



Report on Impacts of the Community Childcare Initiative, 2020- 2023

Executive Summary

The Community Childcare Initiative, funded by Portland Children's Levy (PCL) and administered by Child Care Resource and Referral of Multnomah County (CCR&R) provides childcare affordability support to families earning low incomes in Portland. CCI covers several gaps in Oregon's Employment Related Day Care (ERDC) subsidy program. Performance data reported annually by CCR&R demonstrate that CCI has exceeded its annual goals. Recent anonymous surveys of parents/caregivers and childcare providers participating in CCI show the program has had a positive impact. During FY20- 23:

- Served over 200 children annually since 2020, and the majority are Black, Indigenous, and children of color.
- Nearly all parents/caregivers surveyed report positive impacts on their economic well-being, the quality of childcare their children received, and overall satisfaction with their experience in CCI. Children had stable, high-quality childcare.
- Most childcare providers survey report positive impacts on their business stability and childcare quality, and express satisfaction with the program.
- These results are consistent with the CCI Program Evaluation 2011 and the CCI Performance Report 2019.

"I have always had anxiety when it came to assistance & how much it would cover but knowing that no matter what my outcome with my ERDC was, I still had CCI to fall back on for the last 2 years for both of my kiddos' tuition. It has given me peace of mind that I'll forever be grateful for."- parent/caregiver CCI participant

"It's been wonderful to not have to worry about losing income when I enroll ERDC clients and providing that additional stability not only for families but also for my business."- childcare provider CCI participant

Feedback from providers and parents also suggests that CCI could improve its communication to inform families about this opportunity and continue managing its capacity and waitlist to ensure it can serve as many families as possible.

Introduction: The Community Childcare Initiative (CCI)

The Community Childcare Initiative (CCI), funded by the Portland Children's Levy and administered by Child Care Resource & Referral of Multnomah County (CCR&R), helps working families earning low incomes access and afford high-quality childcare for infants and children age 6 weeks through 12 years old (or age 17 for children/youth with disabilities). It supplements the state of Oregon's Employment Related Day Care (ERDC) subsidy.

ERDC offers subsidies for working families with incomes up to 200% of the Federal Poverty Level when they first apply and up to 250% of Federal Poverty Level (approx. 80% of Portland Area Median Income) if they remain eligible and renew their benefits. ERDC requires families to contribute a co-pay on a sliding scale based on income. The state reimburses childcare providers caring for children receiving ERDC. The reimbursement rate was 75% of the market rate of childcare costs. In January 2024 ERDC reimbursement rates increased due to state policy changing the calculation methods based on provider type, region of the state, hours of care needed and provided.

CCI covers several gaps in the state program for families and childcare providers:

- ✓ covers the cost gap between providers' fees and the state subsidy reimbursement (75% of the market rate until Jan 2024).
- ✓ covers all co-pays for families
- ✓ serves families on the ERDC waitlist, who otherwise qualify for ERDC
- ✓ enrolls working parents/caregivers with incomes up to 250% of Federal Poverty Level (approx. 80% of Portland Area Median Income) when they first apply
- ✓ prioritizes care for families earning incomes of 60% of the area median income or lower, children with disabilities (up to age 17), infants and toddlers, families with multiple children in care, and children in foster care through Oregon Department of Human Services.

Childcare providers participating in CCI must be licensed, carry liability insurance, be actively involved in state-led quality improvement and professional development efforts, and not have any serious valid complaints in the past year.

Additionally, approximately 5% of PCL's investment in CCI supports family-based childcare providers interested in improving childcare quality and small business

practices. This effort is crucial for rebuilding the supply of licensed childcare providers who left the sector during the pandemic and ensuring that childcare is culturally responsive to families' needs and preferences. The PCL grant supports 2 childcare networks, one of 10- 12 Somali providers and one of 10- 12 Russian providers. 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. This effort also helps childcare providers become eligible to serve children in CCI subsidy program.

PCL's Partnership with Child Care Resource and Referral-Multnomah County

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

Continued PCL Investment in CCI

The Act governing PCLⁱ authorizes the 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 to 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. PCL has invested approximately \$1.5- \$2 million annually in CCI since 2020. This grant has increased since the program's start in 2006.

CCI responds to community-identified needs

PCL community engagement processes have consistently identified affordable, high-quality childcare as top priority for PCL funding. Childcare in Multnomah County is estimated to have similar annual costs to a year of college tuition.ⁱⁱ Costs continue to rise to pay providers a living wage and attract and retain professionals interested and skilled at the job. At the same time, for families earning low incomes, these costs consume so much income that some parents leave the workforce because they can't afford care.ⁱⁱⁱ During the pandemic childcare providers experienced a significant decrease in enrollment, lost income, and some decided to leave the profession entirely.^{iv} Multnomah County is still recovering from that impact. CCI provides a small but important solution supporting both families and childcare providers- making care more affordable for families and keeping high-quality providers in business.

Program Performance: Key Data

Children served in CCI

During FY20- 25, CCI has an annual goal to serve at least 200 children. The program has exceeded its goals annually. It is on track to exceed its goal for FY24.

Fiscal Year	FY20	FY21	FY22	FY23	Mid-Year FY24
Number of Children Served	304	249	317	298	199

On average for the four years with complete annual data:

- 55% of children served identify as Black, Indigenous, and children of color; 30% identify as white; and no data is provided for 15% of children.
- 12% speak a primary language at home other than English
- 41% reside in East Portland (zip codes 97216,-220,-230,-233,-236,-266)
- 20% were infants-toddlers; 40% ages 3- 5; and 40% ages 6- 12

Number of participating providers and types

As of FY23, the most recently completed full program year, 39 childcare centers and 29 family childcare providers were participating in CCI.

Financial figures

During FY23, the most recently completed full program year, the following figures illustrate the median financial figures related to CCI services:

- Median Monthly Income of Families served by CCI in FY23: \$3,482
- Median Monthly cost of childcare for families served in CCI in FY23: \$1,568
- Median Monthly state ERDC subsidy for families served in CCI in FY23: \$850
- Median Monthly CCI subsidy for Families in CCI in FY23: \$525

For context, the monthly income of a family of 4 at the Federal Poverty Level (FPL) in 2023 was \$2,500, and up to \$6,250 for a family of 4 at 250% of FPL.^v

Program Impact on Parents/Caregivers and Providers

In May 2024, CCI staff and PCL staff collaborated to email a short survey, using Survey Monkey, to 193 parents/caregivers and 53 childcare providers (including directors who oversee multiple sites) who participated in CCI for at least 6 months during 2022- 2024. The surveys had multiple-choice and open-ended questions based on surveys developed in 2006 by Dr. Shannon Lipscomb for the first CCI program evaluation.^{vi} Survey questions asked about CCI’s impact on

- parents’ finances and the quality of care they obtained for their children;
- providers’ finances, aspects of quality of care and business stability

Surveys included optional demographic questions. Survey response rate was 44% (85/193) for the family survey and they collectively had a total of 116 children served in CCI. Response rate for providers was 43% (23/53).

Demographics of Family Survey Respondents

Demographics	Survey Data
Race/Ethnicity (n= 63)	65% identified as Black, Indigenous, and Person of Color and 35% as white (see appendix).
Disability (n=81)	10% of respondents had a child with a disability served in CCI, and 7% of respondents reported they had a disability
Children’s Ages (n=85)	42% of respondents had an infant/toddler in care, 56% a child age 3 – 5 in care, and 20% had a child ages 6-12 in care.
Respondents’ Ages (n=84)	15% were ages 21-30; 58% were ages 31- 40; 19% were ages 41-50 and 7% were over 50.

Family Survey Results: CCI’s Impacts on Families

Survey Question	Parent/Caregiver responses (n=85)
How much have CCI financial resources improved your family finances while you have participated in the program?	86% said “a lot”
Overall, how satisfied are you with the quality of childcare your child(children) receives through participating in CCI?	98% said “very satisfied/satisfied”
Do you think that having financial help from the CCI made you more likely to use childcare provider(s) who had reached higher levels of quality than if you didn’t have help?	80% said “yes”
How satisfied are you with your experience receiving financial support from CCI?	99% said “very satisfied/satisfied”

In their Words: Parents/Caregivers describe CCI’s impact

In the survey, 45 respondents opted to share positive reflections in their own words about their experience in CCI. Here are a few examples:

“CCI has helped me so much financially and as a single mother with two children CCI has also had a huge part in helping me provide care for them, thank you...”

“I am beyond grateful to the CCI program. It makes me emotional to think of how much this program has saved me and my child’s life.”

“I can never really express just how grateful I am for CCI. It's pretty safe to say I owe my career, my independence and my child's school readiness all to them. The monthly tuition for full-time care at my child's preschool is the same as my monthly rent. As a single mother of two, there is no way I could possibly afford to cover both and I would probably still be stuck working part-time hours and boarding with an extra roommate to try to stay afloat. CCI made it possible for me to live on my own with my boys, take a full-time position, and even earn a promotion while giving me the peace of mind that my child's care was nurturing his growth in a way that I felt at peace with. Thank you CCI!!!”

Demographics of Provider Survey Respondents

Due to the small sample size, and demographic data questions being optional on the survey, readers should take caution in interpreting the data.

Demographics	Survey Data
Race/Ethnicity (n=17)	44% identified as Black, Indigenous, and Person of Color and 55% as white.
Type of Childcare License (n=23)	43% work in a childcare center, 57% work in family childcare (registered or certified childcare ^{vii}).
Ages served (n = 23)	70% serve infants/toddlers; 87% serve ages 3- 5; 48% serve ages 6- 12 with before/after school care
Respondents Ages (n= 23)	4% ages 21-30; 17% were ages 31- 40; 39% were ages 41-50; 30% were 51-60; and 9% were over 60 years old

Childcare Provider Survey Results: CCI's Impact on Childcare Providers

Survey Question	Provider responses (n=23)
Overall, during your participation in CCI, how satisfied have you been with your childcare income?	87% said very satisfied/satisfied

Survey Question: If the CCI has helped to increase and/or stabilize your childcare income, how have you been able to use the extra income?	Provider responses (n=23)
providing additional staffing/higher wages	52%
training/professional development for me/my staff	30%
meeting quality improvement goals	22%
childcare business for supplies/furniture	17%
Survey Question: How much has the CCI helped to increase the following for your childcare business?	Provider responses (n=23)
Increased retention of children in care	91%
Increased number of children served on ERDC	87%
Increased number of children served of families earning low income	74%
Increased number of children served with disabilities	57%
Increased number of infants and toddlers served	43%

In their Words: Childcare Providers describe CCI's impact

In the survey 17 respondents wrote positive comments and their experience with CCI, and here are a few examples:

"CCI helps my families to afford childcare, and helped my program keep workers."

"CCI has greatly benefitted many of my families. Without the help from CCI to cover what ERDC doesn't, many of my families would not be able to afford care."

"It's been wonderful to not have to worry about losing income when I enroll ERDC clients and providing that additional stability not only for families but also for my business."

"CCI has been a huge part of keeping a few families here who do not receive enough ERDC support. Without the aid the families would not be able to access the quality of care they receive with us here."

Continuous Improvement

Comments from the surveys also suggest a few areas to keep strengthening CCI.

Family survey comments

A few parents/caregivers mentioned wanting more providers involved in the program and a few others mentioned wanting better communication to help families learn about the program.

- *"More advertisement, had my children's director not mentioned this to me, I would've never known about the additional support CCI provides."*

Apart from those few similar comments, there were no clear themes in comments from parents/caregivers. A few unique comments include other ideas for ways to support parents/caregivers in the program.

- *"It's hard to keep up on who the contact person is at times."*
- *"It would be nice to know about any other services they offer; clothes, food, etc."*
- *"If it could possibly lend a helping hand as well towards families that need help with childcare in general even after adoption."*

Twenty respondents said there was nothing that needed changing or improving.

- *"Nothing at all. They are doing an awesome job."*

Provider survey comments

Five providers mentioned wanting payments to move more quickly, and three mentioned how the waitlist for CCI this year affected their ability to serve more families that could have used the funds. A few also mentioned wanting better communication tools to help families learn about CCI.

- *“It would be helpful if Tuition payments processed more quickly but perhaps I could just submit them before the first.”*
- *“A handout to parents who are on ERDC that explains the program in simple terms. This may exist but I just wasn’t sure.”*

Data Limitations

Based on limited staff capacity at PCL and CCR&R, the surveys were done for one month and only in English. In 2018, surveys were open for 2 months and available in English and Spanish. In 2011, the evaluation was conducted by a contracted researcher. Response rates in 2011 and 2018 were over 50%, compared to 2024. In all 3 projects, survey respondents were provided gift cards for their time. If the surveys been available longer and in Spanish, the response rates may have been higher. Although the response rates in 2024 are lower than in past years, they exceed 30%, the standard for statistical data analysis and implications.

Implications and Conclusion: CCI meets goals and has positive impact

Data in this report, based on annual grant reports from CCR&R staff and anonymous surveys of recent participants, demonstrate that CCI has achieved its goals and had substantial positive impacts for families and childcare providers.

The program clearly reaches its intended priority populations of parents/caregivers earning low incomes. It ensures they can access and afford high-quality childcare. It gives children stable, high-quality childcare. By supplementing the gaps in the state’s ERDC program, CCI supports childcare providers to invest in quality and strengthens their business stability. This investment continues to benefit the children and families served in the program. These results are consistent with program evaluations from 2011 and 2019^{viii}.

Feedback from providers and parents suggests that CCI could improve its communication and outreach to inform families about this opportunity and continue managing its capacity and waitlist to ensure it can serve as many families as possible.

APPENDIX

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 policymakers, 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 earning 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

A professional, external evaluation^{ix} conducted by Dr. Shannon Lipscomb with families and providers involved in the first CCI indicated:

- working families earning 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 2015-2025

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 earning 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 6 years (6/1/15-6/30/20).

In 2019, the Allocation Committee re-invested \$5.1 million in CCI for the period 7/1/20- 6/30/23. In spring 2023 the Committee renewed grants for the 2 remaining years of the Levy period, based on performance and available Levy revenue. They invested an additional \$4.3 million in CCI for 7/1/23- 6/30/25.

Family Survey Data

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

Response	Number N= 85	Percent of Total
A lot	73	85%
Some	9	11%
A little	1	1%
None	0	0%
Not sure	2	2%

One goal of the Community Childcare Initiative is to help families access high-quality childcare. Overall, how satisfied are you with the quality of childcare your child(children) receives through participating in CCI?

Response	Number N= 85	Percent of Total
Very satisfied	69	81%
Satisfied	15	18%
Neither satisfied nor dissatisfied	0	0%
Dissatisfied	1	1%
Very dissatisfied	0	0%
I don't know	0	0%

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

Response	Number N= 85	Percent of Total
yes	69	80%
probably	4	5%
no	6	7%
not sure	4	5%
other (specify)	2	2%

Other responses:

- *Childcare is so hard to find, we didn't really have many options. I don't think CCI really affected our available options.*
- *I don't have a choice, as far as I'm aware, my kids' public school only offers one option and that option is ok; my kids complain about it so I minimize the time they spend there; have my complaints but also my appreciation that they're there at all.*

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

Response	Number N= 85	Percent of Total
Very satisfied	78	92%
Satisfied	6	7%
Neither satisfied nor dissatisfied	1	1%
Dissatisfied	0	0%
Very dissatisfied	0	0%
I don't know	0	0%

What is your age?

Response	Number N= 85	Percent of Total
21- 30	13	15%
31- 40	49	58%
41- 50	16	19%
over 50	6	7%
(blank)	1	1%

How many children have you had participate in CCI?

Response	Number N= 82	Percent of Total
1 child in CCI	58	71%
2 children in CCI	15	18%
3 children in CCI	8	10%
4 children in CCI	1	1%

What ages were your children when they first began participating in CCI?

Response	Number N= 85	Percent of Total
Infant - age 2	36	42%
age 3 - 5	48	56%
age 6 - 12	17	20%

Parents/caregivers and children with disabilities

Question (n= 85)	Yes	No	Left blank
Do you identify as someone with a disability?	6	73	6
Do any of your children who are or were in CCI have a disability?	8	77	0

How do you identify your race, ethnicity, tribal affiliation, or ancestry?

NOTE: The question was “fill in the blank” and respondents could write whatever they wanted. The responses below are exactly as written by respondents. Table shows the number of people who wrote the exact response shown. Responses with an asterisk were counted as Black, Indigenous, and Person of Color for this report.

Response as written in by respondents	number of respondents that wrote the response (n=63)
African*	3
African American*	10
African-African*	1
Afro-Indigenous*	1
Asian*	2
Asian American*	1
Black*	4
Black – Hispanic*	1
Black African American*	1
Black/African Descended*	1
Black/African-American*	1
Caucasian	3
Caucasian, American	1
Hispanic*	5
Latino*	2
Mixed race*	2
Mixed race- Latinx*	1
Multiracial*	1
Native, Mexican American, and white*	1
Nigerian*	1
Pacific Islander*	1
White	16
white westerner	1
White/ Caucasian	1
White/Hispanic*	1

Please share any comments about your satisfaction with CCI.

<i>Comments written by family survey respondents are listed in each row below.</i>
Great program
The resource is helpful but I wish there was more quality locations. That required more oversight from funding providers.
This is a needed program. Good child care is essential in children being exposed to a pleasant learning experience throughout there schooling experiences.
Neve had any enrollment problems easy re enrollment every year

Great program for families that need that extra support.
My son have been use it for year and he get to go to the best child care place and learn so much
This was a huge financial assistance and help for myself. As being a full-time single mother to my daughter this helped make my finances manageable to pay bills
The people there are very kind and compassionate. I have been very satisfied with the help they provided me.
It was life changing for my son and I.
CCI was such a blessing, very much appreciated.
I have always had anxiety when it came to assistance & how much it would cover, but knowing that no matter what my outcome with my ERDC was, I still had CCI to fall back on for the last 2 years for both of my kiddos tuition. It has given me peace of mind that I'll forever be grateful for.
I'm so satisfied for all the help. CCI has been a blessing to my family
They help that is provided by CCI is so helpful and i greatly appreciate it
Love the day care my attends
Wonderful program and easy to do the sign up
CCI has benefited our family greatly! It has allowed us to not only put our child into a great, fun and loving school, but it has also alleviated a significant financial burden.
This resource has been incredibly helpful. Childcare is so expensive. The funding we receive from CCI relieves a huge stressor. We're incredibly thankful for it!
This program has helped me and my family with child care. It has been a huge help financially.
CCI was not only very helpful financially but the customer service is incredible. We received help from Marie & she is just simply amazing!
I'm really happy with CCI.
CCI has helped me so much financially and as a single mother with two children CCI has also had a huge part in helping me provide care for them, thank you for existing and supporting families.
Great support system! Has really helped me financially and I wish I knew about it sooner! Please keep helping families in need ❤️
Very professional
Love this program wouldn't know what to do without it
CCI has been life changing for our family!
I really appreciate how your staff follow-up with me regarding certain timelines or recertification.
This program has helped my family tremendously in keeping my children in her school program. I don't know what I would have done without this program. It's truly a blessing and I hope this program continues for many more years for my family and other families.. 😊
I am beyond grateful to the CCI program. It makes me emotional to think of how much this program has saved me and my child's life.
I can never really express just how grateful I am for CCI. It's pretty safe to say I owe my career, my independence and my child's school readiness all to them. The monthly tuition for full time care at my child's preschool is the same as my monthly rent. As a single mother of two there is no way I could possibly afford to cover both and I would probably still be stuck working part time hours and boarding with an extra roommate to try to stay afloat. Cci made it possible for me to live on my own with my boys take the full time position and even earn a promotion while giving me the peace of mind that my child's care was nurturing his growth in a way that I felt at peace with. Thank you CCI!!!
It's a good program
This greatly helped our family financially when we qualified.

We never would have been able to afford the wonderful daycare/preschool my kids attend.
this program allowed me to support my kid in other way, ie to be able to take him to swim lessons.
You were amazing and helpful when needed and would always recommend!
This was beyond helpful and I am forever grateful for CCI.
I am a single mom with no help from the dad's so getting help thrive cci is a extreme help.
Without cci I wouldn't be able to afford a home or food for myself and my daughter. This program has greatly impacted my life
When [name redacted] retired a couple summers ago, my application fell through the cracks. The turnover has caused some issues in ensuring I'm funded. Having to go back and forth constantly with my kids' aftercare (Champions) and DHS is a horrid nightmare and I've wasted so much time and braincells being the go-between in a way that seems inefficient and somehow, should be more streamlined than it is. I wish I could get CCI to pay for the other aftercare option, with is through the SUN program of NWImpact. Those aftercare programs are phenomenal and well-organized. The problem is, they don't serve the whole term, but only about 10 weeks of a 13 week term. Also, they are cash-pay only (they do offer scholarships), so I can't go through DHS and CCI to get my kids into those aftercare programs.
The CCI representative I worked with was very kind.
Extremely thankful and grateful for this opportunity as I honestly do not know how I would have been able to make childcare work.
It took a while to get started but then it was smooth!
Everyone at CCI who has helped us with enrollment/renewal/any type of communication has been so kind, patient, and helpful. It really has been a blessing to not only receive childcare coverage we otherwise couldn't afford, but to feel like we are genuinely being cared for.
Very great and helpful program
This program was an extreme help. The money I would have used for childcare. I was able to use elsewhere within my home For my children. Very appreciative
Life saver

If there is anything you would change about CCI, what is it and how would you change it?

<i>Comments written by family survey respondents are listed in each row below.</i>
Nothing to change, great program for families who needs help.
More oversight to ensure that the providers are providing the highest quality of care, services, and education to the children and families.
Mose consistent follow-up when calls are placed.
There is nothing keep up the great work and thanks for help family like me
NA.
Nothing it is great
That they look at net pay rather than gross as well as take into consideration bills and finances.
Just keep working on outreach
More advertisement, had my children's director not mentioned this to me, I would've never known about the additional support CCI provides.
It would be nice to know about any other services they offer; clothes, food, etc.,
N/a

If it could possibly lean a helping hand as well towards families that need help with child care in general even after adoption.
Nothing at all.. They are doing an awesome job
Nothing
Greater visibility of the program
There is nothing to change so far. It is a really good program with low income for child care support
None
No everything is okay.
Nothing!
No
No changes maybe more communication?
Nothing!..
There's nothing I would change. My whole experience has been wonderful.
It's hard to keep up on who the contact person is at times
None the people are great and the program is to
I hope this program gets expanded!
Less paperwork and barriers to getting the funding for child care.
More provider options close to my home.
No
Nothing I absolutely love it
It would be amazing if CCI didn't force you to go through DHS and all those hoops, because that opens up a kind of rats nest of byzantine bureaucratic pencil pushing that eats up a lot of time, patience and braincells that would be better spent on other, more immediate family and household needs, like what's for dinner and who's going to cook it.
No
Encouraging more providers to become participants of the program.
No

Provider Survey Data

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

Response	Number N= 23	Percent of Total
Very satisfied	13	57%
Satisfied	7	30%
Neither satisfied nor dissatisfied	3	13%
Dissatisfied	0	0%
Very dissatisfied	0	0%
I don't know	0	0%

If the CCI has helped to increase and/or stabilize your childcare income, how have you been able to use the extra income? (check boxes for the responses that are true for you)

Response	Number N= 23	Percent of Total
I have used it for my childcare business for providing additional staffing/higher wages.	12	52%
I have used it for training/professional development for me/my staff.	7	30%
I have used it for my childcare business for meeting quality improvement goals.	5	22%
I have used it for other purposes in my childcare business.	5	22%
I have NOT had an increase or stability in childcare income from participating in CCI.	5	22%
I have used it for my childcare business for supplies/furniture.	4	17%

Other responses:

- *Unsure if our agency status*
- *Many things are affordable, within reach for our families and our program and we are all grateful.*
- *I serve one CCI family out of 7 students so the steady tuition is as helpful as all my other clients.*
- *I would say that the income from CCI benefits the families more than my program. If it not for the funds from CCI, many families would not be able to afford child care tuition.*
- *Increasing services to families who don't qualify*
- *I haven't had an increase in income so CCI has helped us to pay our employees and bills on time.*
- *just to help support families fees*

How much has the CCI helped to increase the following for your childcare business?

Response (N= 23)	A lot	Some	Not Very Much	Not at all	Don't Know
Retention of children and families you served	9	12	1	0	1
Number of children you served on DHS-ERDC subsidy	8	12	0	3	0
Number of other low-income children you served	8	9	3	3	0
Number of children with disabilities you served	2	11	1	7	2
Number of infants and toddlers you served	2	8	2	11	0

How do you identify your race, ethnicity, tribal affiliation, or ancestry?

NOTE: The question was “fill in the blank” and respondents could write whatever they wanted. The responses below are exactly as written by respondents. Table shows the number of people who wrote the exact response shown. Responses with an asterisk were counted as Black, Indigenous, and Person of Color for this report.

Response as written in by respondents	number of respondents that wrote the response (n=17)
African American*	4
Hispanic*	1
I'm white and my business partner is African American*	1
Jewish	1
Latina/Hispana*	1
White	7
White not hispanic	1
White, Hispanic*	1

What is your age?

Response	Number N= 23	Percent of Total
21- 30	1	4%
31- 40	4	17%
41- 50	9	39%
51- 60	7	30%
Over 60	2	9%

What type of childcare provider license do you have?

Response	Number N= 23	Percent of Total
Childcare Center	10	43%
Family Childcare (Registered or Certified)	13	57%

What age group(s) of children do you serve? (check all that apply)

Response	Number N= 23	Percent of Total
Infant - age 2	16	70%
age 3 - 5	20	87%
age 6 - 12	11	48%

Please share any comments about your satisfaction with CCI.

<i>Comments written by childcare provider survey respondents are listed in each row below.</i>
I need more information about the intersection of CCI and ERDC
Very satisfied with the assistance of CCI.
CCI helps my families to afford childcare, and helped my program keep workers.
Families and our program are blessed as a direct result of CCI and its incredible staff with its continued support, kindness and generosity. Thank you, so very much!!!
I love how everyone that works within CCI are so nice and are always so helpful! They always get back to me quickly and answer all my questions.
I am glad of supporting these children.
My CCI family is one of the families I've had the longest so I'm sure it's made a difference for them and for me.
CCI has greatly benefitted many of my families. Without the help from CCI to cover what ERDC doesn't, many of my families would not be able to afford care.
It's been wonderful to not have to worry about losing income when I enroll ERDC clients and providing that additional stability not only for families, but also for my business.
Your staff is very knowledgeable and helpful. I'm sorry the program has ended.
This has been a very helpful program for parents to have less of a financial burden for childcare.
CCI had helped families cover the extra cost beyond ERDC allowing families to stay and for staff to get paid higher wages without CCI I can not work with ERDC Clients
I loved how helpful and friendly the staff was when I needed help.
Communication has been very clear and responsive
the staff are helpful.
It's a great program to support families needing childcare.
CCI has been a huge part of keeping a few families here who do not receive enough ERDC support. Without the aid the families would not be able to access the quality of care they receive with us here.

If there is anything you would change about CCI, what is it and how would you change it?

<i>Comments written by childcare provider survey respondents are listed in each row below.</i>
Unsure at this time
Yes, to income requirements to help more families
To have the immediate response time as in time passed. Perhaps try to get people motivated to work with great work ethics. That way more could be done faster and the current CCI staff would not have to work so hard.
Nothing at the moment.
Make it more automated and less paperwork.

I would like to see improvements on communication, and that the payments get on time.
It would be helpful if Tuition payments processed more quickly but perhaps I could just submit them before the first.
I wish there were more funds available. The current fiscal year we were not able to add any families due to funds not being available. And, I've heard that it won't be around after July 2025.
There have been a lot of staffing changes at CCR&R the last 2 years, which has made it difficult sometimes to keep track of who's in charge of what. I understand that happens when long time employees retire. Late payments have been frustrating when it happens (not often) and lack of communication to questions or just not responding. The program being in waitlist status did hurt my business the past 6 months as I had a lot of new ERDC enrollment and just had to take a loss on that income since parents can't afford to pay the difference.
Please continue it.
A handout to parents who are on ERDC that explains the program in simple terms. This may exist but I just wasn't sure.
The turnaround in pay it takes a very long time to get paid
I didn't like not knowing for sure when I would have my check and sometimes got it late.
No
I wish there wasn't a waitlist it has hindered some families from signing up
Nothing I can think of

REFERENCES

- ⁱ City of Portland City Council. Resolution Number 37343 with Exhibit A, An Act and Exhibit B, Ballot Language for the Portland Children’s Levy. February 7, 2018. Portland, Oregon. <https://portlandchildrenslevy.org/wp-content/uploads/2024/04/Resolution-37343-sm.pdf>
- ⁱⁱ Emily Harris. Child care costs eat up family income in Oregon. Axios Portland. August 8, 2023. <https://www.axios.com/local/portland/2023/08/08/oregon-childcare-costs-expensive-more-than-college>
- ⁱⁱⁱ Ashely Grams, Alex Jensen. Completely derailed our life: How childcare in Oregon became so unaffordable. KGW8 News. Portland, Oregon. April 10, 2024. <https://www.kgw.com/article/money/how-child-care-oregon-unaffordable-cost-parents-families/283-32498b50-4752-4533-9d79-2b61c412a39b>
- ^{iv} Tracy Loew. Child care crisis pushes Oregon families to breaking point, report finds. Salem Statesman Journal. June 14, 2023. <https://www.statesmanjournal.com/story/news/local/2023/06/14/child-care-crisis-costs-kids-count-data-book-oregon/70314236007/>
- ^v Federal Poverty Level Guidelines for 2023: <https://aspe.hhs.gov/sites/default/files/documents/1c92a9207f3ed5915ca020d58fe77696/detailed-guidelines-2023.pdf>
- ^{vi} Shannon T. Lipscomb, Ph.D. Community Childcare Initiative (CCI) Outcome Evaluation Report, 2011. Prepared for Mt. Hood Community College, Childcare Resource and Referral of Multnomah County and The Portland Children’s Levy. https://portlandchildrenslevy.org/wp-content/uploads/2024/04/CCI-Outcome-Evaluation-Report_FINAL_1.pdf
- ^{vii} The Child Care Licensing Division of the Oregon Department of Early Learning and Care defines Certified Family Childcare Home and Registered Family Childcare Home. Certified Family Childcare is a facility licensed to care for up to 16 children and is located in a building constructed as a single-family home. <https://www.oregon.gov/delc/providers/pages/certified-family.aspx> Registered Family Childcare is licensed to serve up to 10 children and is located in the home of the provider. <https://www.oregon.gov/delc/providers/pages/registered-family.aspx>
- ^{viii} Portland Children’s Levy. Progress Report 2019: Community Childcare Initiative. Portland, Oregon. <https://portlandchildrenslevy.org/wp-content/uploads/2024/04/CCI-Progress-Report-2019.11.05.19.pdf>