

SWFI Child Care Learning Community
Community College of Aurora Lowry Campus
710 Alton Way
June 10, 2019 1:00PM – 3:00PM

Meeting Outcomes:

- Celebrate progress, plan for the long-term sustainability of the SWFI project in its final year.
- Learn more about the current state of navigating child care from student parents.
- Hear updates and outcomes from Shared Market Services report.
- Discuss implications of 2019 Legislative Session for SWFI.

1:00 PM	Welcome and SWFI Updates <i>SWFI performance measures, evaluation preliminary findings</i>	Jessica Cassarino, Community College of Aurora
1:10 PM	Student Parent Panel <i>Learn more about unique challenges faced as a student parent, supports needed, questions from group</i>	SWFI Parents
1:50 PM	Shared Services Market Analysis <i>Findings and recommendations followed by small group debrief</i>	APA Consulting
2:30 PM	Post-Legislative Session Rundown <i>Updates and discussion: impact and role for SWFI followed by small group debrief</i>	Bell Policy Center
2:45 PM	Small Group Shareouts & Additional Action Team Updates	Full Group
2:55 PM	Meeting Evaluation & Close	Bill Fulton, The Civic Canopy

Feedback:

- Need to set stage for what we are doing, and WHY we are doing it--why a panel? What are we hoping to convey? Who these people are and why their experiences are relevant.

Student Panel:

- Mariah
- Impersonal system, pushed to CCAP, then TANF, felt a sense of resistance to these programs
- What SWFI is doing, is all that TANF is trying to make her do, but she feels more supported by the SWFI program. Job skills, resumes, etc. Required to have job support--feels like a confusing requirement to her.
- Quality of care is unstable--quality of child care at the center is mixed, not quite as organized as it needs to be.
- It's been a mess, but bearable
- It's hard to breathe--I just can't seem to catch up.
- Graduating with honors was the biggest accomplishment of my life.
- Biggest challenge--on this great, thriving street, but it feels like it is going to end.

Tiffany (Tiffani?)

- Children with special needs, very hard to find care as needed
- Mom is a nurse, has skills, pushing Tanoya forward to make sure she finishes
- "I tried CCAP," but him in a childcare, but was told "This is not a fit for you."
- Now I have a friend who is providing support.
- Her son chokes every day, on something
- Was easier to find child care when she was in school, but now that she is out, she needs more care, and with a special needs child, its very hard to find
- SWFI has been a great support
- I feel like I've exhausted all of my resources, simply no supports around to meet these needs.
- I can't afford someone from [Care.com](#) who has specialty certification
- Plus, she is caring for an aging parent with significant needs as well--hoarding, heading into hospice
- The economy drives so much of this--we have to work, struggling to make ends meet, choosing between food and other necessary goods.
- Developing skills in system navigation, advocating for her kids, pushing against the systems of the district, demanding better attention.

Sasmida

- 1st grade student required more help with homework
- All my classes were in the evening, hard to ask my son to always keep my daughter focused
- I live 40-60 minutes away from class, which is an extra source of stress.
- I felt guilty asking so many friends to watch her each day of the week--no one wants to watch other people's kids.
- Finally a neighbor saw her stress, and offered to watch them during the week.
- Mother ended up causing the daughter to be tardy at school all the time after arriving home at 10:30 every night. Had to talk to the principal about being more forgiving, trying to remedy the situation.

Themes:

- We need to make a system more automatic so that it is not just left to chance to know about available resources--e.g. Michelle offering to help because she happens to be sitting in the audience
- Colorado Shines--mixed meaning here. Example of using parent teacher conferences as a way to move up

the quality scale, but they were using random staff, not even the staff that were the child's teacher.

- Health concerns--kids getting sick, not being able to stay, coming home sick, taking off too many days.
- All of these stressors
- Also, her kids have lost medicaid, fallen back to CHP+, leaving them no longer eligible for OT.
- SWFI making a big difference--personal support and attention, navigation help.
- Parents

Suggestions:

- This can be done if people are interested. Offering childcare here really would be an amazing gift
- We need more flexibility in when we take classes--would be more ideal to take classes during the times when it is easiest to get childcare; also, hybrid models to take some of it online and some in person.
- Would be wonderful to have child-friendly rooms, where students could come and bring their kids and still get work done.

APA Consulting:

- What are the barriers preventing child care providers from starting business or expanding services
- Testing interest in shared services model
- Focused on 3 geographic areas
 - Montbello
 - Aurora/Windsor
 - Sun Valley
- Barriers to Licensure and expansion?
 - Simply not interested in become a licensed provider
 - Much of it had to do with concerns with authority, fears of state licensure staff entering their home
 - Limits on expansion include fear of going beyond the limitations and ended up breaking the law
 - Fears of caring kids outside of close friends include fears of health care provision--e.g. what happens when a kid chokes--and only feeling comfortable if they know the families well
- Recommendations
 - The needs of unlicensed providers are not well met through shared services organization--won't produce many more spots, and not likely to encourage anyone to want to get licensed.
 - Licensed providers
 - Face staffing challenges--recruiting and retaining qualified staff
 - Facilities--many have space, but can't fill it because of staffing
 - Some would like to expand to bigger facilities
 - Shared service organizations generated excitement
 - Access to talent
 - Pooling substitutes
 - Dream of offering health insurance--might be out of reach, but dream
 - Offering time off for doctor visits, access to 401K vehicle
 - Assistance for grant writing, pool with other providers to apply for additional funding
 - Help with special ed support
 - Administrator support--accounting, back office support, taxes, business support specialist (I know I'm not as profitable as I could be, can someone help me?)



- Reliable contractors (what plumber can I trust?)
- Executive director/family home provider support group--so many people don't really understand how difficult it is to work with children; people often assume that its easy "to just play with kids all day."
- Licensure difficulties--hard to reach out to other providers when they were perceived as competitors; they need help with licensure and ratings process
- What could this organization look like?
 - Prefer a flat membership fee to a tiered membership structure (but that might change over time once they realize what it actually costs)
 - More concerned about saving time than money
 - Want to "professionalize" the industry of child care provision--help reputation among themselves and with parents they serve
- Lit Review
 - Wide range of offerings,

Recommendation:

- Recommend one organization for entire area
- Separate, free-standing organization providing shared services through a membership structure
- Flat monthly fee (adapt to tiered over time if need be)
- Save costs by leveraging services from existing organizations and institutions

Takeaways from the Shared Service Report

- Importance of recruiting more qualified staff
- Need to simplify the staffing requirements, offering pathways
- Providers are too busy--we need to offer them a business support specialist with a smaller sub-network, deployed to 30-50 providers to help them succeed
- Quality improvement specialists at Councils could play this role, but they are overwhelmed too
- We need to figure out the Sub-pool issue
- Its unclear where we go next--maybe the goal shouldn't be to get unlicensed providers to get licenses, but perhaps making CCAP more accessible to unlicensed providers. Need to really explore the impact of licensure on cost of care, sub-pool, attracting talent, etc.
- Policy-based advocacy would have the biggest impact on unlicensed providers; also, more access to training for improving quality
- Lisa Jansen Thompson--feeling disheartened, system is so broken, depressed
- Would there be a way to use DPP funds to help fund a subpool?

Policy and Legislative Updates

- Big Push: Final year needs to work backwards with a goal of "What would it take to actually have in place what it needs to meet the needs of students like we heard on the panel?"
- HUGE: Working toward 401K plans and paid family leave legislation, which the SWFI network could help pass
- Would Universal PreK help create capacity within licensed providers?
- Mixed delivery system



Shared Services Group Discussion: Next Steps

- Simplify process of teacher qualifications and create pathways for support
- Build business support on a broader scale to providers
 - Acting more as a centralized space/person to gather information and deploy (quality improvement, mental health consultants, cost modeling, other supports available)
- Create a sub pool
 - Could school districts and Denver Preschool Program be partners?
- Create child care options that build in evening and crisis needs—sickness, etc.
- Increase advocacy around pressure points for family, friend, and neighbor (FFN) providers
 - Training
 - Personal safety (documentation, immigration)