

RESEARCH FINDINGS

Parent research themes

01

Payment frustration

Payment is tied to attendance. however, program hours don't match the reality of many families' work schedules or transportation challenges. As a result, parents often can't meet attendance expectations which means payment is withheld.

04

Information feels exclusive

Awareness of, and access to, information and support seems to be reserved for white, English-speaking families who know how to navigate the system and mold themselves to fit its requirements.

02

Lengthy determination process

The application and enrollment experience is time-consuming, confusing, and redundant which prevents families from planning, budgeting, and securing employment when schedules seem uncertain.

05

Fear of repercussions

Word-of-mouth within some communities causes parents to fear perceived consequences of seeking financial assistance (e.g. loss of custody, immigration issues, etc.).

03

Funding process can feel shameful

Determination and redetermination of funding is an invasive experience that can cause a sense of shame, conflict within the home, and is often enough of a barrier in and of itself to prevent families for seeking the support for which they qualify.

06

Limited care options

Quality ratings often don't factor into families' limited choices about where to place their children. It's more so about where is there an opening, is it safe, does it accept the right type of financial assistance, and/or is it close enough to the home or on the way to work

WORKSHOP FINDINGS

Parent workshop findings

Denver / Larimer County

Details

September 7
9 participants

Key Learnings

- Desire for more flexibility and community with parents so they are up to date about new programs
- Need for more child care centers and preschools that are equipped to work with special needs kids
- Need for more programs and centers that offer child care during non-traditional business hours
- Belief that child care is just daycare without quality delivery of age-appropriate curriculum
- Perception that programs have no incentive to not focus on families that can pay cash

Quotes

"People in the system assume you're the stereotype and are just working the system."

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

"If my current solution falls through, I'll have to quit my job."

"Representation is so important. If you only have one type of person working somewhere, when you don't fit into that group, you won't want to bring your child there or attend it yourself."

WORKSHOP FINDINGS

Parent workshop findings

El Paso County

Details

September 9
9 participants

Key Learnings

- Passionate adoption of ClassDoJo as a way to collaborate with teachers
- Frustration about inability to find a single program that can take all the family's early learners
- Desire for faster turnaround on CCCAP applications
- Need for better customer service and sensitivity training for subsidy workers
- Desire for transportation needs to be considered as part of support
- Perception that some CCCAP application questions seem purposefully hard

Quotes

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

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

"Different zip codes definitely get different advantages. I'd love if all the schools received the same resources"

"Accessibility is a big problem if we are only able to apply in one or two places and it's on the other side of the city and you don't have transportation. You can't apply or enroll your child if you have no way to get there."

WORKSHOP FINDINGS

Parent workshop findings

Las Animas / Huerfano Counties

Details

September 13
5 participants

Key Learnings

- Frustrated that there is only one licensed child care in the county (the school district preschool) and no licensed 0-3 childcare available
- Hope that local businesses will begin to see child care as an economic driver and either provide child care at work, subsidize child care, or at least subsidize the cost to parents
- Desire to see more providers cultivated through outreach to potential teachers in high school or local colleges
- Wishing that there were locations other than the DHS office to apply in order to avoid local gossip
- Angry that the State doesn't seem to realize the plight of rural workers and their barriers to ECE due to distance and transportation realities

Quotes

"When applying in person, it's embarrassing when you have 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."

"There's no quality care within driving distance."

"Employers need their workers to get to work as much as workers need to find care so they can get to work and get paid."

"There is a stigma in this community about receiving support. Most folks don't apply because they won't go into the DHS center because then everybody will know your business."

WORKSHOP FINDINGS

Parent workshop findings

Statewide Non-English Speaking

Details

September 15
7 participants

Key Learnings

- Frustrated that white families get to leap-frog the waitlist of some child care providers; some providers don't give resource to non-English speaking families because they aren't incentivized to assist their families
- Eager to have colloquially accessible information about resource at food banks, WIC, HR, or doctor offices/clinics
- 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
- Angry that nobody tells their community about financial resources available
- Prefer paper applications in order to have time to reflect, edit, and proofread before submitting

Quotes

"Child care is a luxury."

"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."

"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."

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

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