Parent Journey: Stage 1 Awareness + Research

Emotions (Small Scale)

Calm, assured

Uncertain

Fear, anxiety

Support required

- I'm not the best with potty training so I like it when child care can assist me with this part.
- Hopeful to find care that feels comfortable, not so strict, and uses play-based learning.
- Comfortable going to "Mom Facebook Groups" as a place to learn about resources available to me
- I learned about CCCAP through the hospital that I gave birth at.
- Appreciative of the information and resources that already exist.
- Unaware of early childhood education options
- Limited due to the lack of options and accessibility of child care/education programs.
- Angry about having to take time off work, use vacation time, and losing money in order to get help
- Unsupported as the system works against foster parents and people with unexpected pregnancies

  Frustrated with the difficulty in finding programs that take IEP kids
- All alone, abandoned
- Frustration due to the difficulty of finding options for child care.
- Sense of invasiveness
- We found child care through our speech therapist.
- Misunderstood and misrepresented
- Overall frustration

No support required

- Desire to have info at food banks, WIC, HR, or doctor offices/clinics
- Lost, not sure where to begin or where to look.
- Why hasn't anyone one brought this (funding sources) to our attention?
- Confusion while I begin my search for childcare as I need it for my 10-11 mo. old.
- Didn't know programs would take kid at 3 years - probably would have enrolled him last year
- It may be the thousandth time today you've answered this question, it but it's the first time I've asked it.
- To be totally honest, I don't even know if the case workers even understood everything
- CCCAP process so difficult and invasive that it's not worth it
- Curious when reaching out through NextDoor to see if there's any care options in the community
- Relieved after finding care through an unlicensed provider
- My care giver is only one mile away, which is great.
- Why am I working this job that I don't love and have a person not fully dedicated to care for my kids?

Support required, difficult access

- I didn't think I was going to have such a difficult time finding child care.
- Unsupported - I had to find out about CCCAP through a co-worker.
- White kids go to white school. Black kids go to black schools. Nothing will ever change if we keep this up.
- It's so frustrating that I have all the resources and connections, but I still can't find a child care spot.
- Punished by fact that we didn't have time to plan out funding and care options
- Isn't this a bit of an oxymoron?
- I feel frustrated with the fact that we're disadvantaged bc we didn't have 9 months to prepare for this situation (child care)
- More programs that blend kids with IEPs and other learning challenges into 'typical' classes.
- It seemed like the more I tried to flex my schedule the harder it was to adapt with child care.
- Unsure of how to continue - no one wants to take care of kids in evening/night
- When you have a kid with specific needs, you only have one option and that's public schools. That's not fair, and they tell you what hours you get.

Non-English Speaking

- Afraid to go outside of their community or "tribe" because they don't know the language.
- Unsure of how to get child into preschool programs so cost isn't an issue.
- A year ago the secretary at a daycare told me that there's no space and that the waitlist was 6 months. Then, a white lady I clean house for went to the same location and she got into the program after waiting only two weeks.
- Frustrated that white families get to leap-frog the waitlist

Parent Journey: Stage 2 Application + Eligibility + Funding

Emotions (Small Scale)

Calm, assured

Uncertain

Fear, anxiety

In the beginning, we just took whatever was given to us for free.

I knew it would be a portion, wasn't exactly sure how much, but I was happy with that portion

Informed when support programs explains things well: percentage of support based on my income.

Child care is a luxury,

Needing colloquially relevant awareness materials where they live; include a point of contact

We thought we did not qualify for anything.

Confused as foster care parents. No paperwork to review, no clear information detailing what we're eligible for.

Don't know where to go for help with CCCAP or other funding

When you do get someone on the phone, they refer to their website, but the information that you are looking for is nowhere on their website.

I don't know how to apply to programs for financial assistance.

Some questions seem purposefully hard.

I had to go to human services to get help with filling out the CCCAP application.

Confused when applying for support programs. I Googled how to apply and emailed program for additional help.

This is a language barrier. If the words you use don't exist in their language, they can't access it.

Confused when looking into programs that offer financial assistance.

Shame between applying for food stamps, medicaid, public subsidies for child care

Making $50k/year with two people working is different than making $50K/year as a single parent. These situations should be treated differently.

Unconvinced about my daycare as their website seemed outdated, and used paperwork that was obviously copied-over many times.

Fear of being asked their status and how that might impact their ability to become citizens in the future.

Tension with absent father forced to participate in the process

No one told us that aid was available.

Obviously the centers know about the money resources, but they don't make us aware.

Feel like providers know that help is available, but they don't offer it as an option to parents that need it most because there's no incentive to do so.

When you go into a center to ask for info in Spanish, they don't look at you the same way they do English-speaking families.

Uncertainty as to how immigration status impacts ability to get support

I was surrounded by people telling me not to apply for CCCAP because Child Protective Services might take my kid away.

Afraid to bring the court system into the process - court-ordered child support required by certain support programs. Child protective services might take your child

Having someone available to answer questions would be nice.

Unsupported when my case manager takes 10 days to reply to me.

When applying in person not having to divulge all your information in front of a lot of people. It really makes you feel small and uncomfortable when you have to repeat your situation over and over again in front of a crowd.

Fearful of giving private info out

How [my daughter] was born isn't important [when determining]if we deserve daycare. How long I was in labor too. Really?

We're not asking [providers] to do [the application]. Give us the tools and direction, and we'll get it done.

Prefer paper applications so they take their time, reflect, edit, proof read before submitting.

Everything felt up in the air and very day - by - day. Not very reassuring.

Feeling like you're fighting to stay alive day-by-day while awaiting CCCAP decision

Judged by people who are supposed to help you like commenting about being a young parent or not having transportation.
It makes you kind of shrivel and feel small.

If Dominos can tell me where my pizza is at, someone should be able to tell us what's going on with our applications.

Lost - I stopped applying to daycares as it felt like it was a waste of everyone's time not knowing my support program application status.

Unstable when I'm relying on others and so many different moving pieces.

Tension in my relationship when researching and discussing financial assistance for our child.

No status updates, couldn't talk to anyone, had to just wait and see if it was my time

It has been a super tough time trying to find anything that won't cause us to spend half of our income.

Impatient when waiting on support programs - waiting for months on them for time-sensitive help.

I think as parents, we limit our children's opportunity because of financial limitations.

Disenfranchised by lack of transportation options, price, service hours, cultural disparities, and amount of attention their children will get leads them to choose FFN providers

Felt like I had to do a lot of following up myself instead of them reaching out and letting me know

Anxious, forgotten about while waiting support program decision.

Uncertainty about how my information is being used and who has access to it.

The price is too high; it's better to not work and just stay home.

When you're on the other side, there's not this great sense of relief either

Helps me pay my bills and not fall behind.

Relief being approved for and getting CCCAP.

Desire to socialize availability of financial support now that she knows it exists

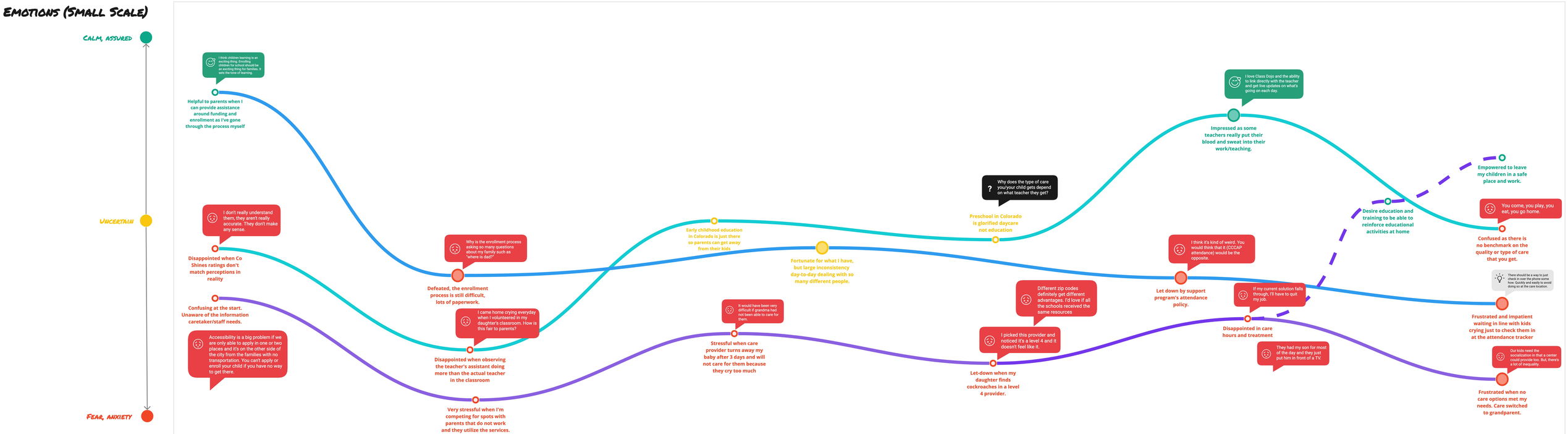
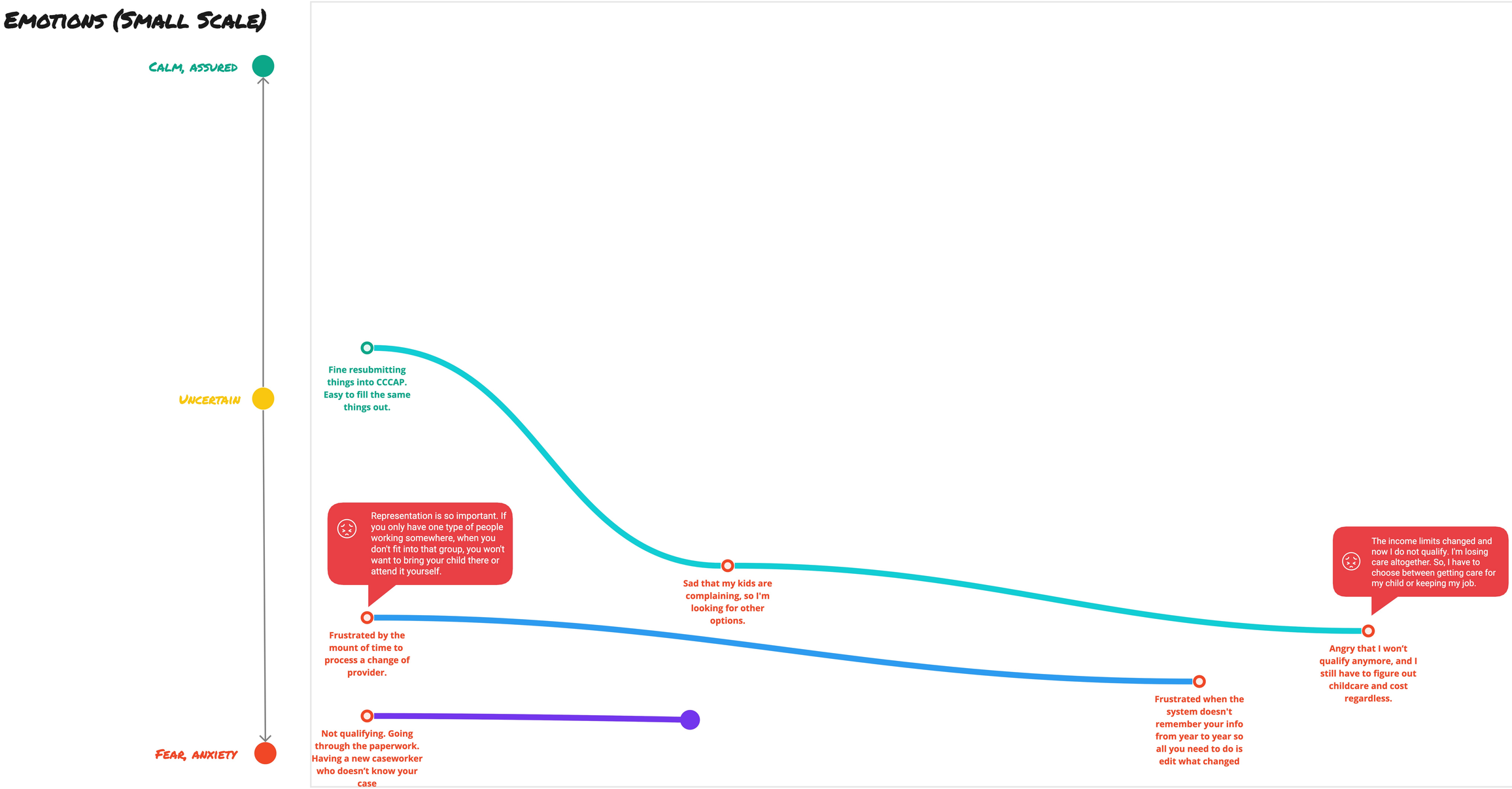
Uneasy about the lack of security to get into the premises.

We are stuck in a bad economic situation because mom and dad can't work because they can't pay for care.

Helpless after filling out 12 page support program application only to not submit due to not having a daycare of choice not listed.

Parent Journey: Stage 3 Enrollment + Day to Day

Emotions (Small Scale)



Parent Journey: Stage 4 Redetermination + Reassessment