

Listening session series: Improving online resources for parents engaging in California's child care financial assistance programs

The Child Care Resource Center will be conducting listening sessions with parents who've received or applied for child care subsidy (financial assistance) in California. Through funding from the California Department of Social Services (CDSS), we are inviting parents with the experience of applying for or receiving child care subsidies to be part of listening sessions to help us understand how the CDSS can further build their child care consumer education website to improve on these experiences.

Why Participate?

- Your feedback will make an impact on the development of CDSS's child care consumer education website to make it easier for future families applying for child care financial assistance.
- Earn a \$150 gift card for participating in a 2 hour listening session.

What are we asking of you?

- Participate in a 2 hour group listening session.
- Listening sessions will be conducted online through Zoom. Participants must have access to a computer with a microphone and camera to participate.

We will ask about:

Discovery and initial access of subsidized child care, Application process / screening process for subsidized child care, experience with subsidized child care waitlists, finding & selecting a child care provider, experience with R&R & APP agencies, tools used to access subsidized child care.

What are next steps?

If interested in participating, please complete this online form to submit your contact information:

[**Click Here to Register**](#)

A member of the CCRC Research team will review your submission and will contact you as soon as possible with more information if you are determined eligible to participate in the discussion session.

Thank you for willingness to share your experience with us.

Evaluation Background

The California Department of Social Services (CDSS) has developed a child care consumer education website, mychildcareplan.org, focused on improving the parent experience with early learning & care (ELC) programs. This portal is required by Assembly Bill (AB) 2960 to facilitate: 1) information on ELC programs, 2) the opportunity to connect with ELC providers, 3) the ability to use an online eligibility screening tool to assess eligibility for ELC services, 4) a way to connect with local R&R agencies and Alternative Payment providers to help with assessing and selecting child care options, and 5) access to placement on waiting lists for subsidized child care programs. These listening sessions will gather feedback to supplement prior information previously gathered to guide how these improvements to the website will be made.

Who do I contact with questions?

Please contact, Korey Clayton at 818-717-1000 ext. or at kclayton@ccrcc.org