

# Child Care Subsidy Provider Survey – Preliminary Results

August 3, 2009



## Survey basics

- Survey dates: July 20-August 3, 2009
- Population surveyed: Email survey distributed by WSA, School's Out WA, WAEYC, SEIU, Children's Alliance, Foundation for Early Learning, etc.
- Responses received: 426



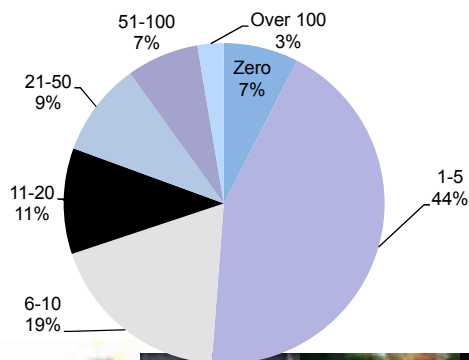
## Type of Services Provided

	%	Count
Nonprofit licensed child care	21.2%	90
For-profit licensed child care	21.4%	91
Family home licensed child care	56.0%	238
License-exempt family childcare provider	5.4%	23
Head Start/Early Head Start/Migrant/Tribal	9.2%	39
ECEAP	4.7%	20
School-age child care services	21.9%	93
Other (includes preschool, R&R, FFN, former providers, etc )	11.3%	48



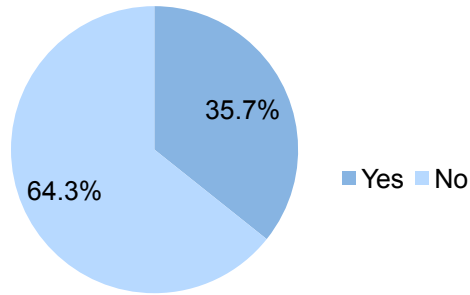
## Subsidized Children Served

**Total number reported (410 responses):** **7825**  
**Average served per provider:** **19.2**  
**Median served per provider:** **5**



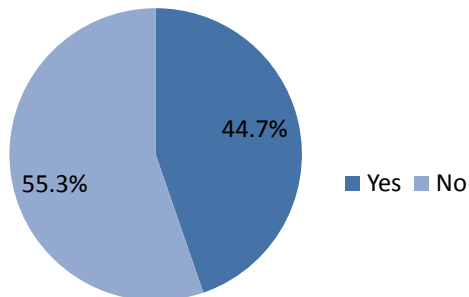
## Limiting Subsidy Families

Are you limiting the number of families served with DSHS subsidies due to the current subsidy rate?



## Staff Assistance

Does your organization have staff that help families navigate and enroll in the subsidy system?



## Hours/\$ spent on Subsidy

**Total hours reported (375 responses):** **8954**

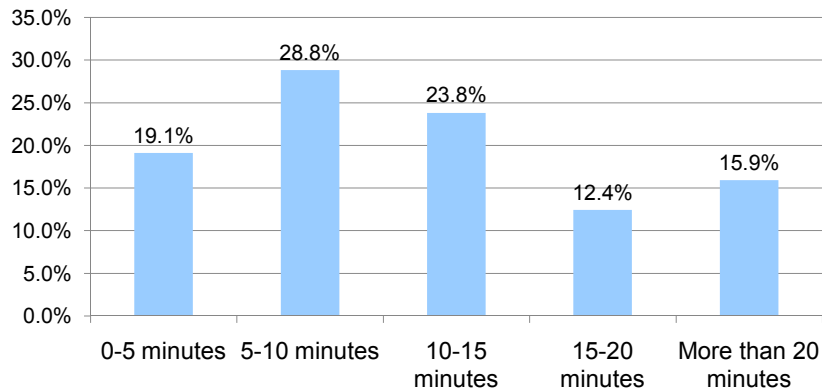
**Average hours spent per provider:** **25.3**

**Median hours spent per provider:** **6**

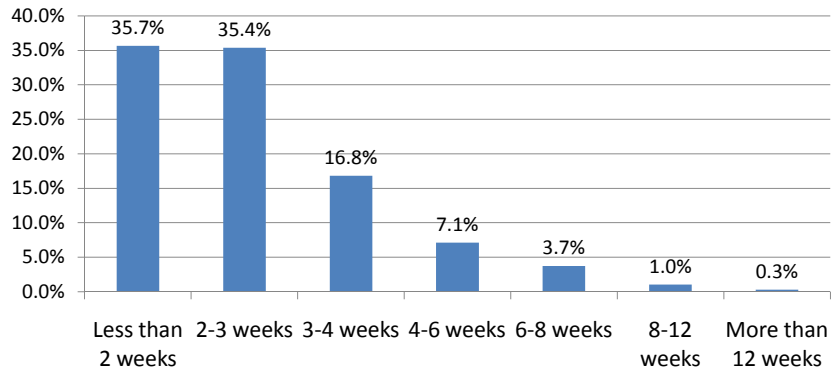
\$\$ Spent on Subsidy issues:		%	Count
Less than \$100		41.5%	144
\$101-\$250		16.1%	56
\$251-\$500		14.4%	50
\$501-\$750		7.2%	25
\$751-\$1500		10.0%	35
\$1001-\$1250		1.4%	5
\$1251-\$1500		4.0%	14
Over \$1500		10.9%	37



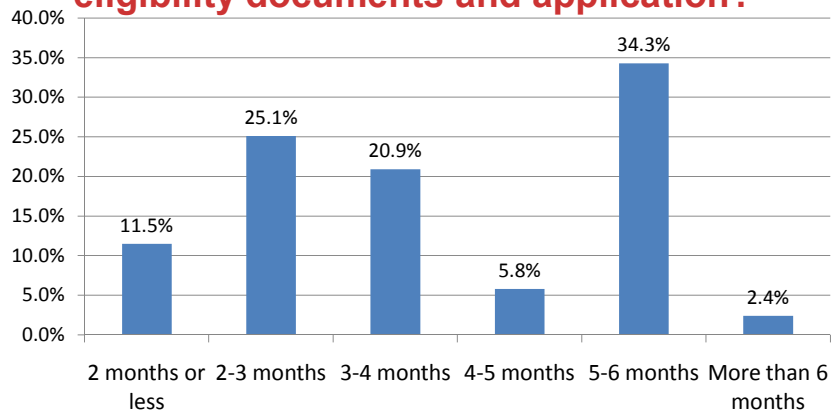
## What's the average wait time you experience when calling DSHS?



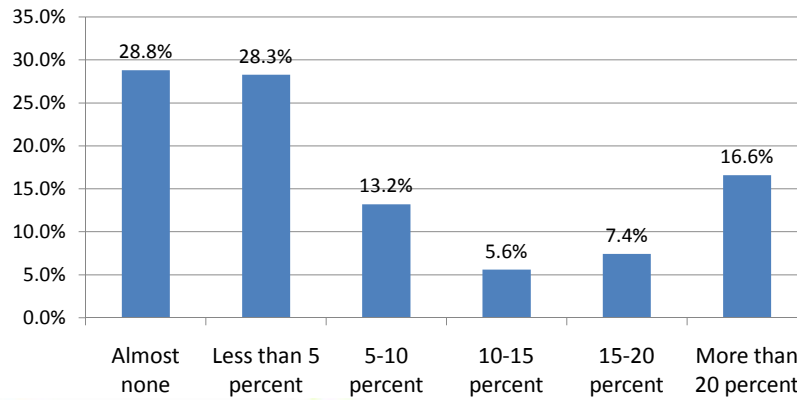
**On average, how long does it take a family to get its subsidy approved after the paperwork is first submitted?**



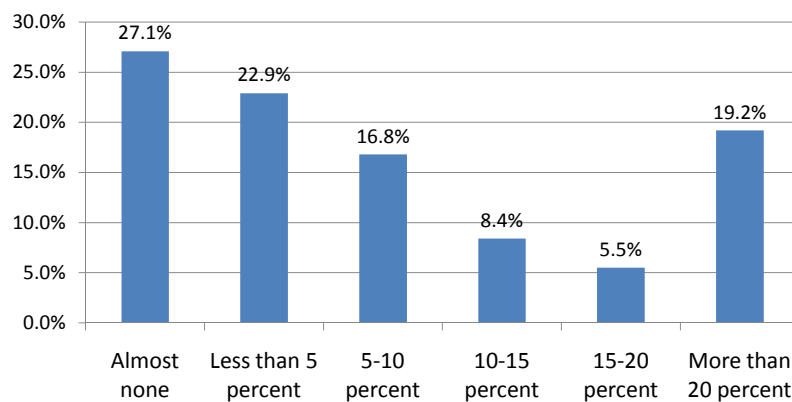
**On average, how long are approved families eligible before they are asked to renew their eligibility documents and application?**



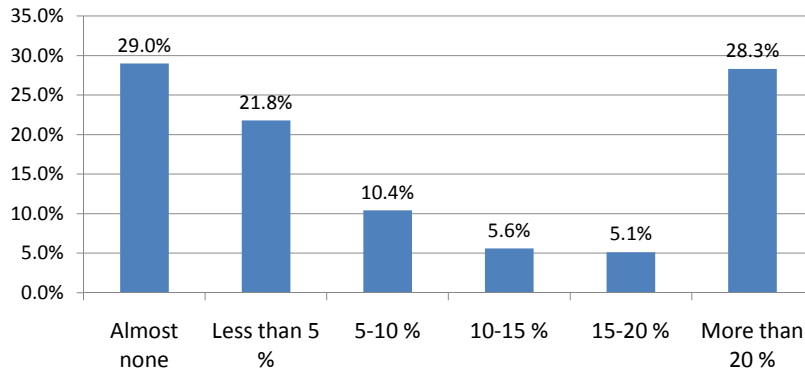
**In an average month or year, what PERCENTAGE of your families' subsidy applications and renewals are "lost" by DSHS?**



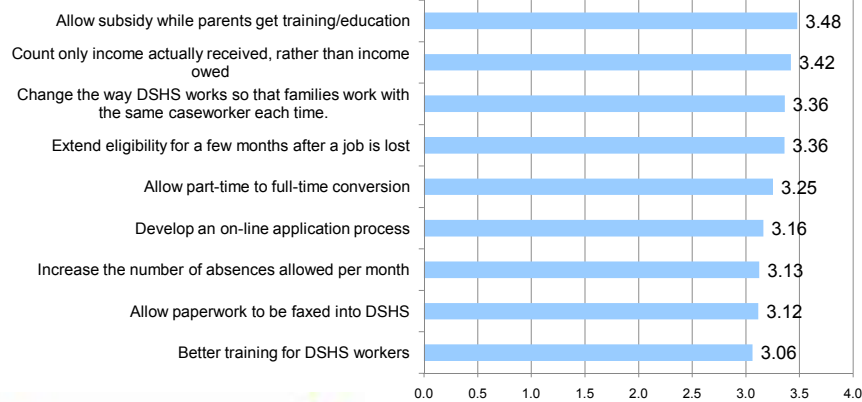
**In an average month or year, what PERCENTAGE of the documents or work you get from DSHS includes errors caused by the caseworker?**



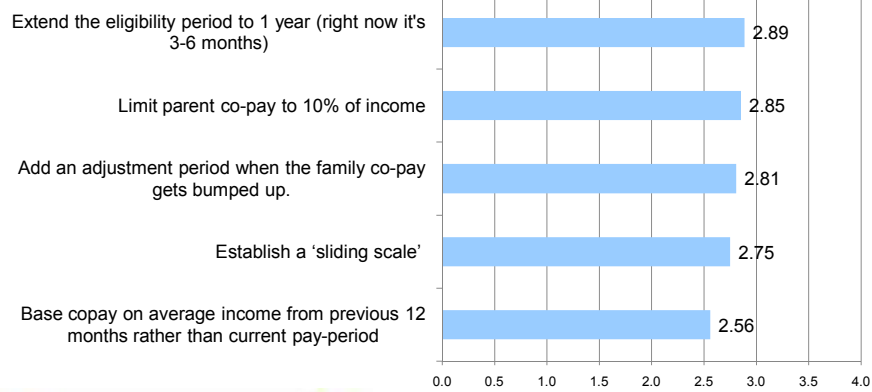
**In an average month or year, what PERCENTAGE of the subsidy DENIAL LETTERS received by your organization are received AFTER the last day that the child will be subsidized?**



**Policy Priorities – Average rating “Somewhat High” and above  
(0=not at all a priority, 4=very high priority)**



## Policy Priorities – Average rating below “Somewhat High” (0=not at all a priority, 4=very high priority)



## Policy Priorities by type

- **These were ‘top five’ priorities for ALL groups:**
  - Extend eligibility during job search
  - Allow subsidy during education/training
  - Count only income received, rather than owed
  - Work with same caseworker at DSHS
  
- **These were ‘bottom five’ priorities for ALL groups:**
  - Limit parent co-pay to 10% of income
  - Base co-pay on average of last 12 months



## Policy Priorities

- Increasing absences allowed was 'top 5' for For Profit and Licensed Family CC, and 'bottom 5' for NonProfit and HS/ECEAP.
- TOP PRIORITY for **Family Home Lic, HS, Nonprofit, and School age** is Allow Subsidy during Education/Training
- TOP PRIORITY for **For-profit licensed** is Change the way DSHS works so families work with the same caseworker



## Finer points

- **Head Start/EHS programs** are the **least likely** to have 'LOST' DSHS paperwork (8.4% in the "more than 25% lost" category) and **For-Profit centers** are the **most likely** (20.5%)
- **Head Start/EHS programs** are the **least likely** to have 'DSHS caseworker errors' (11.1% in the "more than 20% lost" category) and **For-Profit centers** are the **most likely** (21.2%)
- **School Age** programs have the shortest wait for first-time eligibility (40.7% say their average wait is less than 2 weeks). **HS/EHS programs** report the longest wait (17.6% say their average wait time is 4 weeks or more)



## Other finer points

- **Family Home Licensed** providers and **HS** experience the **most frequent renewal times** (43.8% of families renew every 3 months or less). Overall, providers report that 37.9% of families renew every 3 months or less.
- **Nonprofit Licensed** programs are the **most likely** to receive **late denial** letters (38.3% in the “more than 20% late” category), though For Profit (37.3%, HS/ECEAP (36%) aren’t far behind. Family Home (22.1%) and School-age (17.6%) are the least likely to have late denial letters



## Contact Information

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