

Parent Focus Group Comment Summary

Focus Groups conducted January – February 2016 for the National Website and Hotline Design Project funded by US Health and Human Services, Administration for Children and Families, Office of Child Care

Location Summary

- Alabama - Festival Early Head Start/Head Start Center
- Alabama - West Center Street (WCS) Early Head Start/Head Start Center
- Massachusetts - Associates for Human Services
- Ohio (NW Ohio) – WSOS
- Sacramento - EPY /Children’s Law Center /CLCSAc-2 (Welfare Law Offices)
- Ocean Shores High School, Oceanside, CA
- Alta Vista High School, Vista, CA
- SPIN Support Group, County Library, Hollister CA

Audience Attendees Summary

<p>Alabama - Festival Early Head Start/Head Start Center</p> <p>5 Attendees</p>	<p>Target Audiences in Attendance: Urban Parents, Teen age parent, Parents Receiving Services. Parents of Infants/Toddlers, Preschoolers, School-Age</p> <p>Major Take-Aways: The parents were well informed and seemed very prepared for the meeting. The parents were tech savvy and had a lot of ideas about using smart phone technology or technology that was friendly to mobile devices. Notion of a ‘Hotline’ seemed dated to parents of young children.</p>
<p>Alabama - West Center Street (WCS) Early Head Start/Head Start Center</p> <p>21 Attendees</p>	<p>Target Audiences in Attendance: Rural Parents, Urban Parents, Hispanic Parents, Parents Receiving Services, Spanish Speaking (with Translator). Large Hispanic attendance</p> <p>Major Take-Aways: The parents were well informed and seemed very prepared for the meeting. The Parent Policy Council President was in attendance and she was excited that the group had been chosen to help with the web design. The parents seemed familiar with each other and used to expressing their ideas. I noticed a lot of head nodding when others replied to the questions.</p>
<p>Massachusetts - Associates for Human Services</p> <p>10 Attendees</p>	<p>Target Audiences in Attendance: Suburban Parents of children enrolled in Early Intervention (infants and toddler with special needs)– mostly moms, 2 dads, 1 grandmother</p> <p>Major Take-Aways: The majority of these parents were unaware of licensing regulations, the state agency that licenses care – some had never heard of the MA Department of Early Education and Care. Some had no experience seeking child care and did not know where to start or what to</p>

	<p>ask. They felt a website would be very helpful but felt it would be very important to advertise this website widely so ALL parents would know about it. They also reported that for the most part they access the internet on their phone, so the website would need to be phone friendly – an app would be great. Finally, they really wanted information about qualifications of staff and felt strongly they should be able to find this out through the website.</p> <p>As for the hotline – the group had no idea where they would go with a complaint and felt this information should be included on the website.</p> <p>They also had a discussion regarding how they could know if a provider was really following all the regulations and if all the teaching staff – even new ones- had the training they needed about regulations and protocols. They voiced concerns about health and safety and the training of staff regarding these topics.</p>
<p>Ohio (NW Ohio) – WSOS 15 in Attendance</p>	<p>Target Audiences in Attendance: Rural - Veteran family, former homeless mom, other moms and one couple</p> <p>Major Take-Aways:</p> <p>Being a rural area of Ohio, it was interesting to note that all the family members had multiple devices to access information even though considered low-income and they felt quite comfortable in using all devices.</p> <p>The (former) homeless parent talked about her experience prior to enrolling with WSOS – she and her family were living in a home where abuse was occurring which she reported more than once to CPS (child protective services). She indicated that until a significant situation occurred for this child, her reports went unmet or followed up on which upset her. Mom knew that for her own children, she wanted to be able to find a program/provider who could work with her child in her absence – as she and her husband got on their feet. The WSOS program initially provided housing support to the family, linked with appropriate services such as WIC to aid them in meeting basic needs and then referring for child care/Head Start/EHS services. Mom could not say enough positive about the support and work of WSOS today – the quality of the program staff, the safe and healthy environment and helping her with her child when she needed it in helping her in her child’s development.</p> <p>Key points shared across the group:</p> <ul style="list-style-type: none"> • Knowledge of how to check other’s background on the web and whom to notify of concerns – the family members were extremely knowledgeable of how to check-out other people, their background and relevant information. • All the parents expressed health and safety as critical elements of child care for them in where they would enroll their children.

<p>Sacramento - EPY /Children’s Law Center /CLCSAc-2 (Welfare Law Offices)</p> <p>7 Attendees</p>	<p>Target Audiences in Attendance: Urban Teen Parents; Foster Youth and Young Adults with children</p> <p>Major Take-Aways:</p> <ul style="list-style-type: none"> • Safety is the biggest issue for these parents. Cost of care is a close second. • They were very aware of the potential for abuse and for three parents, the concern about safety prevented them from seeking or finding care easily- at least initially. • The local R&R/AP was not helpful to these parents; they found child care in other ways. Waiting lists, reporting requirements, requirements for full day care, parent fees were cited as reasons to select FFN care. • Website should be Simple in design; able to be accessed by phone. Only half the group used a computer with any regularity (usually for school.) All use the internet to purchase good and locate resources. • Facebook is one of the most important websites that this group access to find resources. They suggested that the new Website link to facebook pages.
<p>Ocean Shores High School, Oceanside, CA (Cal Safe program)</p> <p>5 Attendees</p>	<p>Target Audiences in Attendance: Suburban Teen Parents</p> <p>Major Take-Aways:</p> <ul style="list-style-type: none"> • Google is search tool of choice for these parents. However, they cautioned that too many listed search results/options resulted in them getting overwhelmed, not knowing what to pick, and “getting bored.” • They like videos and pictures. You Tube is a resource for lots of how-tos. • For these parents, safety is a priority. Safety looks like knowing that the provider has the ability to handle emergencies, both at the facility, but be available and within reach if the parent has an emergency. • These parents like ratings but prefer that the ratings would be generated by other parent consumers with an option to leave comments. • Have it clear that the child care they receive is a “free resource” up front. (“No credit check needed.”) Low-income was given as a search term they might use. • Availability, cost, days and hours open, health and safety practices are important information to have by provider and as search filters. • For the Hotline, these parents would want to talk to a live human being with no wait time to do that (24/7) and would want this to be anonymous. But they definitely would report if the saw something they thought was “wrong”. • Some things they mentioned that they liked about their current child care included the importance of having washing machines in the facility, that the center has cribs at the ready for evacuation, staff somehow mitigate how the AC might “blow germs around” and that

	<p>they require covers on shoes to protect the floor of the facility. Providers would be “calm” and have no criminal background.</p> <ul style="list-style-type: none"> • There is an expectation that on an official site all the listed providers would be clear of criminal histories and would have CPR and First Aid. • There seem to be underlying concerns about security and websites. “You are never sure you are getting what you want” and “you have to worry about credit card fraud” and “sometimes people take your information and use it.” • The teen moms talked about liking text messages and sites that “tell them things like what to do with your baby.” They like reading what other parents share on these sites.
<p>Alta Vista High School, Vista, CA</p> <p>10 Attendees</p>	<p>Target Audiences in Attendance: Urban Teen Parents</p> <p>Major Take-Aways:</p> <ul style="list-style-type: none"> • Teen parents want to feel in charge of their situation: it is important to them that they are the decision-makers in the care of their child. • These parents are comfortable with the Internet but they do not have reliable access to the Internet, except through their phones. • If a website is too large, they will try to use a computer, but only if really motivated. They want an Application for their phone that allows them to access information. (ChildCareFinder – is a name for an APP that was suggested.) • While cost and location are very important, for this group of parents, health and safety and who has access to their children top the list of concerns. • These parents have identified specific “indicators” for health and safety, with their own rationale of what these mean. For example, having a washer and a dryer in the facility is equated with washing clothes, and towels and indicates to them a level of hygiene is extended to other cleanliness categories. • Concerns about inappropriate rules, forcing a child to eat or sleep, a provider giving unwanted advice, a provider having favorites, indicate prior experiences that these parents want to keep from their own children. • Hotline: none would go to CPS for fear it would “backfire” and they would be investigated, even if they reported anonymously. Still, even given that, they would not hesitate to report on a national hotline if they saw or felt a child was being abused. • Participants suggested the idea of providing scenarios for providers to respond to; to help parents “interview” providers. • There was a solid expectation to consider: these parents feel that if this is a federal website, the federal government provides certain assurances. They would expect that no provider would be listed who had not passed a background check and who had not been certified in CPR/First Aid.

<p>SPIN Support Group, County Library, Hollister CA</p>	<p>Target Audiences in Attendance: Rural Spanish Speaking families that have children with special needs using voucher programs</p>
<p>7 Attendees</p>	<ul style="list-style-type: none"> • Child Care was not used as a term – Day Care and Babysitting were familiar terms • Didn't consider themselves as recipients of child care, but as recipients of services • Their understanding of 'care vs. babysitters' took some guidance and suggests that these parents might need an introduction or orientation to finding child care to help them see themselves as choosing child care • Selecting providers was based on lowest price and previously established relationship with the provider • Searches were limited to family, friend, neighbor, churches. This group was not aware that agencies could provide search support • This group does not regularly access the internet even through their phones • None of the parents knew about the possibility of subsidized child care • This group asked if special needs can be supported by a care provider during flexible hours • While they talked about their provider as babysitters, or "the person who watches my children", two of them used licensed family child care providers. They said they assumed that a babysitter with a license would be approved by the State and they did not need to worry about quality of care. Plus, they knew the person and the person's family, so they were not concerned about how their children were taken care of. They said that they had "many things to worry about" and the babysitters were a "great help" and "convenience" to them. • This group did not know what the term 'Hotline' meant

Outstanding Themes:

- Safety (What do I look for and will my child be safe? Who has access to my child? Wanting to know their child is safe and interest in knowing how to tell what a safe environment is.)
- Background Checks (Have all of the Providers undergone background checks?)
- CPR Training (Parents assume a Federal Site will only have providers that have CPR Training)
- Location (Searches based on proximity to parent's home and work are crucial)
- Cost (Do they accept subsidies and what are the fees? Only show me what I can afford)
- Mobile Apps and Mobile Friendly (A lot of parents use their phones to access internet and most teens exclusively use their phones – high interest for a mobile app)
- Parent Reviews and Visuals (Parents want and rely on other parent's reviews and look right away for visual indicators of safety and clean and happy environments.)

- Simple Design (No clutter, no pop-ups, simple and intuitive – very clean designs are preferred)
- Connections to Real People (Social Media connections – Facebook – are a part of parent’s everyday lives and want to connect to providers and other parents this way. “People reviews are the best reviews”)
- People like Care.com because it has good commercials and parent reviews but did not like not knowing if the provider was licensed.
- Hotline Concept – Younger parents thought that a ‘Hotline’ was outdated; many younger and low-income parents were fearful of connections with CPS.
- Where to make Complaints - Many people knew to contact their local agency for complaint reports but would use a Hotline if it was available if they felt like it would result in follow-up and only if it was a local connection.

Detail Findings:

What does child care mean to you?

- Positives: safety is important; Piece of mind; Safety, trust and communication; Safety and no worrying; Child being happy; and safety & trust; Help; Activities they can do, Close to Home, Positive Staff
- Negatives: Great inconvenience; Difficult to trust; Safety concerns; Trust concerns; Incidents of things happening there; Hard to Get; Struggle; High Cost; Long Wait Lists
- Neutral: Home-based option; Don’t want to feel anxiety at work; Routine; Are they Safe?; What do they Eat?; Cost; Hours of Care; Money; Curriculum; Wait List

How do you find Child Care? What is your Process?

- Family members helped, word of mouth mostly
- Connection through churches
- Looked for licensed and accredited childcare facilities online
- Drove around their location and visited centers
- Looked on internet (Facebook, Care.com, Beanstalk, Google, Craigslist, Child Action, Mom Chat Groups and Parent Forums) – Typed in Child Search and town name – picked providers at the top of list of results
 - Comments on Care.com.
 - It didn’t help some participants find child care;
 - Afraid that the providers were not vetted.
 - Unsure of the safety of the providers and so did not use them. “How would you know how the provider was checked out?”
 - They are put off by the site because they are not sure how to tell if providers are licensed.

- Some participants did like the marketing and commercials for the site
- Talking to trusted teachers
- Information available publically - marketed at school/Flyers/Television
- Knew a neighbor who had a child in child care
- Used family/friend/neighbor care until center wait list opened
- Talked to WIC office that gave options
- Found on Facebook and then researched online and went to school to look at the program
- WSOS helped with rent and gave information on other program options.
- Features looked for in search process
 - Look for most affordable
 - Trust is important
 - A good environment and good neighborhood
- Many parents were not aware of the State websites or CCR&R agencies

Who helped inform your child care search?

- Significant other was a former Head Start child. We visited the school and made the decision together.
- Grandmother helped make the choice
- Researched and tried out the option before talking to husband.
- Made the decision with the child. Was my child comfortable and happy?
- My husband and I make all child care decisions together. If one of us isn't confident in the potential provider, we won't consider them any further.
- Friends of parents helped the parent decide what to ask on child care tours.
- Specific to Teens, many mentioned support of relatives (grandmother.) Also the other parent and partner was a decision-maker; and many emphatic "I did!" in response to this question. (When prompted, they said their own parents did not play a role in decision-making.) Personal factors included the idea that it was better for the child, and better for them. Several did not involve the other parent in the decision-making. The mother-father couples indicated they deferred to Mom but both Dad and Mom were involved in the care.
- CASA workers provide much of the resource information; case workers don't really provide much.

Challenges faced when findings and selecting a provider they are comfortable with

- Very hard when you are new to area.
- Bad experiences with child care providers or family members of child care providers being involved in illegal activities – emphasizing the need or feeling that parents should do their own background checks

- Limited access to internet
- Information not available in Spanish
- Finding a provider who has a parenting/educational philosophy similar to ours.
- Challenge finding a clean, child-proofed location.
- Challenge finding care from those who are trained in First Aid/CPR as well as holding an education degree – someone who is knowledgeable.
- Challenge finding child care providers that have vacancy after extensive searching

What do you like about other websites you've visited?

- Search filters make websites more efficient when I'm looking for something specific.
- Like sites that work on their smartphones.
- There should be an app for the website with free upgrades
- Bandwidth is strong enough to hold large number of calls
- Website should be update regularly
- Simple Design
- Hack Proof (There were a couple of moms who worried that doing something on the Internet through a website would expose them to fraud or worse)
- No advertisements or pop-ups
- Websites used are primarily Google and YouTube. Issue with Google (lots of discussion) was that it gives a lot of choices and some of them are 'stupid'; also there are too many options-fewer options might be better; so much available "you get bored" and stop looking; or "can't find what you are really looking for because you don't know what you are really looking for"
- Teens stay on a website or internet search for max of one hour if really interested

How would you prefer to access the Internet to find child care?

- All parents indicated use and comfort using the internet for general search purposes and child care search purposes
- Facebook
- Other Social Media (Twitter, Instagram)
- Phone (every parent used their smart phone to access Internet)
- Desktop computer (Teen groups indicated preference for phone, noted that when asked if they would go to a library to search, they laughed – others noted it was inconvenient)
- Tablet
- Would like to have a downloadable app for phone

Critical/Core elements to a child care search website – [provide information results](#) (*Emphasized Multiple Times)

- Price (Cost was really important)*
- Location*
- Pictures of location*: Want to see a picture of the yard: “Is the grass dying; is there garbage?”; Have lots of pictures of provider, facility, children at the facility. Parents want to see configuration of room and environment.
- Background check status of employees* (Some parents were quite savvy and knew how to perform their own background checks, others wanted to know what background checks are required for staff.) How do you make sure all the people around my child are safe? Who has access to my child? What are your “checks and balances”?*
- Program scheduling including holiday schedule and snow-day policy
- Know what the provider’s way of taking care of the child- a description of what is important to the provider and sample curriculum
- Safety rating/indicators
- Relationship with Public Schools
- Needs to state that they provide care for low-income parents
- How many kids vs. staff in classroom*
- What is offered/ How does the provider care for my child?
- Openings –are there any? Real-time availability and openings; up to date information* (Don’t want to look at providers that are not available to take their child (both availability for age of child, slot, as well as will take the subsidy without a parent fee.)
- Clear contact information/program information with easy to access phone number and a way to send a message to a potential provider*
- Reviews*
- Trainings staff have/Provider qualifications/ Can the provider ask for help and get it?*
- Ages served and if children are all together or separated by which ages?* What activities are offered for the different age groups?
- Can they handle children with disabilities?
- Information on support staff for teachers and other teacher supports
- Emergency transportation plans?
- What are the lesson plans? How will my child be taught? What is the curriculum?*
- License Status
- What is the nutrition plan?*

Consumer information supports desired

- A lot of topics would be a good idea: can you sign up for information on how to be a new mom and receive information like ‘how to soothe a baby’? What to do with your

baby during different stages of development? Also helpful advice from other parents...a chat about “this is what I did”

- General resources on child care –e.g., glossary of terms and acronyms
- Supports when searching for child care
 - How to choose a provider type
 - It would be helpful to have provider scenarios. So the same question would be asked of each provider listed and they would say how they would respond in a given situation. (For example, a specific emergency occurs. Provider would write what they would do and the parent would be looking for what are the back up plans, who would take the other kids?)
 - What your child should be doing and using in a child care setting
 - Need to know what the requirements are for the facility/provider-want to compare them with what they see onsite
 - Is there some kind of assessment they could take as to what to choose?
 - Would like a check list to use when looking at child care locations.
 - Would like a nutrition checklist of what babies can eat and when.
 - Who should be licensed, what are the requirements?
- Baby websites (“I am a scared mom and want to check”)
- Birth & Beyond
- Mother chat rooms
- Find information where I go; like pregnancy classes, magazines, consignment sales on line
- Would like to have connections to other resources like food stamps, WIC services, breast feeding support

Specific other website features

- Be able to make comparisons across providers, “Can you compare, like you can on line for apartments?”
- They would like an account (like Uber) where they have a log-in and can save basic information.
 - Be able to save searches
 - Be able to save “favorite providers”
- Listing program features are on the left-hand side so that you can just look at the providers that have what you need.
- Site translated to Spanish
- They really wanted to see a chat feature. There was consensus that it is important to be able to call and ask questions about things on the website. Customer Service should play an important role in how the website works. Critical to have a visible Customer Service number to call

- Could this be an APP for the phone? (One Dad suggested that the website should really be an APP called Childcarefinder)
- How can it do a video camera feed of what is happening during the day? (You can never trust someone so you need a security system like in a hospital so someone can't come in and take your child.")
- No pop ups
- The website needs to be very simple and searchable by zip code. No ads. Not confusing.
- Three bars on top only. Simple. (Note:– this refers to a design element called a hamburger menu)
- Have a discussion forum with questions. Have someone on the other end that you could talk to. Asking questions is so important for people who don't know what they are getting into.
- Want an open chat function that you could register for and sign up and participate in with on the others at certain times of the day
- Want a One Stop Shop but please have accurate availability
- Need a connection to local services (libraries, activities for children and families, parks appropriate for children, special services and supports, etc.)
- Ability to sort search results
- View results on a map

Critical/Core elements to a child care search filter

- Type of Care (Center or Home)
- Language Spoken by Provider
- Special considerations (not specified)
- Cost (Echoed as Number 1 Issue many times)
- Location/Address – Zip Code Searching (Close 2nd to Cost)
- Key Words
- Specialized child care – example words shared: special needs, child with a disability, gifted child
- Search by categories: infant/toddler; preschool, etc.
- Hours the provider is available

How important are quality ratings and other measures of quality (reviews) in your child care search?

- Quality indicators are very important
- Want to see background checks on teachers are performed
- Brief bio on the provider's family
- Step Up To Quality (State QRIS) and other parents' experiences are very important to me in selecting child care.

- If they had access to stars or a rating system they would use it but what would sway them one way or another would be the provider's experience (number of years doing the work) and if they had really good safety plans
- Really want to know what the health and safety practices of the specific provider are- for example, do they wear shoe covers?; do they wash hands after they go outside?; do they have cribs for evacuation of infants and toddlers?: what type of background check do they have (note: not just A Background check, but clearly an awareness of a certain depth in background checks)
- Reviews requested by young adults would be from other parents and people who used the provider or facility; they would look at a rating system but are more inclined to want to read comments provided by other users; availability of references to call directly.
- Having ratings does matter.
- They would like to see the three top providers to look at first with ratings (most popular).
- How do you interact with the kids? (they were not sure how to get this information from a website but this was a real priority for the group. Lots of child activities was important to them and talking about HOW they would play not just that they play with children.)
- What kinds of toys and materials are available?
- Have a schedule that is balanced.
- Reviews:
 - I am a Facebook stalker on who is taking care of my child. Facebook pages are really important ways of accessing information and reviews.
 - "Best feedback is people feedback"
 - To see positive and negative experiences for each child care. Would need to have something that makes it feel safe.
 - Have reviews that are independent and not from the provider's website.

What are indicators of safety/health in child care settings that would help inform you child care search?

- Ratio
- Smoke detectors
- Criminal background checks
- Cleanliness/maintenance of the facility
- Discipline/behavior management strategy/approach
- Information on substantiated violations of regulations. Visual cues would be helpful to know the magnitude of the violation(s) and indication that follow-up has occurred.

- When the question of Hotline reporting was brought up there were concerns and a discussion of “Who has access to my child?”. Would like who has access to my child listed for every provider.
- Live streaming of facilities. Why can’t homes have cameras?
- CPR/first aid certifications: Do you have CPR and First Aid-required of EVERY provider? Would expect that anyone on a federal child care website would have a background check and CPR-First Aid certification. What would be the use in searching for providers who did not?
- Availability of safety protocols and emergency preparedness plans:
 - What happens in an emergency?
 - Is there always a number I can reach you (parent emergency came up first)?
 - What if I need to get a hold of you right away?
- Is the yard fenced? (is this place safe? ; a huge issue for this group)
- Do they use antibacterial soaps and bleach? (This is seen as a good thing. One mom said she wouldn’t leave her child anywhere that did NOT have the smell of bleach.)
- What happens if the kids get sick? What happens if they (providers) get sick?
- (“What is stopping me is the safety part.”) I want someone to talk to me about what to expect in childcare. Wants specific information on the abuse rates in child care. Does not want to ‘go in blind’ in choosing care.
- Do you have a washer and a dryer? (this is seen as meaning they wash clothes every day)
- Age difference between kids—supervision of the relationship between kids. Looking for places that are clean and sanitized—especially kitchen and bathroom. Gut feeling—when you walk in you’ll either be relaxed or calm or feel those butterflies in your stomach.
- Safety plan –which all the kids should know. If other children in the home are special needs, they know what to do.
- Knowing that your child is accepted culturally.
- They have a safety plan and all the kids know it.
- Care about rations, group size, keeping babies from the toddlers. Cultural sensitivity
- Vaccination policies
- Facility security features

Would you use a National Hotline to report child abuse? What features would you like to see in a National Hotline?

- I would rather call a local agency (DHR)
- Hotlines are outdated aren’t they? What is a hotline?
- Should be an option to text a message to child abuse report

- Maybe there should be an option for a 1-800 number and an option to receive text alerts or notifications
- Chat option to ask questions to know if a situation is really to the point that should be reported.
- Anonymous
- Complaints looked into and not just ignored
- Someone from this country that you can understand on the phone.
- Willing to make a report on a center on the hotline. Should be followed up by an announced visit by licensing.
- Clear voice commands for the hotline. "I hate too many voice prompts!"
- Option to speak to someone! Quick
- Call back option
- The hotline should be local and state specific
- Available 24 hours
- Bilingual options
- Anonymous option

Where would you report suspected child abuse or neglect/health and safety violations in a child care setting now? Or who would you tell about the situation?

- CPS
- Children's Services Department
- Department of Early Education and Care
- School
- Police
- Neighbor
- Person themselves
- Local licensing agency
- "Google how to report abuse/neglect" and figure out where to go from there.
- If they felt their child was being abused or neglected in any way, the consensus was that they would tell the principal AND call CPS
- They are concerned about tracing the report back to them, even if reported anonymously, and possible threats they might experience.
- Go to whoever is in charge at the daycare and if it was their own child care, they would go to the District.
- Teens - None would go to CPS first as the feeling was that this might "backfire" and they themselves might be investigated –even if it was someone else's child. Worried someone might lie about them.

- Teens - If something happened to their child in 'day care' they would take the child out and write up a lot of bad reviews. This is why it is so important to have a Parent Comment for every provider so parents can say good and bad things about the provider.

Other provider specific information or design elements desired

- Home page must be simple.
- Use big terms somewhere else. 2-3 tabs at most. Not too many colors, words, tabs. Make it inviting. Distinctive letter head. Something about caring.
- Consider the following search terms: low cost child care; free child care; teen parent
- How do you put a baby to sleep and when? (Not so much about safe sleep as not forcing a child to go to sleep to accommodate the provider)
- How did you treat your kid?
- Are the children happy or crying?
- Do you have favorites?
- What are your rules?
- Do you respect the parent's wishes?
- How do you give advice to parents?
- Have to have proof that it is a legitimate site. (If it is a federal site, does that make it legitimate? "No trust there") Hard to monitor a site like this.

Vignettes

One parent started with Child Action and a long wait list. The parent was connected to a provider that wanted money above the subsidy. A second home provider was abusive; child had not been changed, had a soaked diaper, not been fed in four hours. Provider yelled at other children in the home. The parent reported the provider to the agency. Another home wanted money above the subsidy. Parent was going to go use her grandmother. She got a list from Beanstalk (a non-profit community agency who contracts with providers.) Went to the home of all the providers on the list and visited. Found a provider through this process. The parent was really concerned about licensed providers that shouldn't have a license. She said one provider said, "Babies belong in playpens!" It made her really afraid of licensed providers; if one was like this, others would be too.

One Parent Tried Bean Stalk and said safety is the biggest issue after seeing in the media cases of abusive child care. Her grandmother is a child care provider but she feels that she is abusive and would never leave her child there. This makes her untrusting of other child care providers and "scared" to use child care. ("What is stopping me is the safety part.") I want someone to

talk to me about what to expect in child care. She is working with the baby's father to try to match schedules and wants specific information on the abuse rates in child care. She does not want to 'go in blind' in choosing care. Social worker was not helpful in locating child care.

One Parent tried "Child Action" and found a two-year waiting list. Bean Stalk, never got back to her. She tried Craig's List but providers charged what I make a week and is still not figured out what to do. She has been making it work by matching schedules with the baby's father. "They wanted in one day more than I made in a week."

One parent went through Bean Stalk and Child Action. Waitlists were ridiculous. She goes to a vocational school but doesn't have a set schedule. Her schedule doesn't match existing day care schedules. She has to be at school at 8:00 and is asking different friends for support. She can only miss three days of school. She used to have CalWorks but she isn't on the system now. Dad is not involved in child care decisions. He would just say "It looks cool." Changing school hours is an issue for subsidy. Most places don't open early enough.

My husband's ex was supposed to look for child care and never did it. I asked for options at the WIC office and found that WSOS was close to his work place. I had several sitters before finding WSOS. One blew smoke in child's face as a punishment and called the cops.