

CCR&R Response to the Coronavirus

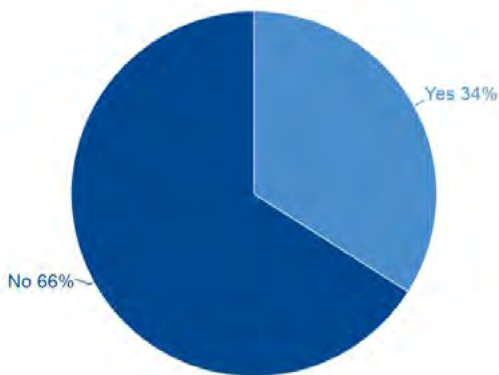
June 30, 2020

On May 12, 2020 Child Care Aware® of America (CCAOA) sent a survey to Child Care Resource and Referral (CCR&R) agencies across the country. The purpose of this survey was to collect information on how CCR&Rs are responding to the COVID-19 pandemic, along with concerns that they are hearing from the field. Staff members from 163 CCR&Rs representing 41 states responded to this survey. The following is a summary of survey results.

CCR&R Policies, Practices & Operations

- Only 23% of respondents had an emergency pandemic plan prior to this pandemic.
- About 40% respondents reported that their staff members have regular, in-person contact with child care providers during this pandemic.
- The most common concerns reported by CCR&R staff who have direct contact with child care providers: Locating and purchasing disinfecting supplies and personal protective equipment (PPE).

>> Is your CCR&R receiving new federal or state funding during the crisis for its operations?



Type of Funding Received (for own operations)	# of CCR&Rs
CARES Act	19
State Grant	16
CCDBG	15
SBA Paycheck Protection Program	11
Other (examples below)	10
- Local grants	
- County contracts	

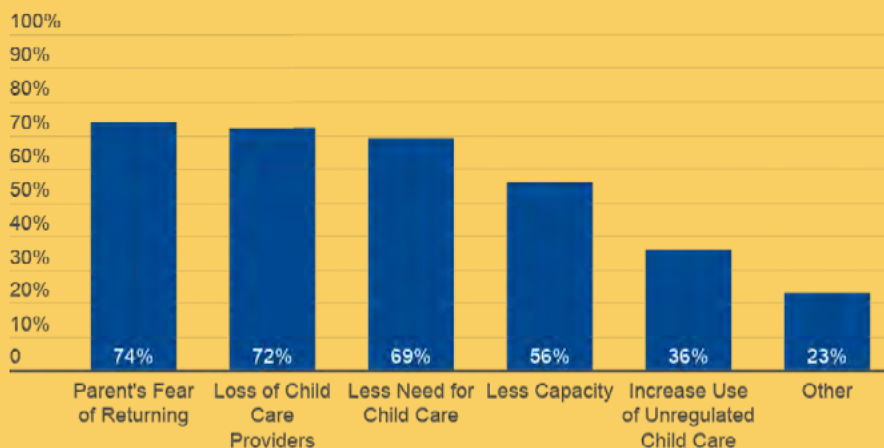
Services and Supports Offered by CCR&R Agencies

- 37% of CCR&Rs are administering federal funding
 - CARES Act – 41
 - CCDBG – 38
 - FEMA – 2
- How are CCR&Rs administering these federal funds?
 - Supplies for child care providers: 47
 - Direct financial assistance to providers: 40
 - Training and Technical Assistance (TA): 24
 - Other: Child care scholarships for essential workers (3), Distributing supplies on behalf of the state (1)
- 77% of CCR&Rs have plans to help child care providers reopen when it is safe to do so
 - 123 will provide information on maintaining physical distance
 - 91 will help providers secure an ongoing supply of health and safety products (e.g. PPE)
 - 84 plan to provide PPE and other health/safety supplies
 - 79 plan to have recruitment efforts to repopulate the supply of child care providers
 - 29 with “Other” plans. Examples include: securing philanthropic funding, gloves/mask training, funding to help providers reopen



Top Provider Concerns

These are the top concerns that CCR&R staff members have heard from child care providers. On the next page, you'll see a break down of the concerns and how CCR&Rs are providing support on these issues.

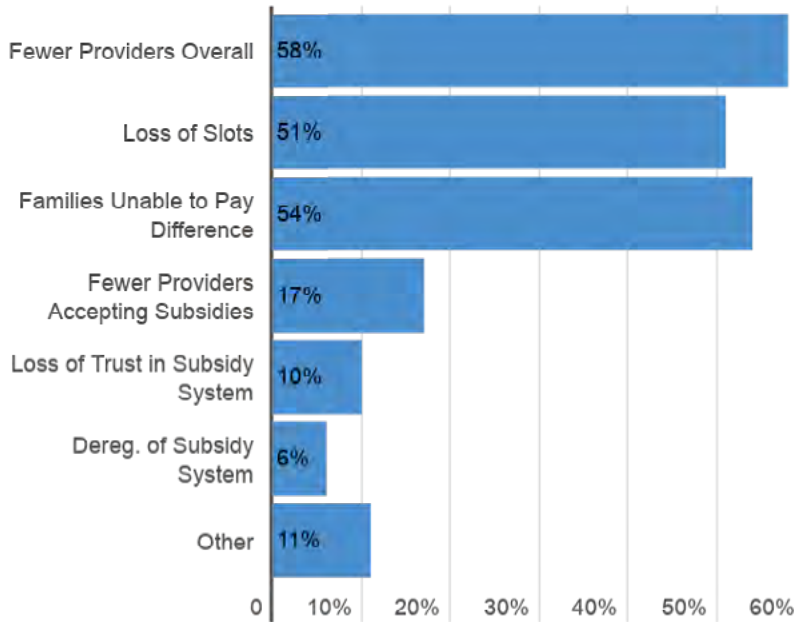




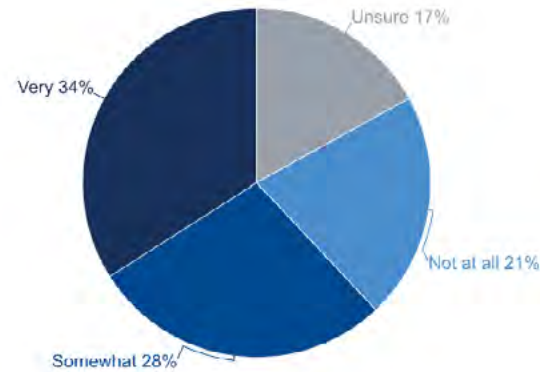
	% of CCR&Rs Who Have Heard These Issues in their Community	% of CCR&Rs Who Are Providing Support on These Issues
Plans for when and how to reopen child care facilities	71%	57%
Whether to close or remain open after the pandemic	70%	40%
Locating and purchasing PPE	69%	53%
Assistance with applying for federal assistance	63%	42%
Supporting the child care needs of essential workers	56%	64%
Financial assistance outside of federal funding sources	50%	26%
Emotional support to child care providers	49%	54%
Emotional support for children and families	44%	67%
Sources of financial assistance for families	39%	37%
Locating and purchasing food for child care programs	39%	28%
Technology or data assistance	33%	33%
Other	7%	8%

CCR&R Concerns about Subsidies

>> What specific concerns do you have around subsidies?



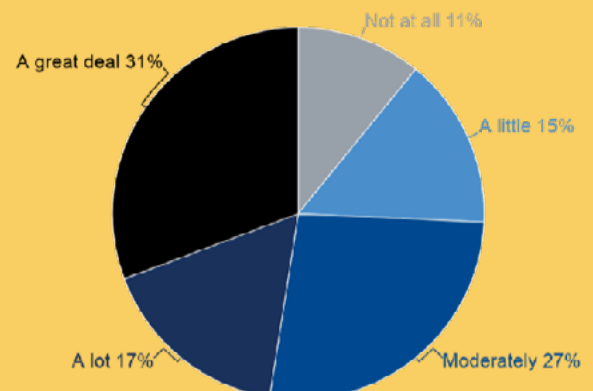
>> How concerned are you about providers' subsidies that are based on enrollment could decrease due to social distancing guidelines?



Coordination with State/Systems-Level Administrators

- 82% of CCR&Rs reported that prior to the pandemic, they had a **very good** or **excellent** relationship with their state child care administrators
 - Fewer than three CCR&Rs reported a **poor** or **nonexistent** relationship pre-pandemic
- 46% of CCR&Rs reported that their relationship with state child care administrators has remained **unchanged** during the pandemic
 - 45% reported that the relationship has **improved**
 - Only 3% of CCR&Rs reported that the relationship has **deteriorated**

>> To what extent has your agency been involved in COVID-19 planning with local or state governments?



What kinds of concerns have you heard from parents?

Below are examples of questions that parents asking CCR&R staff during this pandemic.

Safety

- Is it safe to bring my child to child care?
- How can I find safe and healthy environments for my children?

Financial Assistance/Subsidy

- Is there any special assistance money?
- Will I still get subsidy while I look for work?
- I lost my job. Will my child be able to continue to receive child care subsidy so I can keep him in the same program?

Access

- Which providers are available and open to take children?
- What can parents do if they are called back to work, but their program doesn't have room for them?

Payment

- Why do I have to pay my child care provider if I am not working?
- Why do I have to pay enrollment costs when I don't have child care?
- Do I need to pay full price if they change hours/close?
- Should I have to pay a provider to hold my child's slot, even if they are not attending the child care program?

Guidelines

- Are all child care providers supposed to follow the CDC guidelines?
- What are ratios? Are parents/non-staff allowed in classrooms? How often are classrooms/centers being cleaned?
- Will families be notified if a staff member tests positive for COVID-19?

Reopening

- When/how will child care reopen?
- Who gets to go to child care once it reopens if the capacity is reduced?

School-Age Children

- Where can families find care with school being out?
- Is there assistance for parents needing full-time school age child care?
- What about summer camps? Will they be open?

Telework & Caring for Children

- What are some materials and activities to reinforce education at home?
- How am I supposed to care for my children at home when I am teleworking?
- How do I prepare my child for kindergarten?
- I am overwhelmed with helping my children learn and also working. Can you help me? I don't have computers so that my children can learn online.



How are you helping parents navigate the complicated policies related to reopening child care providers?

Below are examples of services that CCR&R staff are providing to families during the coronavirus.

Consumer Education/Resources

- We have been explaining the services we provide as well as the funding that the CARES Act has made available.
- We are also doing virtual parent cafes to discuss social and mental well being during a crisis.
- We provide it in easy-to-understand handouts and talk with them individually.
- We've been doing website updates, phone conversations, social media posts, community Zoom meetings, emails, and mass mailings.

Not Currently an Issue

- Most of our child care programs have remained open but are operating at less capacity so I don't see this as an issue.
- We are not hearing concern about navigating policies- instead we are hearing about concern if they are open or not.
- Parents in our area haven't asked about this because many non-essential workers have not been released to go back to work yet.

Child Care Options/Referrals

- Referrals to open programs, alternatives to licensed care
- Keeping track of programs that are open and closed or enrichment centers.

Explaining CDC, State, Local Health Guidelines

- Letting them know state policies.
- Sharing CDC information along with state regulation guidelines.
- Helping them understand their eligibility for subsidy

Emotional Support

- Walking along side them as they go through the process.
- Providing individualized support
- We are answering questions via phone and emails, encouraging parents to call and ask specific question related to their case for scholarship and validating their concerns.

Nothing (Yet)

- At this time, we do not know specifically when child care will reopen. That is their biggest concern since they are adding to the essential jobs list.
- We don't have any answers yet.
- To be honest, we aren't providing nearly enough help in this area because we don't know what to say and don't want to say the wrong thing.

