	2007	2008
Infant (0-11 mo.)	243	534
Infant (12-23 mo.)	119	311
Two year old	107	221
Three to Four year old	202	360
Five year old	59	85
School-age	129	227

Region 3	2007	2008
Infant (0-11 mo.)	32	18
Infant (12-23 mo.)	14	13
Two year old	11	7
Three to Four year old	18	14
Five year old	1	0
School-age	19	18

Region 4	2007	2008
Infant (0-11 mo.)	331	101
Infant (12-23 mo.)	107	71
Two year old	112	40
Three to Four year old	175	70
Five year old	14	10
School-age	138	58

Network	2007	2008
Infant (0-11 mo.)	2077	1879
Infant (12-23 mo.)	837	976
Two year old	764	742
Three to Four year old	1151	1179
Five year old	270	283
School-age	794	697

Region 5	2007	2008
Infant (0-11 mo.)	811	320
Infant (12-23 mo.)	298	148
Two year old	266	118
Three to Four year old	384	194
Five year old	64	46
School-age	235	113

Region 6	2007	2008
Infant (0-11 mo.)	74	40
Infant (12-23 mo.)	42	21
Two year old	40	18
Three to Four year old	49	37
Five year old	2	2
School-age	29	12

Region 7	2007	2008
Infant (0-11 mo.)	490	679
Infant (12-23 mo.)	196	330
Two year old	172	253
Three to Four year old	253	377
Five year old	106	106
School-age	183	223

Region 8	2007	2008
Infant (0-11 mo.)	35	75
Infant (12-23 mo.)	16	31
Two year old	15	34
Three to Four year old	20	43
Five year old	13	10
School-age	11	13



## Reasons for Seeking Care

Region 1	2007	2008
End leave of absence	15	21
Looking for work	29	22
Work	60	96
School	12	13
Child's needs	8	9
Parent's needs	8	10
Current care closing	9	17
Asked to leave	2	1
Unhappy with quality	4	8
Cost too high	0	6
Relocation	6	19

Region 2	2007	2008
End leave of absence	92	109
Looking for work	76	101
Work	221	428
School	33	81
Child's needs	32	108
Parent's needs	39	80
Current care closing	36	113
Asked to leave	3	9
Unhappy with quality	37	68
Cost too high	1	20
Relocation	19	112

Region 3	2007	2008
End leave of absence	10	11
Looking for work	4	4
Work	24	54
School	6	10
Child's needs	2	9
Parent's needs	14	8
Current care closing	5	1
Asked to leave	0	2
Unhappy with quality	1	5
Cost too high	0	0
Relocation	6	13

Region 5	2007	2008
End leave of absence	423	302
Looking for work	135	171
Work	501	804
School	54	164
Child's needs	16	205
Parent's needs	226	186
Current care closing	63	165
Asked to leave	5	8
Unhappy with quality	76	162
Cost too high	9	43
Relocation	111	213

Region 6	2007	2008
End leave of absence	30	20
Looking for work	23	26
Work	72	116
School	11	11
Child's needs	1	32
Parent's needs	16	27
Current care closing	6	27
Asked to leave	0	2
Unhappy with quality	4	15
Cost too high	0	4
Relocation	15	27

Region 7	2007	2008
End leave of absence	171	132
Looking for work	81	72
Work	495	491
School	39	74
Child's needs	25	107
Parent's needs	67	76
Current care closing	16	105
Asked to leave	4	0
Unhappy with quality	23	100
Cost too high	3	41
Relocation	67	114

**Reasons for Seeking Care, continued**

<b>Region 4</b>	2007	2008
End leave of absence	133	80
Looking for work	71	74
Work	228	335
School	57	102
Child's needs	3	55
Parent's needs	74	64
Current care closing	12	50
Asked to leave	2	2
Unhappy with quality	16	59
Cost too high	4	21
Relocation	43	61

<b>Region 8</b>	2007	2008
End leave of absence	11	4
Looking for work	6	12
Work	36	52
School	1	3
Child's needs	2	12
Parent's needs	5	4
Current care closing	3	12
Asked to leave	2	3
Unhappy with quality	1	8
Cost too high	0	4
Relocation	5	9

<b>Network</b>	2007	2008
End leave of absence	885	679
Looking for work	425	482
Work	1637	2376
School	213	458
Child's needs	89	537
Parent's needs	449	455
Current care closing	150	490
Asked to leave	18	27
Unhappy with quality	162	425
Cost too high	17	139
Relocation	272	568

## Client Evaluation

### Problems Finding Care

Telephone Clients		
Western ND	2007	2008
Didn't match	50	36
Location	29	21
No openings	154	94
Poor quality	38	21
Too expensive	41	35

Telephone Clients		
Eastern ND	2007	2008
Didn't match		62
Location		62
No openings		143
Poor quality		45
Too expensive		73

Online Clients		
Western ND	2007	2008
Didn't match		
Location		
No openings		
Poor quality		
Too expensive		

Online Clients		
Eastern ND	2007	2008
Didn't match		57
Location		39
No openings		109
Poor quality		29
Too expensive		56

Telephone Clients		
Network	2007	2008
Didn't match	50	98
Location	29	83
No openings	154	237
Poor quality	38	66
Too expensive	41	108

Online Clients		
Network	2007	2008
Didn't match	0	57
Location	0	39
No openings	0	109
Poor quality	0	29
Too expensive	0	56

**Satisfaction with Care**

<b>Telephone Clients</b>		
<b>Western ND</b>	2007	2008
Very satisfied	149	94
Satisfied	78	53
Somewhat	20	10
Not satisfied	9	3

<b>Telephone Clients</b>		
<b>Eastern ND</b>	2007	2008
Very satisfied		136
Satisfied		68
Somewhat		7
Not satisfied		2

<b>Online Clients</b>		
<b>Western ND</b>	2007	2008
Very satisfied		
Satisfied		
Somewhat		
Not satisfied		

<b>Online Clients</b>		
<b>Eastern ND</b>	2007	2008
Very satisfied		51
Satisfied		52
Somewhat		14
Not satisfied		33

<b>Telephone Clients</b>		
<b>Network</b>	2007	2008
Very satisfied	149	230
Satisfied	78	121
Somewhat	20	17
Not satisfied	9	5

<b>Online Clients</b>		
<b>Network</b>	2007	2008
Very satisfied	0	51
Satisfied	0	52
Somewhat	0	14
Not satisfied	0	33

**Provider Data**

**Provider Net Gain/Loss**

Region 1	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	14	25	2	0	4	45
Lic capacity beginning of year	98	391	80	0	74	643
Total vacancies beginning of year	18	12	1	0	10	41
Lic providers added this year	5	11	2	0	0	18
Lic capacity added this year	35	146	81	0	0	262
Lic provided dropped this year	4	8	1	0	1	14
Lic capacity lost this year	28	123	45	0	20	216
Total vacancies end of year	13	14	10	0	2	39
Lic providers end of year	15	28	3	0	3	49
Lic capacity end of year	105	414	116	0	54	689
Net gain licensed providers	1	3	1	0	-1	4
Net gain licensing capacity	7	23	36	0	-20	46
% vacancies over capacity	12%	3%	9%	#DIV/0!	4%	6%

Region 5	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	118	248	52	27	29	474
Lic capacity beginning of year	826	3624	4602	1868	966	11886
Total vacancies beginning of year						0
Lic providers added this year	26	15	7	5	2	55
Lic capacity added this year	182	226	583	355	78	1424
Lic provided dropped this year	30	28	4	1	1	64
Lic capacity lost this year	210	552	246	20	13	1041
Total vacancies end of year	72	247	186	32	78	615
Lic providers end of year	114	235	55	31	30	465
Lic capacity end of year	798	3298	4939	2203	1031	12269
Net gain licensed providers	-4	-13	3	4	1	-9
Net gain licensing capacity	-28	-326	337	335	65	383
% vacancies over capacity	9%	7%	4%	1%	8%	5%

Region 2	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	22	129	10	8	8	177
Lic capacity beginning of year	154	1953	702	158	236	3203
Total vacancies beginning of year	18	157	22	12	74	283
Lic providers added this year	22	18	0	0	1	41
Lic capacity added this year	154	315	27	0	10	506
Lic provided dropped this year	12	18	1	1	0	32
Lic capacity lost this year	82	352	46	30	0	510
Total vacancies end of year	40	97	30	0	4	171
Lic providers end of year	32	129	9	7	9	186
Lic capacity end of year	226	1916	683	128	246	3199
Net gain licensed providers	10	0	-1	-1	1	9
Net gain licensing capacity	72	-37	-19	-30	10	-4
% vacancies over capacity	18%	5%	4%	0%	2%	5%

Region 6	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	28	88	12	4	6	138
Lic capacity beginning of year	196	1258	699	158	168	2479
Total vacancies beginning of year						0
Lic providers added this year	9	17	1	0	0	27
Lic capacity added this year	63	246	49	0	0	358
Lic provided dropped this year	11	10	1	1	0	23
Lic capacity lost this year	77	134	50	20	0	281
Total vacancies end of year	20	125	41	5	5	196
Lic providers end of year	26	95	12	3	6	142
Lic capacity end of year	182	1370	698	138	168	2556
Net gain licensed providers	-2	7	0	-1	0	4
Net gain licensing capacity	-14	112	-1	-20	0	77
% vacancies over capacity	11%	9%	6%	4%	3%	8%

<b>Region 3</b>	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	7	52	7	4	2	72
Lic capacity beginning of year	49	764	514	203	60	1590
Total vacancies beginning of year						0
Lic providers added this year	2	5	0	0	0	7
Lic capacity added this year	14	70	0	0	0	84
Lic provided dropped this year	3	10	0	0	0	13
Lic capacity lost this year	21	133	0	0	0	154
Total vacancies end of year	3	30	53	0	0	86
Lic providers end of year	6	47	7	4	2	66
Lic capacity end of year	42	701	514	203	60	1520
Net gain licensed providers	-1	-5	0	0	0	-6
Net gain licensing capacity	-7	-63	0	0	0	-70
% vacancies over capacity	7%	4%	10%	0%	0%	6%

<b>Region 4</b>	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	42	118	18	12	2	192
Lic capacity beginning of year	304	1513	1584	1609	60	5070
Total vacancies beginning of year						0
Lic providers added this year	12	7	0	0	0	19
Lic capacity added this year	84	100	0	0	0	184
Lic provided dropped this year	10	10	0	0	0	20
Lic capacity lost this year	70	125	0	0	0	195
Total vacancies end of year	32	92	205	0	3	332
Lic providers end of year	44	115	18	12	2	191
Lic capacity end of year	318	1488	1584	1609	60	5059
Net gain licensed providers	2	-3	0	0	0	-1
Net gain licensing capacity	14	-25	0	0	0	-11
% vacancies over capacity	10%	6%	13%	0%	5%	7%

<b>Region 7</b>	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	109	165	26	4	8	312
Lic capacity beginning of year	768	2142	2332	685	183	6110
Total vacancies beginning of year	141	190	180	36	82	629
Lic providers added this year	40	22	1	1	1	65
Lic capacity added this year	280	265	159	74	24	802
Lic provided dropped this year	44	26	2	1	1	74
Lic capacity lost this year	313	322	150	40	27	852
Total vacancies end of year	79	93	193	17	22	404
Lic providers end of year	105	161	25	4	8	303
Lic capacity end of year	735	2085	2341	719	180	6060
Net gain licensed providers	-4	-4	-1	0	0	-9
Net gain licensing capacity	-33	-57	9	34	-3	-50
% vacancies over capacity	11%	4%	8%	2%	12%	7%

<b>Region 8</b>	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	36	58	0	0	7	101
Lic capacity beginning of year	256	939	0	0	202	1397
Total vacancies beginning of year	19	75	0	0	29	123
Lic providers added this year	2	5	1	3	0	11
Lic capacity added this year	14	102	140	0	0	256
Lic provided dropped this year	8	8	0	0	0	16
Lic capacity lost this year	61	132	0	0	0	193
Total vacancies end of year	21	136	110	0	26	293
Lic providers end of year	30	55	1	3	7	96
Lic capacity end of year	209	909	140	0	202	1460
Net gain licensed providers	-6	-3	1	3	0	-5
Net gain licensing capacity	-47	-30	140	0	0	63
% vacancies over capacity	10%	15%	79%	#DIV/0!	13%	20%

<b>Statewide</b>	Family	Group	Center	SA	PS	Total
Lic providers beginning of year	376	883	127	59	66	1511
Lic capacity beginning of year	2651	12584	10513	4681	1949	32378
Total vacancies beginning of year	196	434	203	48	195	1076
Lic providers added this year	118	100	12	9	4	243
Lic capacity added this year	826	1470	1039	429	112	3876
Lic provided dropped this year	122	118	9	4	3	256
Lic capacity lost this year	862	1873	537	110	60	3442
Total vacancies end of year	280	834	828	54	140	2136
Lic providers end of year	372	865	130	64	67	1498
Lic capacity end of year	2615	12181	11015	5000	2001	32812
Net gain licensed providers	-4	-18	3	5	1	-13
Net gain licensing capacity	-36	-403	502	319	52	434
% vacancies over capacity	11%	7%	8%	1%	7%	7%

## Total Enrollment by License Type

Region 1	Family	Group	Center	SA	PS	Total
0-11 months	16	33	0	0	0	49
12-23 months	12	31	0	0	0	43
24-35 months	15	40	0	0	0	55
3-5 year olds	27	108	0	0	45	180
Kindergarten	8	21	0	0	0	29
School-age	9	58	0	0	0	67
<b>Total</b>	<b>87</b>	<b>291</b>	<b>0</b>	<b>0</b>	<b>45</b>	<b>423</b>

Region 2	Family	Group	Center	SA	PS	Total
0-11 months	31	138	65	0	0	234
12-23 months	35	167	103	0	0	305
24-35 months	46	192	83	0	0	321
3-5 year olds	45	417	223	0	303	988
Kindergarten	9	94	57	80	0	240
School-age	30	282	209	140	0	661
<b>Total</b>	<b>196</b>	<b>1290</b>	<b>740</b>	<b>220</b>	<b>303</b>	<b>2749</b>

Region 3	Family	Group	Center	SA	PS	Total
0-11 months	10	63	44	0	0	117
12-23 months	5	28	16	0	0	49
24-35 months	10	82	52	0	0	144
3-5 year olds	13	117	120	0	12	262
Kindergarten	4	41	28	62	0	135
School-age	6	96	79	149	0	330
<b>Total</b>	<b>48</b>	<b>427</b>	<b>339</b>	<b>211</b>	<b>12</b>	<b>1037</b>

Region 4	Family	Group	Center	SA	PS	Total
0-11 months	49	179	107	0	0	335
12-23 months	12	53	53	0	0	118
24-35 months	55	225	185	0	0	465
3-5 year olds	81	347	469	60	15	972
Kindergarten	9	78	182	0	17	286
School-age	28	209	295	0	475	1007
<b>Total</b>	<b>234</b>	<b>1091</b>	<b>1291</b>	<b>60</b>	<b>507</b>	<b>3183</b>

Region 5	Family	Group	Center	SA	PS	Total
0-11 months	135	362	402	0	0	899
12-23 months	62	160	239	0	0	461
24-35 months	171	476	526	0	0	1173
3-5 year olds	173	648	1447	0	659	2927
Kindergarten	27	222	409	210	0	868
School-age	90	426	576	511	0	1603
<b>Total</b>	<b>658</b>	<b>2294</b>	<b>3599</b>	<b>721</b>	<b>659</b>	<b>7931</b>

**Total Enrollment by License Type, continued**

<b>Region 6</b>	Family	Group	Center	SA	PS	Total
0-11 months	34	112	38	0	0	184
12-23 months	16	67	38	0	0	121
24-35 months	37	178	50	0	0	265
3-5 year olds	50	316	188	0	168	722
Kindergarten	18	100	41	21	0	180
School-age	24	202	197	49	0	472
<b>Total</b>	<b>179</b>	<b>975</b>	<b>552</b>	<b>70</b>	<b>168</b>	<b>1944</b>

<b>Region 7</b>	Family	Group	Center	SA	PS	Total
0-11 months	103	129	103	0	0	335
12-23 months	77	175	134	0	0	386
24-35 months	92	215	300	0	0	607
3-5 year olds	167	436	851	0	274	1728
Kindergarten	34	116	169	110	0	429
School-age	53	187	407	509	0	1156
<b>Total</b>	<b>526</b>	<b>1258</b>	<b>1964</b>	<b>619</b>	<b>274</b>	<b>4641</b>

<b>Region 8</b>	Family	Group	Center	SA	PS	Total
0-11 months	32	56	0	0	0	88
12-23 months	28	84	0	0	0	112
24-35 months	41	92	0	0	0	133
3-5 year olds	57	278	0	0	0	335
Kindergarten	10	63	0	0	0	73
School-age	23	98	0	0	0	121
<b>Total</b>	<b>191</b>	<b>671</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>862</b>

<b>Statewide</b>	Family	Group	Center	SA	PS	Total
0-11 months	410	1070	759	0	0	2239
12-23 months	250	774	583	0	0	1607
24-35 months	467	1500	1196	0	0	3163
3-5 year olds	613	2667	3298	60	1476	8114
Kindergarten	119	735	886	483	17	2240
School-age	263	1558	1763	1358	475	5417
<b>Total</b>	<b>2122</b>	<b>8304</b>	<b>8485</b>	<b>1901</b>	<b>1968</b>	<b>22780</b>

**Percentage of Family/Group Providers with Qualifications and Experience**

	2008		# of Family/Group providers 43
	#	%	
<b>Region 1</b>			
High school education	36	84%	
Some college, child related	17	40%	
CDA	4	9%	
Associate degree, child related	1	2%	
Bachelors degree, child related	2	5%	
Bachelors, other	5	12%	
CNA-RN-LPN	3	7%	
Special Education degree	2	5%	
MA degree or higher	1	2%	
0-1 year experience	0	0%	
1-3 years experience	5	12%	
4-9 years experience	12	28%	
10-20 years experience	8	19%	
21+ years experience	12	28%	
NAEYC accreditation	0	0%	
NAFCC accreditation	2	5%	
NSACCA accreditation	0	0%	

	2008		# of Family/Group providers 349
	#	%	
<b>Region 5</b>			
High school education	313	90%	
Some college, child related	118	34%	
CDA	12	3%	
Associate degree, child related	6	2%	
Bachelors degree, child related	41	12%	
Bachelors, other	58	17%	
CNA-RN-LPN	34	10%	
Special Education degree	10	3%	
MA degree or higher	4	1%	
0-1 year experience	9	3%	
1-3 years experience	57	16%	
4-9 years experience	97	28%	
10-20 years experience	123	35%	
21+ years experience	61	17%	
NAEYC accreditation	0	0%	
NAFCC accreditation	0	0%	
NSACCA accreditation	0	0%	

	2008		# of Family/Group providers 161
	#	%	
<b>Region 2</b>			
High school education	148	92%	
Some college, child related	43	27%	
CDA	3	2%	
Associate degree, child related	4	2%	
Bachelors degree, child related	12	7%	
Bachelors, other	20	12%	
CNA-RN-LPN	11	7%	
Special Education degree	4	2%	
MA degree or higher	4	2%	
0-1 year experience	16	10%	
1-3 years experience	28	17%	
4-9 years experience	35	22%	
10-20 years experience	52	32%	
21+ years experience	26	16%	
NAEYC accreditation	0	0%	
NAFCC accreditation	1	1%	
NSACCA accreditation	0	0%	

	2008		# of Family/Group providers 121
	#	%	
<b>Region 6</b>			
High school education	109	90%	
Some college, child related	20	17%	
CDA	4	3%	
Associate degree, child related	2	2%	
Bachelors degree, child related	15	12%	
Bachelors, other	14	12%	
CNA-RN-LPN	7	6%	
Special Education degree	1	1%	
MA degree or higher	2	1%	
0-1 year experience	14	12%	
1-3 years experience	22	18%	
4-9 years experience	25	21%	
10-20 years experience	29	24%	
21+ years experience	27	22%	
NAEYC accreditation	0	0%	
NAFCC accreditation	0	0%	
NSACCA accreditation	0	0%	

**Percentage of Family/Group Providers with Qualifications and Experience, continued**

Region 3	2008		# of Family/Group providers 53
	#	%	
High school education	38	72%	
Some college, child related	12	23%	
CDA	1	2%	
Associate degree, child related	3	6%	
Bachelors degree, child related	0	0%	
Bachelors, other	4	8%	
CNA-RN-LPN	4	8%	
Special Education degree	0	0%	
MA degree or higher	0	0%	
0-1 year experience	5	9%	
1-3 years experience	8	15%	
4-9 years experience	8	15%	
10-20 years experience	17	32%	
21+ years experience	12	23%	
NAEYC accreditation	0	0%	
NAFCC accreditation	0	0%	
NSACCA accreditation	0	0%	

Region 7	2008		# of Family/Group providers 266
	#	%	
High school education	234	88%	
Some college, child related	58	22%	
CDA	8	3%	
Associate degree, child related	9	3%	
Bachelors degree, child related	22	8%	
Bachelors, other	39	15%	
CNA-RN-LPN	18	7%	
Special Education degree	4	2%	
MA degree or higher	1	0%	
0-1 year experience	13	5%	
1-3 years experience	43	16%	
4-9 years experience	55	21%	
10-20 years experience	77	29%	
21+ years experience	59	22%	
NAEYC accreditation	0	0%	
NAFCC accreditation	0	0%	
NSACCA accreditation	0	0%	

Region 4	2008		# of Family/Group providers 159
	#	%	
High school education	121	76%	
Some college, child related	27	17%	
CDA	1	1%	
Associate degree, child related	5	3%	
Bachelors degree, child related	11	7%	
Bachelors, other	4	3%	
CNA-RN-LPN	13	8%	
Special Education degree	3	2%	
MA degree or higher	1	1%	
0-1 year experience	12	8%	
1-3 years experience	24	15%	
4-9 years experience	40	25%	
10-20 years experience	50	31%	
21+ years experience	29	18%	
NAEYC accreditation	0	0%	
NAFCC accreditation	0	0%	
NSACCA accreditation	0	0%	

Region 8	2008		# of Family/Group providers 85
	#	%	
High school education	74	87%	
Some college, child related	19	22%	
CDA	1	1%	
Associate degree, child related	1	1%	
Bachelors degree, child related	9	11%	
Bachelors, other	8	9%	
CNA-RN-LPN	10	12%	
Special Education degree	2	2%	
MA degree or higher	0	0%	
0-1 year experience	7	8%	
1-3 years experience	7	8%	
4-9 years experience	17	20%	
10-20 years experience	33	39%	
21+ years experience	16	19%	
NAEYC accreditation	0	0%	
NAFCC accreditation	0	0%	
NSACCA accreditation	0	0%	

**Percentage of Family/Group Providers with Qualifications and Experience**

Statewide	2008		# of Family/Group providers 1237
	#	%	
High school education	1073	87%	
Some college, child related	314	25%	
CDA	34	3%	
Associate degree, child related	31	3%	
Bachelors degree, child related	112	9%	
Bachelors, other	152	12%	
CNA-RN-LPN	100	8%	
Special Education degree	26	2%	
MA degree or higher	13	1%	
0-1 year experience	76	6%	
1-3 years experience	194	16%	
4-9 years experience	289	23%	
10-20 years experience	389	31%	
21+ years experience	242	20%	
NAEYC accreditation	0	0%	
NAFCC accreditation	3	0%	
NSACCA accreditation	0	0%	