



Progress Report 2019: Community Childcare Initiative

Introduction to the Community Childcare Initiative

Childcare Affordability and Quality

The Community Childcare Initiative (CCI), funded by the Portland Children's Levy and administered by Childcare Resource & Referral of Multnomah County (CCR&R), helps working families with low-incomes access and afford high quality childcare. It supplements the state's Employment Related Day Care subsidy, assuring that families who qualify pay no more than 10% of their annual income toward childcare. In addition, CCI provides childcare subsidy to families earning up to 200% of the Federal Poverty Level, while the state subsidy is limited to families earning up to 185% of FPL or less. CCI funding increases working families' access to childcare delivered by providers participating in the state of Oregon's childcare quality improvement effort, Spark (formerly called the Quality Rating and Improvement System).

CCI currently serves over 300 children annually with affordable, high quality childcare provided by over 50 participating childcare providers in Multnomah County. CCI's services reach approximately 10% of the over 3,600 children on ERDC in Portland.¹

Additionally, approximately 12% of PCL's investment in CCI supports family-based childcare providers interested in improving childcare quality and small businesses practices under the state Spark program. With PCL and state funding from the Early Learning Division of the Oregon Dept. of Education, CCR&R has 5 culturally specific networks, each with 10-15 family childcare providers in a 2-year cohort. Networks focus on supporting providers' quality of care serving children in their communities: Somali, African American, Latinx Spanish-speaking, 2 Slavic networks. Networks meet monthly, plus receive individual coaching and visits, focused on professional development and technical assistance around state licensing, childcare quality, and small business practices. PCL funds the Somali network entirely and launched it new to Portland in spring 2018. Last year, it has also helped support the other 4 networks, which launched with state funds 4 years ago. PCL became involved to assure culturally specific childcare providers have support to meet childcare quality requirements such as licensure and goals in the state's Spark framework, plus become eligible to serve children in CCI subsidy program.

PCL's Partnership with Childcare Resource and Referral-Multnomah County

PCL selected CCR&R (based at Mt Hood Community College) for the CCI investment because of CCR&R's extensive experience and relationships with local childcare providers and state childcare policy, including licensing regulations. The culturally diverse team at CCR&R has first-hand experience operating childcare businesses, developing and providing culturally responsive early childhood learning environments, advising state early childhood and childcare regulation policy including around racial and language equity, and assisting providers in connecting to training and other quality support resources. They are part of a statewide and national network advancing childcare providers' access and opportunities for ongoing training, development, and recognition for their important professional contributions to local economies. CCR&R does all outreach, enrollment and eligibility screening, and ongoing monitoring for families and providers participating in CCI.

¹ 2019 County Data Book, pg 32. Children First for Oregon. <https://www.cffo.org/wp-content/uploads/2019/10/CFFO-County-Data-2019.pdf>

Background: How CCI started

During the first three years of the Levy (2003 – 2006), actual revenue generated exceeded projections by \$2.7 million. In 2006 Levy staff recommended to the Allocation Committee that the funds be used to expand Head Start. Instead, the Committee formed an ad-hoc workgroup, led by former Committee member Dr. David Willis and comprised of early childhood advocates, private funders, practitioners, and policy makers, to explore options for using the funds. The workgroup recommended funding a childcare initiative, administered by Childcare Resource & Referral of Multnomah County, focused on improving the quality of childcare and making high quality care more affordable for working parents with low incomes. PCL funded this initiative originally in 2006 for 5 years, and it served 392 children. PCL had to cease program funding when levy revenues declined significantly in 2011-12.

Evaluation of CCI 2007-2012

Professional, external evaluation conducted by Dr. Shannon Lipscomb with families and providers involved in the first CCI indicated

- working families with low-incomes experienced increased stable high-quality childcare arrangements;
- participating providers experienced more stable incomes that they invested in increasing the quality of their care;
- providers receiving direct funding for quality improvements increased their quality on state measures.²

PCL Funding for CCI in the 2015-2019 Levy Period

PCL re-started CCI after the Levy realized increased revenue in the 2014-19 levy period. The Allocation Committee initially invested \$2 million over 4 years (6/1/15-6/30/19) in the CCI to support affordable, high-quality childcare for working families with low-incomes. When PCL had higher revenues than projected during the levy period, the Allocation Committee invested an additional \$1 million in 2017, bringing total funding to \$3 million over 4 years to serve at least 200 children and their families in Portland. When the Committee extended all current grants for one year through June 30, 2020, CCI also received that extension, bringing the total investment to \$4,774,249 over 5 years (6/1/15- 6/30/19).

Continued PCL Investment in CCI for the current Levy (2020-2023)

The Act governing PCL³ authorizes allocation of up to 10% of Levy revenue through non-competitive processes for special initiatives that address multiple PCL program areas, training and technical assistance, and system improvement. The Act also requires PCL funds be spent for specific purposes including “childcare affordability and quality.” CCI is a special initiative addressing both early childhood and afterschool program areas and is focused on childcare affordability and quality. Childcare providers face significant infrastructure and administrative barriers in applying directly for PCL competitive grants. PCL’s partnership with CCR&R mitigates those barriers by connecting families and providers to CCI resources directly. CCR&R staff also provide expertise and support for childcare business operations, quality of care, and state policy on childcare regulation and subsidy.

CCI also responds to community-identified needs for the Levy investments. Last fall, PCL hired Empress Rules Equity Consulting to design and conduct the community engagement process to inform funding priorities for the current levy period. Consultants focused on engaging a diverse range of community members. Community engagement results in early childhood prioritized: affordable, high-quality childcare, allowing parents more options to choose care; supporting teachers/early childhood staff with

² Lipscomb, S. Community Childcare Initiative (CCI) Outcome Evaluation Report. 2011. Dynamic Research and Evaluation. http://www.portlandchildrenslevy.org/sites/default/files/wysiwyg/CCI%20Outcome%20Evaluation%20Report_FINAL_1.pdf

³ See Act at PCL website: <http://www.portlandchildrenslevy.org/sites/default/files/37343%20Portland%20Children%27s%20Levy.pdf>

creating quality environments for learning and development; and helping families meet basic needs, which occurs when families' incomes stretch further to afford housing, food, and other needs rather than be consumed by childcare costs.⁴ Community engagement results specific to childcare, including after school care, also prioritized having care available around families' work schedules, low/no cost care, and care that is culturally responsive/in child's home language. CCI's focus on subsidies for families, increasing their access to quality care with provider across the county, and supporting culturally specific childcare provider networks with their own quality and business goals addresses these community priorities.

Local data in Multnomah County indicate the median annual price of childcare is \$15,540⁵ and a monthly average of 3,600 children receive ERDC state childcare subsidy. National research and policy literature indicate families paying more than 10% of their income toward childcare are "cost-burdened" and families with low-incomes and families of color disproportionately experience that dynamic- paying up to 20% of their income on childcare.⁶ CCI's focus on helping families with low-incomes eases this inequitable financial burden while increasing their opportunities to access childcare with providers committed to investing in quality.

These factors, along with the positive results discussed in the subsequent pages of this report, lead PCL staff to recommend that PCL's Allocation Committee continue investing in CCI during the current levy period. PCL staff recommends investing \$5.1 million over three years, beginning July 2, 2020. This level of funding would continue current CCI service levels and provides moderate increase for COLA and inflation during that time.

Purpose of this Report

This report summarizes progress and results of CCI over the past 4 years, focusing primarily on the CCI subsidy effort funded during that time. This report is divided into 2 main sections: CCI Subsidy Progress and Results for Families and Providers, and Culturally Specific Childcare Networks Progress and Results.

Data for the CCI Subsidy section come from 3 sources: year-end reports submitted by Childcare Resource & Referral to PCL for monitoring progress and accountability, a family survey, and a provider survey. CCR&R report data examine numbers of people served, their demographics, and other key CCI metrics on childcare affordability and quality. The surveys conducted in October 2019 by PCL staff in partnership with CCR&R show results of the CCI subsidy for families and providers. The surveys use a selection of questions asked in the previous CCI evaluation and focus on families' and providers' perspectives about their experience with CCI childcare subsidies for working families. Appendices to this report outline survey methods and show more details on survey results.

The second section of this report features a short summary of progress in the childcare networks supported the past 18 months through PCL's funding for CCI. Data on networks comes from reports prepared by CCR&R for the Early Learning Division of the Oregon Dept. of Education.

⁴ Owens, K, Empress Rules (2019), Portland Children's Levy Community Engagement Report,

<http://www.portlandchildrenslevy.org/sites/default/files/documents/Portland%20Children%27s%20Levy%20Report.pdf>

⁵ Bobbie Webber. Childcare and Education in Oregon and its Counties: 2016. Oregon Child Care Research Partnership, Oregon State University. https://health.oregonstate.edu/sites/health.oregonstate.edu/files/early-learners/pdf/county-summary/childcareeducationoregon_county_multnomah_20170530.pdf

⁶ Mattingly, Schaefer, and Carson. Childcare Costs Exceed 10 Percent of Family Income for One in Four Families. Casey Research, University of New Hampshire. Fall 2016. <https://scholars.unh.edu/cgi/viewcontent.cgi?article=1287&context=carsey>

Section I. Community Childcare Initiative Subsidy: Progress and Results

Children and Families Served

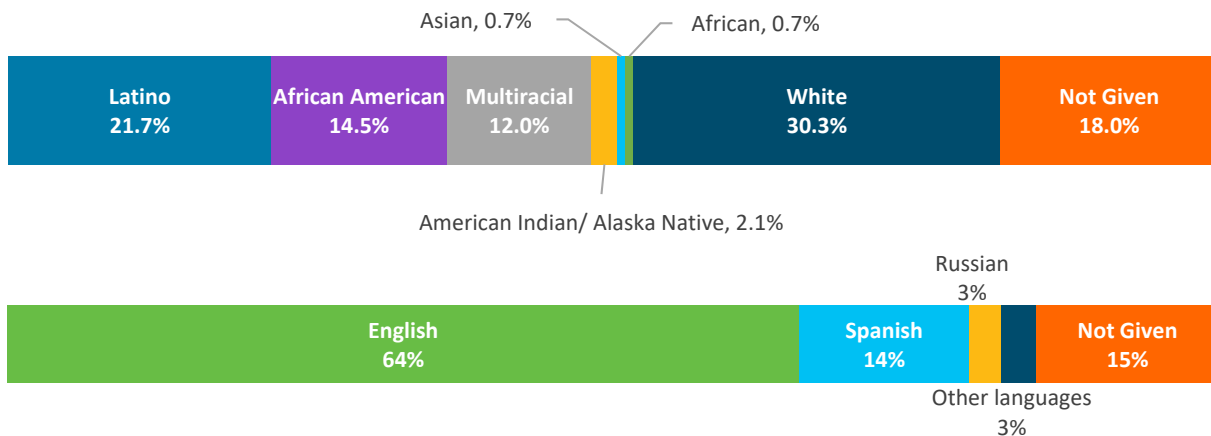
Over the past 3 years, CCI has served more children than it projected to serve. The table below shows CCI’s numbers served compared to its grant goals. (During the program’s start-up year in FY15-16, it did not quite meet its goals but that was expected.)

Grant Goal: Number of Children to Serve	Actual Number of Children Served		
	FY16-17	FY17-18	FY18-19
100 in FY16-17	133	332	336
200 each year in FY17-18 and FY18-19			

CCI collects demographic data on children served. Figures below show the 4-year average percentage of total children served and the corresponding demographic data indicated by their families.

Race/Ethnicity and Primary Language of Children Served

CCI data, as illustrated in the graphs below, suggest the program reached a diverse population of children over the past 4 years. With the race/ethnicity data missing from 18% of children served, it is hard to conclude to what extent CCI may be missing some populations.



Age Range

Families have used CCI benefits to serve children across the childcare age range the past 4 years, however the majority served have been young children.



Geographic Residence of Children Served

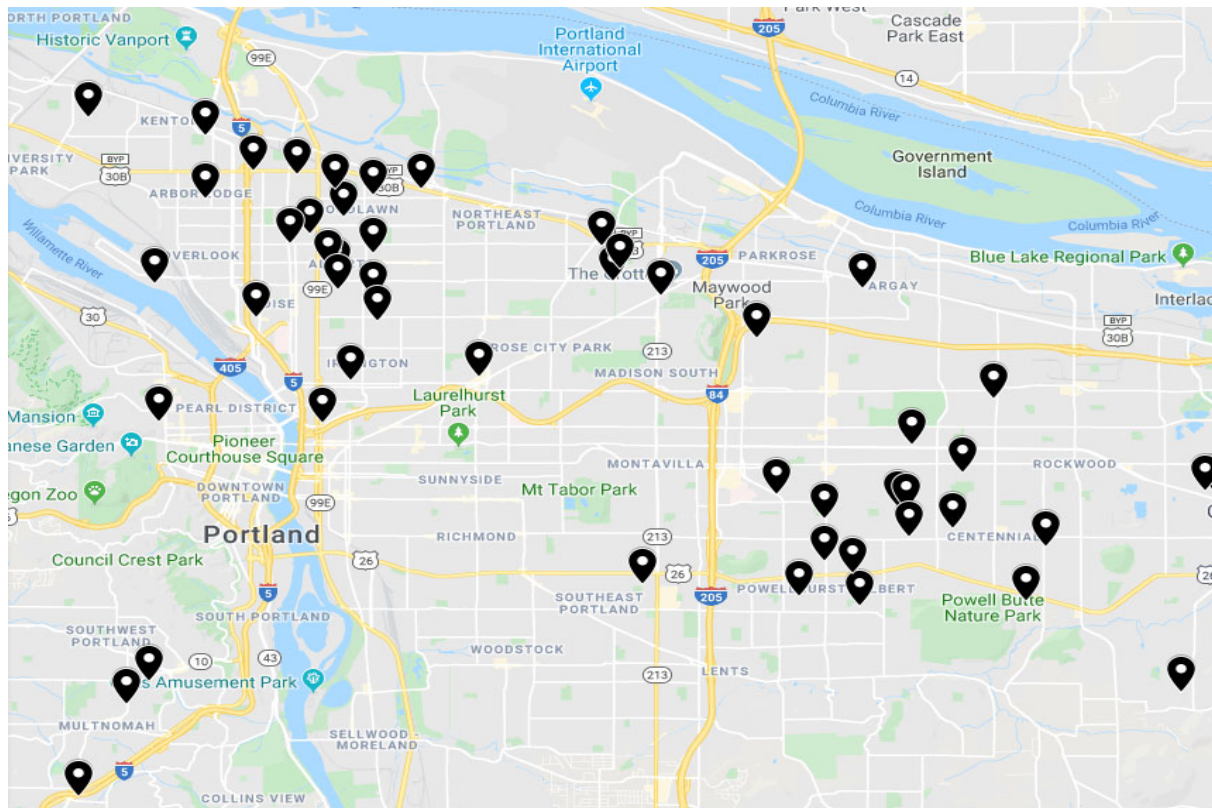
Using data collected from families on their residence zip code, CCI substantially served children residing in East and North Portland. The 4-year average of total served by indicates: 51.8% resided in East Portland, 12.5% in North Portland, 34.8% in other areas of Portland, and 0.9% were homeless.

Participating Providers

The table below shows the number of childcare providers serving children through CCI benefits the past 3 years. All CCI providers have a Spark star-rating or have applied to Spark and are working on continuous quality improvement goals, indicated as a “Commitment to Quality” or C2Q. By FY18-19 providers in CCI made up approximately 5% of the 978 licensed providers in Multnomah County, and approximately 18% of the 308 providers engaged in Spark in Multnomah County.⁷ Providers participating FY18-19 also include 11 graduates or current members of childcare networks. The map below illustrates the location of childcare providers participating in CCI as of September 2019; they are concentrated in North and East Portland. While some locations may be outside of Portland, children served in CCI are Portland residents.

	FY16-17	FY17-18	FY18-19
Number of Providers	Providers: 29 Children: 133	Providers: 58 Children: 332	Providers: 59* Children: 336
Type of Licensed Setting⁸	14 centers 14 certified family 1 registered family	27 centers 24 certified family 7 registered family	26 centers 27 certified family 6 registered family
Spark Involvement	15 C2Q 14 star-rated serving 46 children (35% of total).	41 C2Q 17 star-rated serving 98 children (29% of total).	39 C2Q 20 star-rated serving 141 children (41% of total).

*Note: In FY18-19, 4 childcare providers had to exit CCI due to state licensing violations related to child safety.



⁷ Spark Data Facts, September 2019. Western Oregon Univ. http://5c2cabd466efc6790a0a-6728e7c952118b70f16620a9fc754159.r37.cf1.rackcdn.com/cms/2019_09_CountyData_Report_Revision_5780.pdf

⁸ Definitions on the differences between settings is regulated by the state of Oregon Early Learning Division: <https://oregonearlylearning.com/providers-educators/become-a-provider/licensed-childcare/>

Childcare Costs and CCI Contributions to Families

Families contribute the difference between their actual childcare costs and total subsidy provided; their contribution is no more than 10% of their income. The table below shows the 4-year average for the main financial metrics to understand families’ costs and the benefits received through CCI. State ERDC benefits are calibrated to cover approximately 75% of the market rate of childcare costs, and parents must contribute the rest, referred to as their “co-pay.” By designing CCI to supplement ERDC benefits and limit families’ childcare costs to 10% of their income, CCI substantially reduces families’ co-pays, helping their income stretch further for other costs of living.

Median Monthly Financial Metrics	Dollars
Median monthly income of families receiving CCI subsidy.	\$2,177
Median monthly cost of childcare per family receiving CCI subsidy.	\$1,119
Median monthly subsidy amount provided by OR DHS ERDC to family receiving CCI subsidy.	\$632
Median monthly CCI subsidy per family in CCI.	\$373

Family and Provider Survey Results, 2019

PCL, in collaboration with CCR&R, issued a 9-question survey in October 2019 to 118 families and 50 childcare providers that participated in CCI in the past 2 years. Survey questions were adapted from the original family and provider surveys used in the 2006-2012 professional, external evaluation. Approximately 54% of families and 58% of providers receiving the survey responded.

Respondents who completed the optional demographic questions indicate the sample mirrors the racial/ethnic diversity of children served in CCI, but they were mainly English speakers. For more information about survey methods and demographics of respondents see Appendix A to this report.

Family Survey results indicate that families had:

- Improved family finances while participating in CCI;
- Increased access to high quality care while participating in CCI;
- High overall satisfaction with their CCI experience

Select survey questions are shown below to highlight key findings.

How much has the CCI financial resources improved your family finances while you have been participating in the program?	86% of parents/caregivers said, “A Lot.”
Do you think that having financial help (such as from the CCI), made you more likely to use child care provider(s) who had reached higher levels of quality (by participating in the state’s Spark program) than if you didn’t have help?	86% of parents/caregivers said, “Yes.”
How satisfied are you with your experience receiving financial support from CCI?	91% of parents/caregivers said, “Very Satisfied.” 9% of parents/caregivers said, “Satisfied.”

Families were asked whether they would “change anything about CCI” and if so, what and how would they want it changed. 45 families said they would not change anything about CCI, 7 didn’t provide a response, and 12 offered suggestions such as making it available outside of Portland, getting more childcare providers to participate in Spark, and creating a tier for families earning over 200% of FPL and helping them pay no more than 15% or 20% of their income toward childcare. Families provided several positive comments.

These select comments highlight families’ satisfaction with CCI and its impact on their finances, reduced stress-levels, help with their job stability, and high satisfaction with CCI staff at CCR&R. For a complete list of families’ comments, see Appendix A to this report.

“CCI has helped relieve part of the financial burden child care causes on families that work to make ends meet. As a single parent juggling bills and all the other responsibilities of parenting are difficult enough so having any type of financial relief is a huge help!”

“It allowed me to not have to fret over how to scrap together my copayment and gave me some reassurance in knowing that my child would receive a higher level of care.”

“We are able to save money and feel inclusive in how, where and why in selecting a provider.”

“My DHS co pay is way too high for me to pay on my own. CCI made it possible for me to afford childcare and work at the same time.”

“...I no longer have to work two jobs to figure it out. As a mother of three kids, you ask yourself how are you going to do it, and with today's resources such as CCI, I have been able to conquer anything with one job, and spending the best moments with my kids...I don't see me hanging around too much longer, because I may increase my finances, lord willing. But I wanted to make sure this message gets to the team, and your organization, because what you stand for is really what the world needs, and I'm a better woman, a mother... I was even able to take online classes and continue my education in management & Leadership at George fox University. Thank you for this experience in my life.”

“I can afford to send my kids to a quality child care where they are comfortable with staff and other kids. I like to know I can count on this for support.”

“I had fell into some hard times for a couple months and CCI took a lot of stress off my shoulders when it came to my taking of some of my copay every month.”

Provider survey results indicate that providers:

- Had high satisfaction with their childcare business income while participating in CCI
- Used their income toward quality improvements in their childcare business
- Substantially increased the number of children they serve who receive ERDC state childcare subsidy and families with low-incomes, and moderately increased the number of infants and toddlers they serve.
- Had high satisfaction with their overall experience in CCI

Overall, during your participation in CCI, how satisfied have you been with your child care income?	59% of providers said, "Very Satisfied." 38% of providers said, "Satisfied."
If the CCI has helped to increase and/or stabilize your child care income, how have you been able to use the extra income?	69% of providers said they used increased income from CCI on a variety of costs for their childcare business, such as meeting quality improvement goals, supplies/furniture, additional staffing/wages, and training.
How satisfied are you with your experience receiving financial support from CCI?	69% of providers said, "Very Satisfied." 28% of providers said, "Satisfied."

Providers were asked whether they would "change anything about CCI" and if so, what and how would they want it changed. 18 providers said they would not change anything about CCI, 2 didn't provide a response, and 9 offered suggestions such as trying to serve more families and decreasing the amount of time that providers wait for their payments from CCR&R (MHCC) for the care they provide.

These comments illustrate how providers see the program impact families and their high satisfaction with CCI staff at CCR&R. For a complete list of providers' comments, see Appendix A to this report.

"I have been able to purchase some new supplies/furniture for my childcare. I have been able to hire a new staff and I'm currently interviewing to increase staff. I have been able to pay my taxes for 2018 and have been paying my quarterly taxes on time."

"For us it isn't extra income, it just helps families cover the difference in tuition if they qualify for ERDC or not, so they don't have huge debt."

"The additional support from CCI has made it possible to keep the families I serve in a consistent environment! I'm thankful to have them be a part of my program!"

"The CCI Program and the staff are Phenomenal. They work exceptionally hard without complaint and they care about the families they serve and we the childcare providers!"

Section 2. Culturally Specific Childcare Networks: Progress and Results

This section of the report summarizes progress and results for 4 culturally specific networks funded jointly by PCL and the state, and for the new Somali network funded wholly by PCL. Providers participating in these networks have not been surveyed because PCL’s investment is recent (last 18 months), compared to the CCI subsidy efforts (past 4 years).

Data summarized here is from FY 2018-19 reports from CCR&R network coordinators to Oregon Early Learning Division and PCL.

Four Networks: 57 of 58 participating providers in 4 networks (African American, Latino, 2 Slavic) were licensed; 8 had a star-rating and 48 had the C2Q designation in Spark. Coordinators have assisted several in complying with state licensing regulation changes, setting and progressing on quality goals, and completing advanced training that positions them for star-rating in the future. Year-end reports to the Oregon Early Learning Division include progress updates from network coordinators, and this quote illustrates efforts with some providers in the networks.

“...Over half of these providers had multiple licensors in the past 2 years and each licensor seems to have different standards and interpretation of the rules. Practices that are fine with one licensor are violations for another. Lots of inconsistencies make this hard work much more difficult, so ... we are back to navigating ways to ensure that everyone is complying and knows their rights when they feel there are mistakes, bias or discriminatory practices.”

“As more providers become licensed, others are encouraged and want to also become licensed, now that they see it is possible.”

Somali Network: The network coordinator helped 16 participating providers - collectively complete 199 hours of training. Much of her work focuses on helping providers achieve and maintain state licensure. Last year, 5 of the providers obtained their license and served a total of 20 children. To support providers currently working toward licensure, the coordinator assists with paperwork and record-keeping practices, plus “reviews the requirements, paperwork and health/safety checklist with each provider prior to the licensing visit. The coordinator is also present (when possible) during the visit to ensure understanding on behalf of the provider, advocate for the provider, note areas cited for improvement and to build relationships with licensing staff.”

The Somali network coordinator also organized 10 providers to attend the recent Oregon Association for the Education of Youth Children conference. The network coordinator led two workshops, in Somali, for Somali-speaking providers—one on addressing children’s behavior in care and another on children’s creativity. She also interpreted the conference key note speech, given by state Early Learning Director Miriam Calderon, to Somali providers. These acts increase access of Somali providers to resources and support for childcare quality and their small businesses and connects them with the broader early learning community.

Implications

Positive Impacts

CCI continues to reach a diverse population of families, with well over half of children served identifying as children of color, and nearly 1 in 5 children from homes with a primary language other than English.

Families are accessing care from providers located mainly in East Portland and North Portland, all of which are licensed providers participating in the state's quality effort, Spark.

Overall, CCI survey data—from families, and providers—suggest the program has had significant positive impact on the lives of participating children, families, and childcare providers in Portland.

- Children have experienced stable, high quality childcare.
- Families have experienced reduced financial stress and stable, high quality care for their children. They indicate high satisfaction with their experience in CCI.
- Childcare providers report positive satisfaction with their participation in CCI, including their incomes while serving children in the program. Of the two-thirds of providers that reported increased income while participating in CCI, they invested the income into their childcare business.

These findings reflect the results of the original CCI evaluation in 2007-2011, which is not surprising because the program remains committed to helping families with limited incomes access high quality childcare opportunities, while also supporting childcare providers to invest in their quality.

With the childcare networks, CCI offers support to a racial/linguistically diverse set of childcare business owners and the families they serve from their communities. Networks continue to support providers' own quality goals. This support helps providers graduate from the networks with stable businesses, including the option to participate in CCI.

Opportunities for Improvement

While the collective survey results point to many positive impacts, they also highlight a few areas for increased attention and improvement moving forward.

- **Demographic Data Collection.** Data reported from CCR&R do not currently include the race/ethnicity data of all participating providers. PCL and CCR&R, in consultation with providers, could look at options for collecting these data. The information would help PCL and CCR&R monitor the diversity of childcare providers involved in CCI and assure that the CCI opportunity is equitably accessed by providers and children. Similarly, with 18% of children's race/ethnicity demographic data not reported from children served, it raises questions about how well CCI is equitably reaching Portland's population. PCL will work with CCR&R consider solutions for improving demographic data collection from families and providers.
- **Specific Families' Needs, including Children with Disabilities.** Parents suggested considering tiered subsidy amounts as their incomes rise during their time in CCI to ease transition out of the program and improving how foster families' incomes are considered for CCI subsidy calculations. Providers survey data suggests families of children with disabilities may not be accessing CCI. Head Start and Early Head Start programs specifically seek to serve that population, so families may not be accessing CCI for their children with disabilities. Still, PCL and CCR&R should consider whether CCI adequately reaches and supports families of children with disabilities.

Appendix A

Family Survey, FY18-19

Survey Methods

PCL, in collaboration with CCR&R, issued a survey in October 2019, in English and Spanish (online via Survey Monkey and in hard copy through childcare providers) to 118 families that have participated in CCI for at least 6 months in the past 2 years. The survey was available for 3 weeks and respondents were provided a \$20 Target gift card for completing it. Survey questions were adapted from the original family survey used in the 2006-2012 professional, external evaluation. The survey asked 9 questions: 6 questions about families' CCI experience, mostly multiple choice with options to provide additional written comment, and 3 questions about demographics related to their identity.

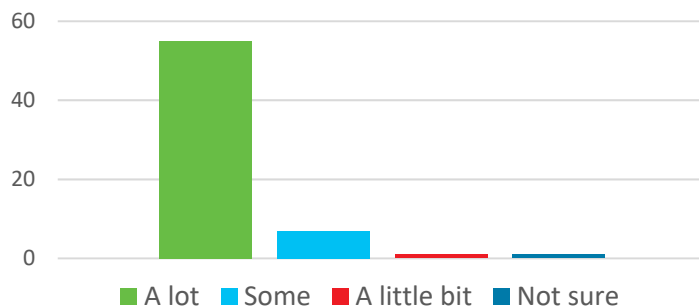
Survey Respondents

Approximately 54% of families receiving the survey responded (n=64), and all answered the English survey. Respondents were asked open-ended, optional questions about their racial/ethnic identity and gender identity, and a multiple-choice question about their age. Demographics of respondents include:

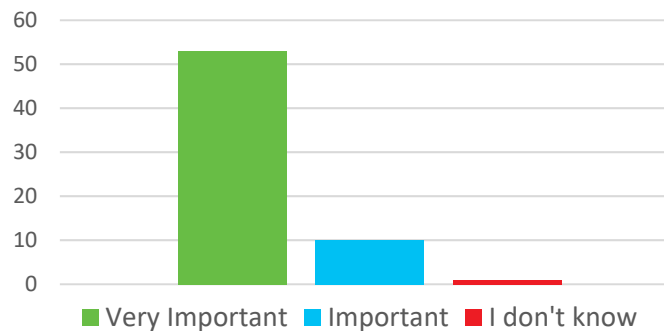
- **Race/Ethnicity:** Respondents identified single or multiple racial identities. Among all identities indicated: 20% identified as African American, 16% as Latinx, 44% as White, 5% as multiracial, 2% as Asian, and 16% didn't identify their race/ethnicity in the survey. Among white respondents, a small portion indicated their identity as Jewish.
- **Gender:** 92% identified as women, 5% as men, and 3% did not provide information.
- **Age:** 39% were between the ages of 21-30, 42% between the ages of 31-40, 11% were age 41-50, 3% were older than 50, 2% were age 20 and younger, and 3% did not provide information.

Survey questions are shown with the chart below; charts show parent/caregiver responses. Numbers on in each chart show numbers of families and the response options are shown below the bars.

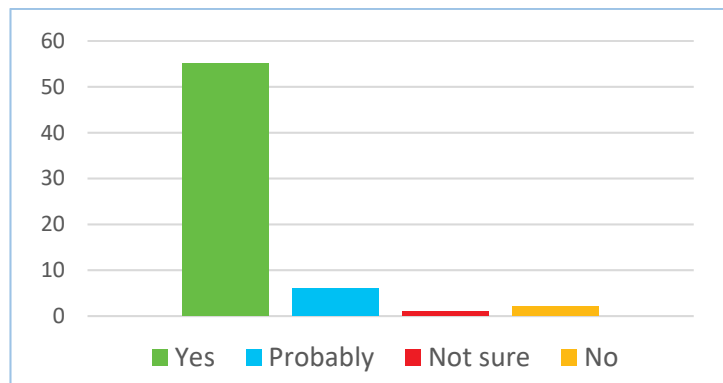
How much has the CCI financial resources improved your family finances while you have been participating in the program?



In order to qualify for the Community Childcare Initiative (CCI), your care provider had already reached a certain level of quality by participating in a state of Oregon program called Spark, a Quality Rating and Improvement System. Overall, how important to you is it that your provider is working on improving child care quality through this state program?



Do you think that having financial help (such as from the CCI), made you more likely to use child care provider(s) who had reached higher levels of quality (by participating in the state's program) than if you didn't have help?



How satisfied are you with your experience receiving financial support from CCI?

58 respondents said, “very satisfied” and 6 said, “satisfied.”
 No respondents chose the options “dissatisfied”, “very dissatisfied,” or “neutral.”

**Is there anything you would change about CCI?
 If so, what would you change and how would you change it?**

45 families responded they wouldn't change anything about the program. 19 families suggested:

- At the moment there is nothing I would change as things are going well. But with initially beginning to use CCI, the provider list was not that big so perhaps expanding providers that are able to accept CCI would be a good change.
- The only qualifying for 1 year program.
- more available day care providers
- I love the program. Even though I get minimal help I am very grateful. I know it may not be possible but I think an exclusion or higher on income limits or for foster parents would be helpful. (maybe on include the foster care reimbursement as income when applying for cci for the foster kiddo). In my case I only have one foster kiddo and my income means I pay almost all day with a little help from cci. My out of pocket is basically the same as my foster care reimbursement. I know cci is not designed just for foster kiddos, however I could help a few more kiddos if I had a little extra help with child care. I have also expressed this with DHS.
- The only thing would be that my childcare provider received her payments in a more timely manner. I'm required to have the copayment by a certain date however it can take over a month, sometimes two months for her to receive her CCI payment.
- More spark approved providers
- A grace period as income increases, such a 15 or 20 percent of income copay for higher income brackets.
- Maybe having it be available to more areas than just the Portland metro area.
- I would like the CCI to stay available for more families to benefit from it. With that, it was difficult to find the information for CCI, I heard about the program as I networked my way in and shared my story. I hope to see co-payments reduced for families with high needs and would like the CCI program and affiliates to help in that process by continuing to advocate for families.
- The demographic areas they serve. It should be all Portland Metro Counties
- I would expand the program to families who have moved out of city limits but still wish to use a spark daycare within the city. I was disappointed when I had to leave the program due to the increase in rent citywide but, it had to be done.
- The income limits for participants being higher.

If CCI has had a positive impact on your family, please tell us more about that.

18 families provided the following comments:

- Being a single mother is hard and I don't know it's much. So they help me a lot. And I want to say thanks
- I have been able to work and have quality child care for my kids!
- If your copay exceeds that amount it helps so you won't have to pay more than your cci Amount
- I had fell into some hard times for a couple months and CCI took a lot of stress off of my shoulders when it came to my taking care of some of my copay every month.
- Every single interaction I've ever had with Deb Johnson has made me feel valued, listened to, and respected. She has made mine and my son's needs feel important. She is on it 100% of the time if I email with questions. I'm so thankful to her for her service.
- CCI has impacted my family greatly. Allowing me to be able to save some of the money I do make for bills and go to work peacefully knowing that my childcare is secure. Also it doesn't limit people some places have restrictions and CCI has accepted me.
- My DHS co pay is way too high for me to pay on my own. CCI made if possible for me to afford childcare and work at the same time.
- It has help my daughter and I feel more secure, I can keep the child care I have and be able to work.
- CCI provided me the financial support to be able to put food on the table. It allowed me to pay off some old debts, and start building my credit score. Honestly, with out the financial help I couldn't have survived with my state co-payment being high.
- It help my family a lot on financial support for child care for my daughter
- We are able to save money and feel inclusive in how, where and why in selecting a provider.
- It allowed me to not have to fret over how to scrap together my copayment and gave me some reassurance in knowing that my child would receive a higher level of care.
- I can afford to send my kids to a quality child care where they are comfortable with staff and other kids. I like to know I can count on this for support.
- Cci has helped relieve part of the financial burden child care causes on families that work to make ends meet. As a single parent juggling bills and all the other responsibilities of parenting are difficult enough so having any type of financial relief is a huge help!
- Couldn't do it without them
- We were able to send children, and start to work better. Our life is so much calmer - THANK YOU!
- The help we received allowed me, as a single parent, be able to put food on my child's plate at the same time as knowing they were safe at daycare while I had to work.
- I never felt so united with an organization that exceeded every possible worry of mind. I honestly don't know life without it, and it has really allowed me to spend more time with my kids, because i can afford childcare, and work at the same time, but most importantly, I no longer have to work two jobs to figure it out. As a mother of three kids, you ask yourself how are you going to do it, and with today's resources such as CCI, I have been able to conquer anything with one job, and spending the best moments with my kids. Deborah (Debbie) Johnson, is the most respectable, honest, understanding, and very resourceful helped me do that. I don't see me hanging around too much longer, because I may increase my finances lord willing. But I wanted to make sure this message gets to the team, and your organization, because what you stand for is really what the world needs, and I'm a better woman, a mother. I was even able to take online classes, and continue my education in management & Leadership at George fox University. Thank you for this experience in my life. P.S This was spur of the moment, so i will not be proof reading anything! You'll get the message!

Provider Survey, FY18-19

Survey Methods

Like the Family Survey, PCL, in partnership with CCR&R, issued a survey to 50 childcare providers in October 2019, in English and Spanish (via Survey Monkey and hard copy via US mail). The providers receiving the survey served children in CCI in the past 2 years and remain eligible to serve children through CCI. The survey was available for 3 weeks and respondents were provided a \$20 Target gift card for completing it. Survey questions were adapted from the original provider survey used in the 2006-2012 professional, external evaluation. The survey asked 9 questions: 6 questions about families' CCI experience, mostly multiple choice with options to provide additional written comment, and 3 questions about demographics related to their identity.

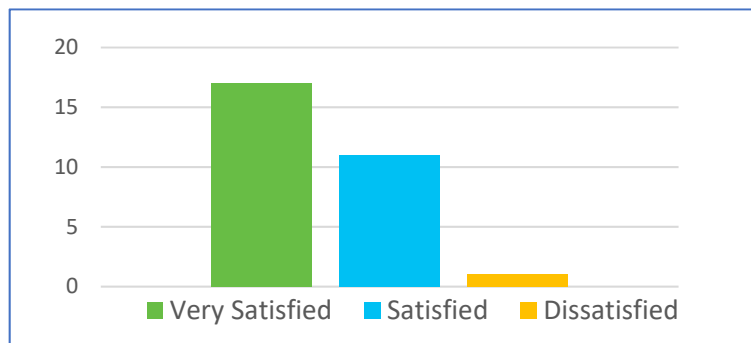
Survey Respondents

Approximately 58% of providers responded (n=29); 2 answered the Spanish version, and the rest responded to the English version. Respondents were asked open-end, optional questions about their racial/ethnic identity and gender identity, and a multiple-choice question about their age. Respondent demographics include:

- *Race/Ethnicity:* Respondents identified single or multiple racial identities. Among all identities indicated: 17% identified as African American, 14% as Latinx, 55% as White, 7% as multiracial, and 14% didn't answer the question.
- *Gender:* 90% identified as women, none as men, and 10% did not provide information.
- *Age:* 3% were between the ages of 18-30, 28% between the ages of 31-40, 24% were age 41-50, 7% were older than 50, 28% were age 20 and younger, and 10% did not provide information.

Survey questions are shown with the chart below; charts show providers' responses. Numbers on in each chart show numbers of providers indicating the response options shown.

Overall, during your participation in CCI, how satisfied have you been with your child care income?



If the CCI has helped to increase and/or stabilize your child care income, how have you been able to use the extra income? 69% of providers said they used increased income from CCI on a variety of quality and business costs. Number of providers indicating types of cost show in the graph.

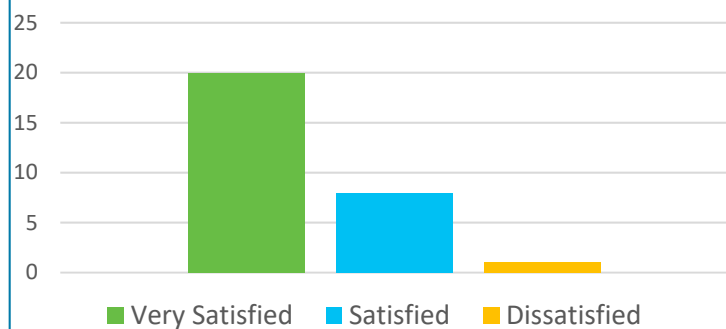
(Note: 31% of providers said participating in CCI had not increased or stabilized their income).



Childcare providers were asked whether CCI has had other impacts on retention of families in their services and the types of children they serve. The number of providers and their response are shown in the table below.

How much has the CCI helped to increase the following for your childcare business?	A Lot	Some	Not Very Much	None at All
a. Retention of children and families you served	8	16	4	1
b. Number of children you served on DHS subsidy	12	11	5	1
c. Numbers of other low-income children you served	8	13	4	3
d. Numbers of children with special needs that you served	0	8	8	12
e. Numbers of infants and toddlers you served	5	12	3	8

How satisfied are you with your experience receiving financial support from CCI?



**Is there anything you would change about CCI?
If so, what would you change and how would you change it?**

18 providers responded they wouldn't change anything about the program.

8 providers suggested:

- Allowing center directors to send in paperwork without parent signature. It is hard to pin down families sometimes to make sure they sign before specific dates.
- Quicker payments/or payments done at the beginning of the month - prior to giving care.
- There have been a few times that our payments got delayed and that was frustrating. It seems that June and July payments are frequently late due to people at the college taking vacations.
- How the payment isn't received until the following month.
- I would change the wait list process for opening to participate in CCI. I would make the program more accessible by removing waitlist. By having it in place a lot of families aren't able to take advantage of CCI's benefits.
- Get paid faster it be able to check easier
- getting payments on time
- Que siga la ayuda alas familias de bajo ingresos (continue help for families with low-incomes)