



The Need for Nonstandard Hours in Child Care



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Build your community. Elevate your message. Strengthen your leadership.

Welcome and Introductions



Brenda Zedlitz, Senior Director of Partner Success

With a focus on partnership and community building at local, state and national levels in both public and private sectors, Brenda has 17 years of experience in child welfare, child care licensing, and early child education



Sara Diamond, Partner Success Director

Sara has 20 years of experience in the field of early childhood, including providing systems development consultation to states and municipalities across the country and tenures at both KinderCare and NAEYC.

Speakers



Jen Bump, MPA
Sr. Advisor
Child Care Aware® of America



Dionne Dobbins, Ph.D.
Sr. Director of Research
Child Care Aware® of America



Lauren Robertson
Digital Advocacy Manager
Child Care Aware® of America





Julie Johnson, M.Ed.
Owner, Tender Loving Kare
Childcare and Learning Centers



Dr. David Alexander, Ph.D.
Director of Research
Illinois Action for Children

Agenda

- I. Overview of the Problem/Proposed Solutions
- II. Examples from the Field
- III. Leveraging the CCR&R Infrastructure
- IV. Policy Recommendations
- V. How You Can Take Action
- VI. Research Calendar
- VII. Q&A



IT'S ABOUT TIME!

Parents Who Work Nonstandard Hours Face Child Care Challenges

by Dionne Dobbins, Ph.D., Karen Lange, Catherine Gardey, Jen Bump, MA and Jacob Stewart

Many companies expect workers — especially workers earning low-income— to be available on demand. That means parents need more than “day” care for their children. Parents need child care that aligns with the realities they face, including child care that is available when they have to work long hours or irregular schedules.

Working families face a huge challenge: finding quality, affordable child care for their children. That struggle is not new, but we're seeing a societal shift that's adding to the challenge. Fewer Americans are working standard schedules; the traditional Monday through Friday, 8-hour workday. More people are working nonstandard hours (NSH)—nights, weekends, and irregular hours—and the current child care system fails to accommodate them!

Occupations requiring NSH are increasing in today's economy—the so-called 24/7 economy. Many retailers are open 24 hours a day and 7 days a week. News organizations operate around the clock and technology allows people to work outside of normal office hours. The availability of child care during NSH must be addressed or the economy will feel the effects. If parents cannot find child care during these hours, they may leave or decide not to join the workforce and employers may be left short-staffed. The lack of quality child care during NSH threatens to affect our future workforce.

This paper spotlights the need for child care during NSH. It begins with an overview and definition of NSH child care. We explain the supply and demand problem with NSH child care: There simply isn't enough of it to meet worker needs. We highlight the populations most affected by the problem and share solutions, including how states can leverage Child Care Resource and Referral (CCR&R) agencies to address this issue. Finally, we outline our policy recommendations to support families in need of NSH child care.

It's About Time! | Parents Who Work Nonstandard Hours Face Child Care Challenges

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Dr. Dionne Dobbins
Sr. Director of Research
Child Care Aware® of America

The Problem: Parents Need NSH Child Care

Nonstandard hours (NSH) refers to hours worked outside the standard Monday through Friday workweek, including schedules that vary from week to week.



The issue:

- Key provisions in CCDBG 2014 Law
- Why do we need NSH child care?
- Concerns with NSH child care



Inadequate Supply and High Demand



- **NSH Workforce**

- Minimum salaries/lower education
- Lack of benefits
- Irregular schedules (retail, student-parents, restaurant workers)
- >Likely to be POC, single parents

- **Supply of NSH child care is inadequate**

- CCR&Rs in 28 states reported around 65,000 NSH child care requests in 2017
- Only 8% of the center-based providers surveyed reported that they offer child care during NSH
- Family Child Care Providers offer the bulk of NSH child care
- Not enough known about quality of NSH child care

Proposed Solutions

- Secure Scheduling
- Coordination of programs and funding sources
- Engagement of business community



- Supporting military families
- Improving data collection of NSH needs
- Mapping the supply and demand of NSH
- Capitalize on CCR&R infrastructure
- Improving quality of NSH child care offerings

Example from the Field:



Julie Johnson
Owner

Tender Loving Kare

<http://www.tenderlovingkare.com/>

“Little Heroes” Delaware’s Drill Weekend Child Care Project

A Collaboration of the Delaware Department of Education,
Delaware National Guard and Tender Loving Kare Child
Care and Learning Center



Project Initial Implementation



- In DE, drill weekend occurs the first weekend of each month
- **Tender Loving Kare** was chosen as the site with which to contract due to its location, Star 5 rating on DE QRIS
- Information was sent out to families of guard and reserve members
- Drill weekend is provided one weekend per month on both Saturday and Sunday from 6 a.m.- 6 p.m.
- Breakfast, lunch, and snack are included
- Infant through school-age children (14 years)
- Nominal registration fee of \$20 per weekend for up to two children and \$30 per weekend for three or more



Lessons Learned

- Determine the need for a drill weekend
- Be intentional when creating a committee to develop an implementation plan.
- Explore funding sources beyond the usual early education public/private partners.
- Develop reports regularly to funders for accountability and transparency of the project.
- Evaluate the project to make improvements/adjustments.
- Establish funding stability to provide continued support for the program.
- Engage community partners.



Project Outcomes



- **Parents:** Consistent, reliable child care for non-traditional hours
- **Early childhood education students:** A collaboration to provide opportunities for students to get need experience/observation hours
- **Children:** Children are able to come together and form relationships with others
- **Child care center staff:** Core staff is the same and they enjoy “giving” back to the community
- **Community:** A heightened awareness for elected officials and the community
- **Sustainability:** Community organizations, state government and the early learning community are more closely linked
- **Collaboration:** *T.E.A.C.H. EARLY CHILDHOOD AND CHILDCARE WAGES[®] annual national program report 2015-2016.*
- *United Way of Delaware has included Little Heroes in their Mission United Initiative.*

Success and Future of Program



- Little Heroes offers families affordable (almost free 😊), reliable, high-quality child care for the nonstandard weekend hours.
- Families and children have developed strong relationships with the groups and teachers in attendance each month.
- The success of the DE model and be attributed to the coordination of multiple partners
- The Delaware Early Childhood Council garners support and shares updates about the project to council members.
- Committed to funding another location to serve families in the southern part of Delaware



Example from the Field:



David Alexander, Ph.D.

Research Director

Illinois Action for Children

<https://www.actforchildren.org/>

Community Connections, 2005



What we observed:

- Many children with IL Child Care Assistance ages 3 & 4 were in home-based child care and missing preschool programs in child care centers or public schools.
- In many cases their parents were working (or sleeping after work nights) and could not take their children to preschool programs.
- Few formal child care programs were open early or late enough to allow many parents to work and still drop off and pick up their children.

How we responded:

- We designed a program that would connect children in family child care homes to preschool programs – child care centers in our case.
- We advocated for the policies and conditions needed to implement this program.



50 Interviews with Single Chicago Mothers with Nontraditional Work Schedules, 2012 *



What we found:

Personal stories of mothers' trust in and appreciation for their FFN providers.

How we responded:

- We recommitted to follow **two tracks**: advocacy and provider engagement.
- Advocated for more flexible subsidy program – for example
- Offered resources to FFN providers



Deeper Data Dive into FFN Home Care, 2018-19

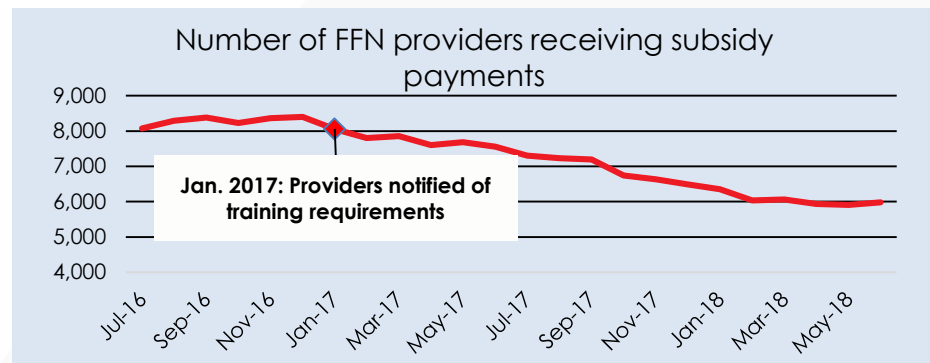


Changes in FFN Providers in the Illinois Child Care Subsidy Program

- Federal & Illinois regulations require health & safety trainings / monitoring.
- The announcement of new training requirements started a 25% exit.

Policy Research

- We examined the local relevance of training programs that other CCR&Rs and other organizations implement for FFN providers.
- We reanalyzed subsidy administrative data on FFN providers in our service area (more than 60,000 FFN providers over 7 years).



Illinois Action for Children
Research Department
January 2019

NEW RESEARCH
ON SUBSIDIZED
FAMILY, FRIEND
AND NEIGHBOR
PROVIDERS:

IMPLICATIONS
FOR INVESTING
IN QUALITY



© Illinois Action for Children, 2019

Report is available [here](#).

Deeper Dive – Some Findings

Our new policy research brief* has interesting findings.

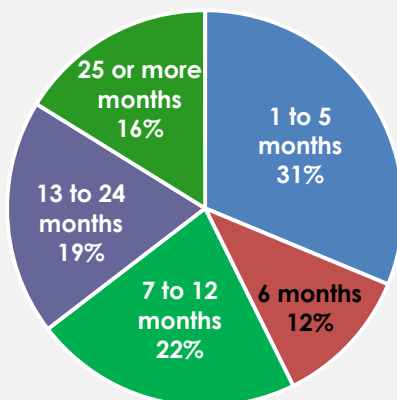
- **Chart 1** - Relatively few FFN providers stay long in the subsidy program.

For which will it be wise to invest in training? Perhaps we should not require extensive training until provider has participated in the subsidy for 7 or 12 months. Or begin training with small steps rather than long series.

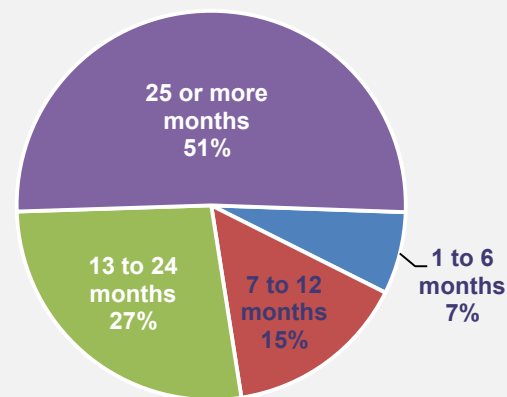
- **Chart 2** - At any given time, most FFN providers are longer-term providers.

So good training has the potential to make an extended impact.

1. Length of FFN CCAP Participation Periods (2010-2016)



2. Length of CCAP Participation Periods for FFN Providers in Oct. 2014

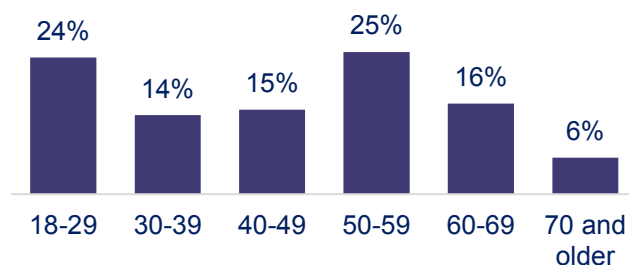


Deeper Dive – Some Findings (Cont.)

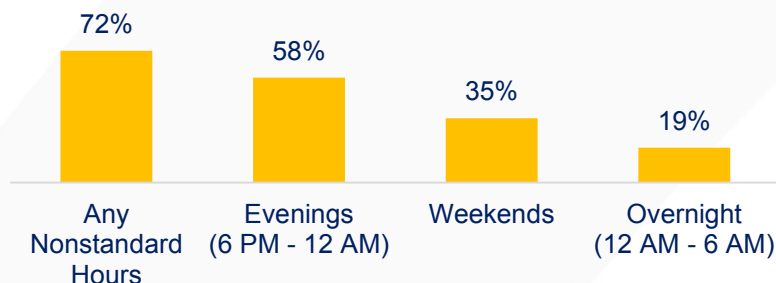


A large diversity of FFN providers in age, interest in providing care, career interests, ages of children and schedule of care suggests that a prescriptive training program may fail many providers & children.

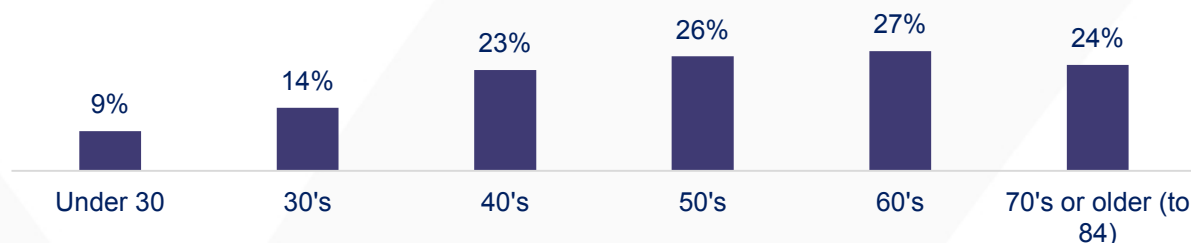
1. Ages of FFN Providers



2. Percentage of FFN Providers Who Work at Least 1 Nonstandard Hour, by Shift



3. Percent of FFNs who completed H&S training, by age (among active providers in Aug. 2018)



- Program staff need flexibility in engaging providers in their own terms, building relationships, gauging career interests, recommending particular trainings, offering small steps.



Jen Bump, MPA
Sr. Advisor
Child Care Aware® of America

The CCR&R Landscape



- Local CCR&Rs exist in 47 states and the District of Columbia
- State CCR&R Networks exist in 39 states

The Stats:

- 96% help families find child care
- 91% deliver technical assistance to child care programs
- 92% participate in initiatives to identify and reduce gaps in child care systems or services

The CCR&R Landscape (Cont.)



Support NSH Child Care

Local CCR&Rs currently deliver a variety of services to increase family access to high quality NSH child care.

- 78% offer technical assistance to FFN providers
- 76% engage in outreach to business/employers
- 70% evaluate the increase/decrease in child care spaces to inform recruitment and retention activities
- 54% employ strategies to increase the supply of NSH care
- 32% offer enhanced referrals for nonstandard hour care



Recommendations for Funders

As it relates to CCR&Rs:

- Fund data collection activities
- Policy development & planning
- Use them as a catalyst/facilitator of public/private partnerships
- Fund real-time referrals by phone & in person
- Use them to increase knowledge of overnight care regulations
- Fund technical assistance to improve quality
- Partner with CCR&Rs to support the child care workforce
- Fund specialized supports for FFN & family child care



Policy Recommendations



- **Federal**

- Child Care and Development Block Grant (CCDBG)
- Child Care for Working Families Act
- Children's First Act of 2017

- **State & Local**

- Incorporate NSH child care into tiered reimbursement
- Mandate employers to implement "secure scheduling" practices
- Invest in state CCR&R Networks and local CCR&Rs





Lauren Robertson
Digital Advocacy Manager
Child Care Aware® of America

Time to Take Action!



We are in a 24/7 world and that means our workers are too. From irregular schedules to overnights to weekends, parents are faced with how to secure a safe, quality place for their children while they work. And you can help! These quick, easy ways to take action allow you to advocate for accessible and affordable child care for all families, no matter when they may need it.

5 MINUTE ACTIONS

In the time it takes to change a diaper, you can...

- [Register to vote.](#)
- Become part of the [Child Care Works](#) movement and follow us on [Facebook](#), [Twitter](#) and [Instagram](#) to stay up to date on news, actions, and policies affecting child care.
- Tweet or post on Facebook to encourage others to join as well! Child Care Works is @ChildCareWorks on all platforms.
- Like, follow, and share articles and trending information about the impact of child care and early learning on social media.
- Use hashtags like: #childcare, #ECE, #childcareworks, #investinchildren, #familyleave, #jointhemovement, and #takeaction.
- Find out [who represents you](#) at the local, state and national level by entering your address.
- Print it off, write it down, or take a picture so you remember!
- Take note of their social media handles so you can tag them in social media posts.
- [Donate](#) to support the cause! Put your financial contribution to work fighting for high-quality, accessible, and affordable child care.

15 MINUTE ACTIONS

In the time it takes to give a child a bath, you can...

- Share your advocacy interests! Tell five friends why child care and early learning issues matter to you and encourage them to [take action](#) too!
- Send them links to register to vote, the Child Care Works movement, and how to find their representatives.
- Even better, send them this tip sheet!
- Gather some regional facts and data about child care and early learning to strengthen your messages by exploring your local [child care resource and referral agency's website](#).
- Send a message to your legislator through the [Child Care Works action center](#).
- We make it easy! Use a message we've crafted, personalize it, or create your own!
- Read up on nonstandard hour child care and how it affects families and providers.

30 MINUTE ACTIONS

In the time it takes to fold a load of laundry, you can...

- Have you struggled to find child care during nonstandard hours? Are you a provider who provides care during nonstandard hours? [Share your story](#) in our [Family Voices Series](#).

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- Ask folks to share [share their story](#).
- [Contact](#) your local, state, and federal elected officials.
- Use the social media toolkit.
- Check out our [handy one pager](#).
- Sign the pledge at *ChildCareWorks.org*.



Dr. Dionne Dobbins
Sr. Director of Research
Child Care Aware® of America

Research: What's Next

- **Early Spring 2019:** Mapping the Gap – 3 new state story maps and new report
- **Spring 2019:** Millennial Map update
- **Throughout 2019:** Updates to Ignite CCR&R information
- **Summer 2019:** State Fact Sheets
- **Fall 2019:** Cost of Child Care



INTRODUCTION

According to the [Pew Research Center](#), the millennial generation includes youth and young adults born between 1980 and 1997. Many of these young adults are in the midst of planning their families or are already raising the future of our country. These young parents juggle various demands in order to provide the best future for themselves and their families.

Millennials, in general, cannot participate in the consumer economy to the same extent as past generations due to high unemployment rates and wage garnishing. For these reasons this generation is moving back home with their parents, delaying marriage, and delaying having children. Millennials purchase fewer big ticket items such as homes and cars, items which are major contributors to the consumer economy. Millennials are often cited as the most formally educated generation; however, this distinction brings with it all-too-often crippling student debt. Student debt repayment is thought to be a key reason why it can take many millennials longer to save money for these big ticket items. A *Forbes* article covering a Standard & Poor's report states with millennials not purchasing homes, the U.S. could be missing out of \$49 billion a year through 2019.¹ In addition, if student loan defaults increase, the economy could be at risk since the federal government provides more than 85 percent of these loans.²

Due, in part to the economic turnaround, many millennials have opted to seek higher education degrees. With this desire to obtain a higher level of education and the need to finance rising tuitions, millennials overall can struggle to financially maintain a family. Millennial parents typically fall into two groups: those who are new graduates just beginning to start a family, and those who are returning to school, or hoping to return to school, to acquire a higher education after having a child or children. Both groups are struggling to afford and access quality child care. As we see more young parents look to pursue a higher education as well as new grads trying to start families, the need for child care is paramount. Child Care Aware® of America is committed to the mission of advancing a child care system that effectively serves all children and families. In working toward our vision, where every family has access to high-quality affordable child care, it is important to evaluate the issues facing our newest generation of families.

Questions?

For more information: learnmore@usa.childcareaware.org

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CCAoA Membership:

Supporting CCR&Rs as the best-known and trusted child care resource in their communities.



The role of Child Care Resource and Referral (CCR&R) agencies is evolving. Now more than ever, CCR&R professionals need opportunities to motivate, challenge, and learn from one another. You need strategies for asserting the value of your agency's multi-faceted work. And you need access to tools, resources, and partnerships that will empower you as leaders in the field.

As a member of CCAoA, you'll become part of a vibrant community that will keep you informed, connected, and inspired in an ever-changing ECE landscape.

ONE-YEAR SUBSCRIPTION INCLUDES:

- Access to the online CCAoA Member Community
- Technical assistance from our subject matter experts
- Monthly membership newsletter and exclusive tools, tips, and resources
- Reduced pricing on trainings, events, and products that support the success of your work
- Marketing resources and support

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Discover tools and tips for elevating your message. Members receive marketing resources and ongoing support to ensure that parents, providers, and funders understand all that CCR&Rs do.



Get your seat at the table. With exclusive access to resources, trainings, partnerships, and coalitions, CCAoA members become empowered as thought leaders in their communities.

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Website: usa.childcareaware.org/membership

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CHILD CARE WORKS
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Nonstandard Hours Webinar: Questions & Answers

Q: The report mentions studies showing a correlation between parents working NSH and negative developmental consequences in children, but then advocates for child care during these hours – is the idea that increasing the supply of accessible, stable, high-quality care during NSH would mitigate these negative effects?

A: Dr. Dionne Dobbins, Sr. Director of Research at CCAoA: Exactly, We know that children do well when they have stable, predictable routines. Having a sense of routine for the family without having to guess when, where, and what time child care happens can be beneficial to everyone involved - the parent, provider, and the child. Of course, the research is abound with evidence that quality child care reaps many benefits and children in child care during NSH should have opportunities for quality child care too.

Q: Do the center staff get paid overtime for their weekend hours?

A: Julie Johnson, Owner of Tender Loving Kare: No they do not. The payroll is a separate payroll that is run and not part of their normal pay dates and pay periods. Therefore, it does not count as overtime pay. I have staff from my 3 different locations (centers) that will work drill weekends. Each site is under a different corporation.

Q: If the staff is working 7 days a week do they get paid overtime rates past their 40 hours? Do you see a burnout in the teachers?

A: Julie Johnson, Owner of Tender Loving Kare: I don't see any burnout. It is voluntary and no one is required to work on the drill weekends. However, teachers like to earn the additional pay and they enjoy working with a different group of children and families. They plan special projects for them and we have different activities. They say it is a very different atmosphere with the smaller group on the weekends.

Q: For the Illinois model, is transportation provided to get children to and from the family child care settings to the Pre-K/center based programs?

A: Dr. David Alexander, Research Director at Illinois Action for Children: Unfortunately, Illinois does not pay for transportation to child care centers for Pre-K. (For public school district programs, individual school districts must decide on the feasibility of providing transportation by using their state funding. In a survey we fielded some years ago, we found a range of approaches in Illinois school districts.) The expense of transportation was one of the main challenges of our Community Connections model.



Nonstandard Hours Webinar: Questions & Answers

Q: For the Delaware model, what is the funding source for the weekend care for those in the Guard?

A: Julie Johnson, Owner of Tender Loving Kare: We have money that comes from the state through our department of education (this was put in epilogue language in our budget to be allocated specifically for this project and we can accept donations from individuals or businesses through United Way. We are currently working on securing additional funding to open another site for Little Heroes.

Q: In Illinois, FFN can accept subsidy?

A: Dr. David Alexander, Research Director at Illinois Action for Children: Yes. Illinois has always recognized the critical role that FFN providers play in providing care for parents with nonstandard work hours and increasing options for parents. They are paid at about half the rate received by licensed home providers.

Q: For groups that gathered data about need and capacity, how widely to you reach out for data; how did you gather and analyze the data? In person surveys, site visits, electronically, other?

A1: Dr. Dionne Dobbins, Sr. Director of Research at CCAoA: When we do our mapping the gap work, we usually work in partnership with the CRRs that have the access to the providers. The type of data gathered on need really depends on the resources available to them. One state we worked with gathered need data by survey; another smaller state made phone calls to local CRRs. In our mapping we've used the following census information to estimate demand for child care: *The number of children under the age of 6 with all parents in the labor force in each zip code was obtained using the most up-to-date Census data, specifically the U.S. Census Bureau, 2011-2015 American Community Survey 5-Year-Estimates, B23008. We use this table to estimate the number of children who may be needing child care, as all available parents are participating in the labor force.*

A2: Dr. David Alexander, Research Director at Illinois Action for Children: In Illinois CCRs have access to much administrative child care data, either directly or through state agencies. Sometimes we just need to request the data. Other times we need to enter into a special data-sharing agreement with the state. Over time CCRs can trace program trends that may be very useful to know. Illinois Action for Children publishes some data on our website and includes other data in special reports. We also collect and analyze administrative data for a number of other programs we operate, and we field surveys and hold focus groups to collect special data from providers and parents. We know that some CCRs develop relationships



Nonstandard Hours Webinar: Questions & Answers

with local colleges and universities to help analyze their data. We also work with academic researchers on a number of research survey projects that collect useful data.

A3: Julie Johnson, Owner of Tender Loving Kare: We utilized survey monkey to send out our surveys. The youth coordinator for the National Guard also sent out surveys and during meetings with the members of reserve they asked questions that were about the need for weekend care. So both in person and electronically.

Q: Do child care providers who provide NSHs get a different pay rate/do parent pay a different rate for NSHs?

A1: Dr. David Alexander, Research Director at Illinois Action for Children: It really depends on the state and the program. We don't track that type of price information nationally. I think it's a great idea to study this. I do think that because there is a limited supply of NSH providers, the private market might allow them to charge more. Also, some states have included NSH providers in the tiered reimbursement rates so that they may get higher reimbursements.

A2: Julie Johnson, Owner of Tender Loving Kare: Those that have the normal hourly rate of less than what the assistant teacher and teacher rates are for drill weekend make a higher rate than what they do for their regular pay. Those that normal rate of pay is higher than what is set for drill weekend hours make what they would normally make. The parent fee is only the registration fee of \$20 and \$30 (for 3 or more children) per weekend. There is no other cost to the family.

A3: Dr. David Alexander, Research Director at Illinois Action for Children: Providers are not paid more for nonstandard hours of care in Illinois, although I personally think that would be a good policy. I also think it would be a good local or state initiative to promote a "One More Hour" or "Two More Hours" campaign. If child care providers could open an hour or two earlier or remain open an hour or two later, that would solve many parents' scheduling problems (though of course not for all parents). A CCR&R could field (or partner on fielding) a survey of parents to assess their community's need for extending hours of care and survey providers to understand the costs of their extending hours of care. That might even help convince the state subsidy program of the value of increasing rates for nonstandard-hour care.