



Child Care: A Critical Support For CalWORKs Participants

Hosted by:

California Department of Social Services
City and County of San Francisco
San Francisco County Office of Early Care and Education
Children's Council of San Francisco

Panel Members

- Natasha Nicolai, Chief, CDSS, Child Care and Family Resilience Branch
- Jigna Shah, Chief, CDSS, Child Care and Intergenerational Services Bureau
- Noelle Simmons, Deputy Director, City & County of San Francisco Human Services Agency
- Jason Holthe, Senior Policy Analyst, San Francisco County Office of Early Care and Education
- Phillip Warner, Director of Family Subsidy Services, Children's Council of San Francisco

Learning Objectives

- Gain an understanding of child care as a two-generational approach to alleviating poverty.
- Understand the importance of immediate and continuous child care to reduce administrative burdens and improve participant success
- Learn about state requirements to implement immediate and continuous eligibility for CalWORKs Stage One Child Care
- Learn how the immediate and continuous eligibility policy is successfully being implemented in San Francisco County

Child Care as a Two Generational Approach to Alleviating Poverty

- Benefits to Parents
- Benefits to Children

Immediate and Continuous Child Care Eligibility in CalWORKs Stage One

- Policy
- Funding
- Duration
- Verification of Care
- Program Activities
- Automation

Frequently Asked Questions

- Policy Implementation
- Welfare-to-Work
- Sanctions
- Child Care Verification
- Child Care Discontinuance
- Informing Notices
- Transition from Stage One to Stage Two
- Automation
- Fiscal



CalWORKs Stage One Immediate and Continuous Eligibility County Pilot



Presentation Overview

- Pilot impetus
- Opportunities for Stage One alignment
- Immediate and Continuous Eligibility pilot
- Pilot impact
- Lessons learned
- Next steps
- Q&A

Impetus for SF Pilot

- Opportunity to better align with:
 - Evolving design of CalWORKs program model
 - Evolving federal and state ECE policy shifts
 - Emerging research around the impact of ECE and the effects of toxic stress
 - Local ECE field-building efforts
- CDSS willingness to collaborate and support

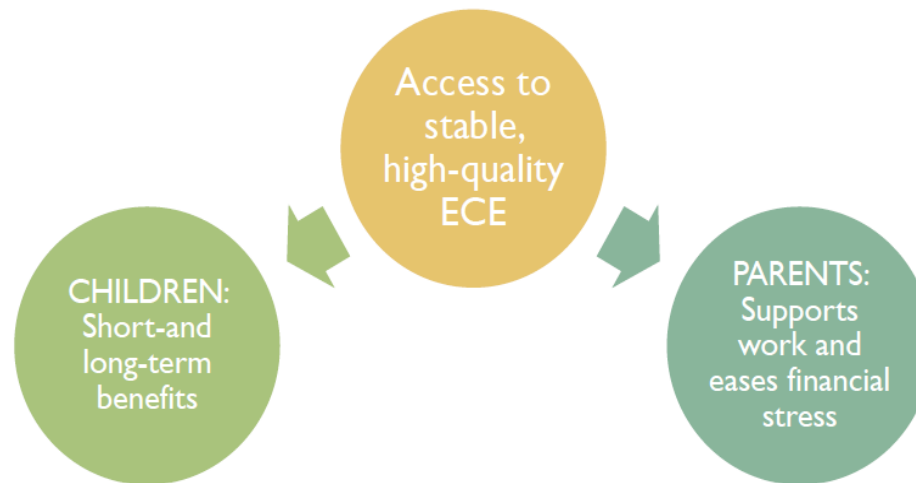
What Do We Know?

EARLY CARE AND EDUCATION: LOGIC MODEL

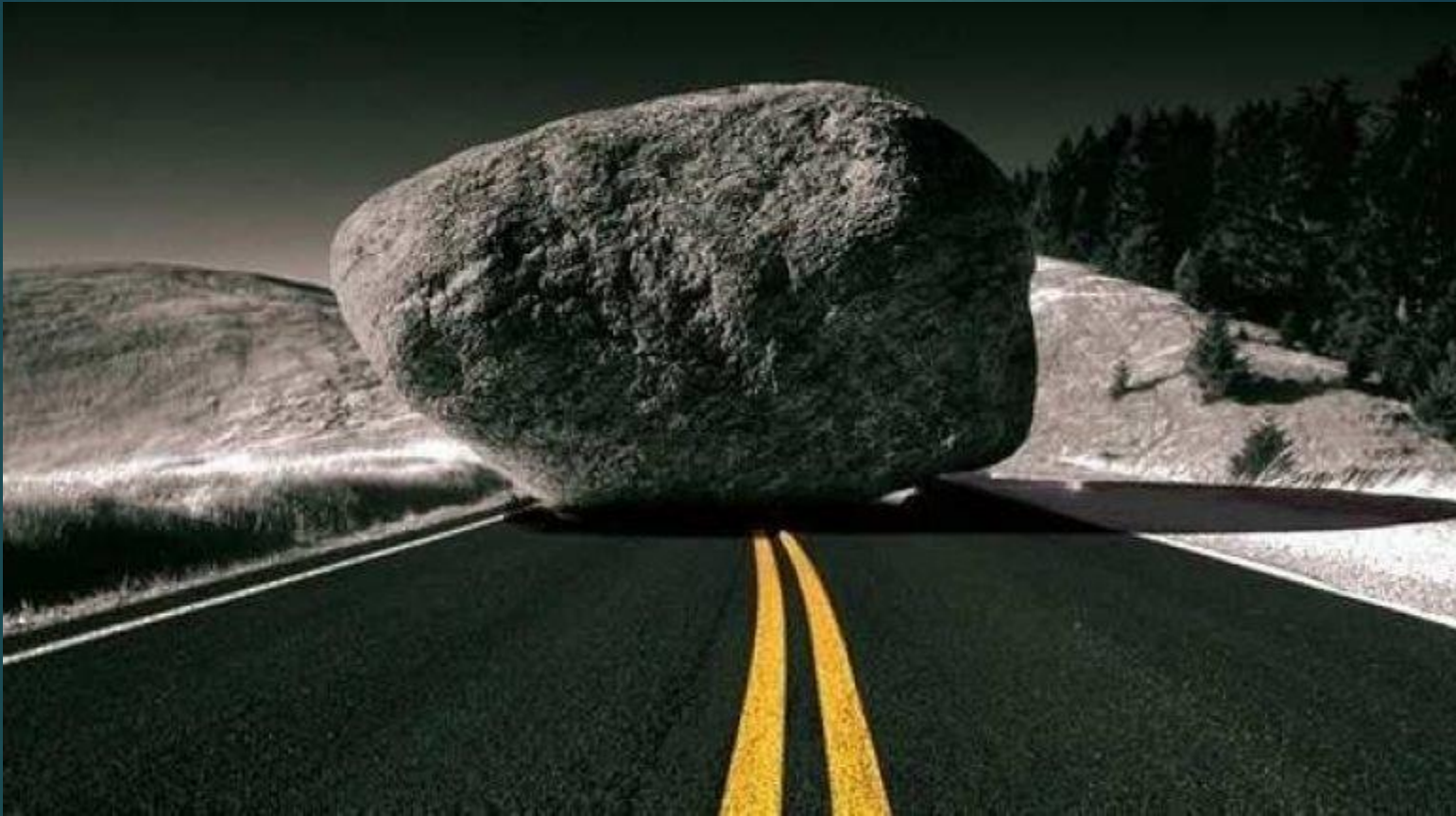
Positively impacts:

- School readiness
- HS/college completion
- Teen parenthood
- Health status
- Social risk factors/behaviors

**Larger improvements
for most-disadvantaged
children**



What are the Challenges?



Intermittent Eligibility



Limited Time To Find Care



Limited Access To Quality

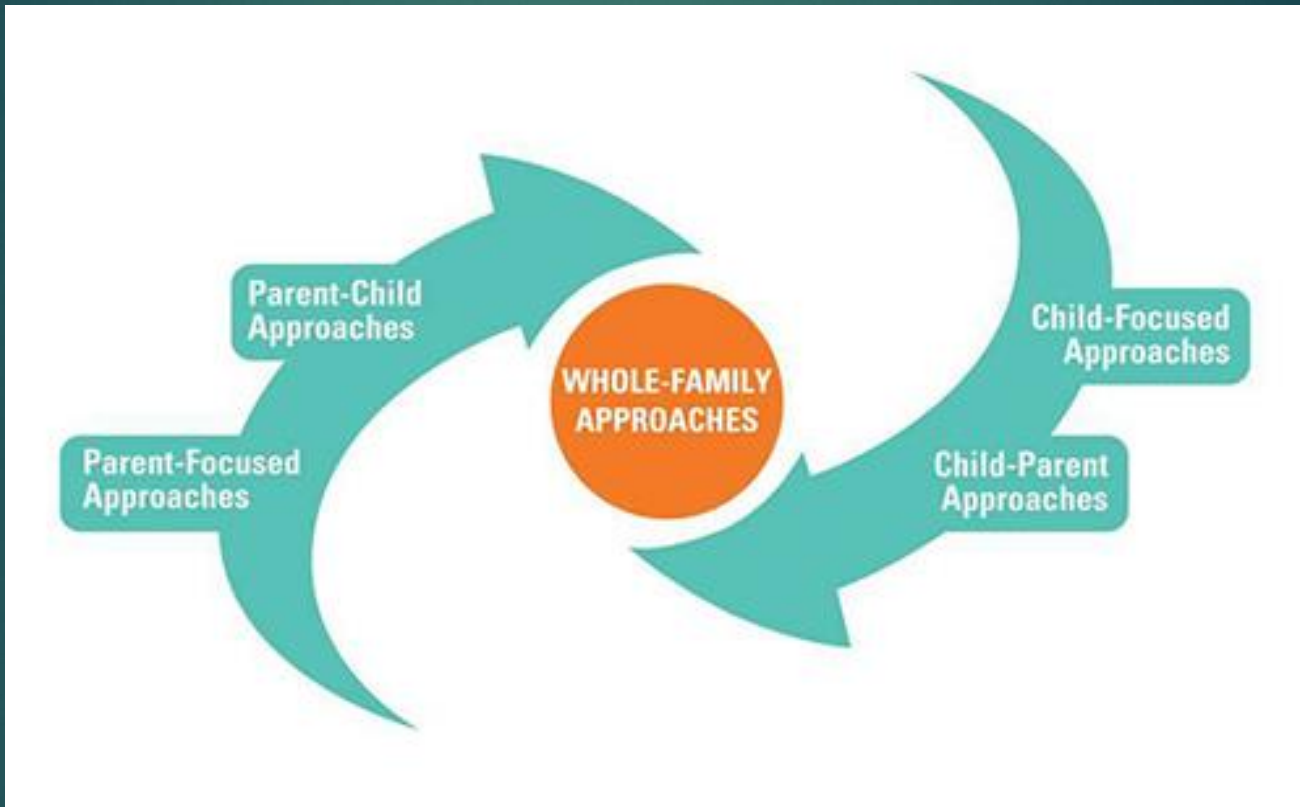
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High Quality Child Care

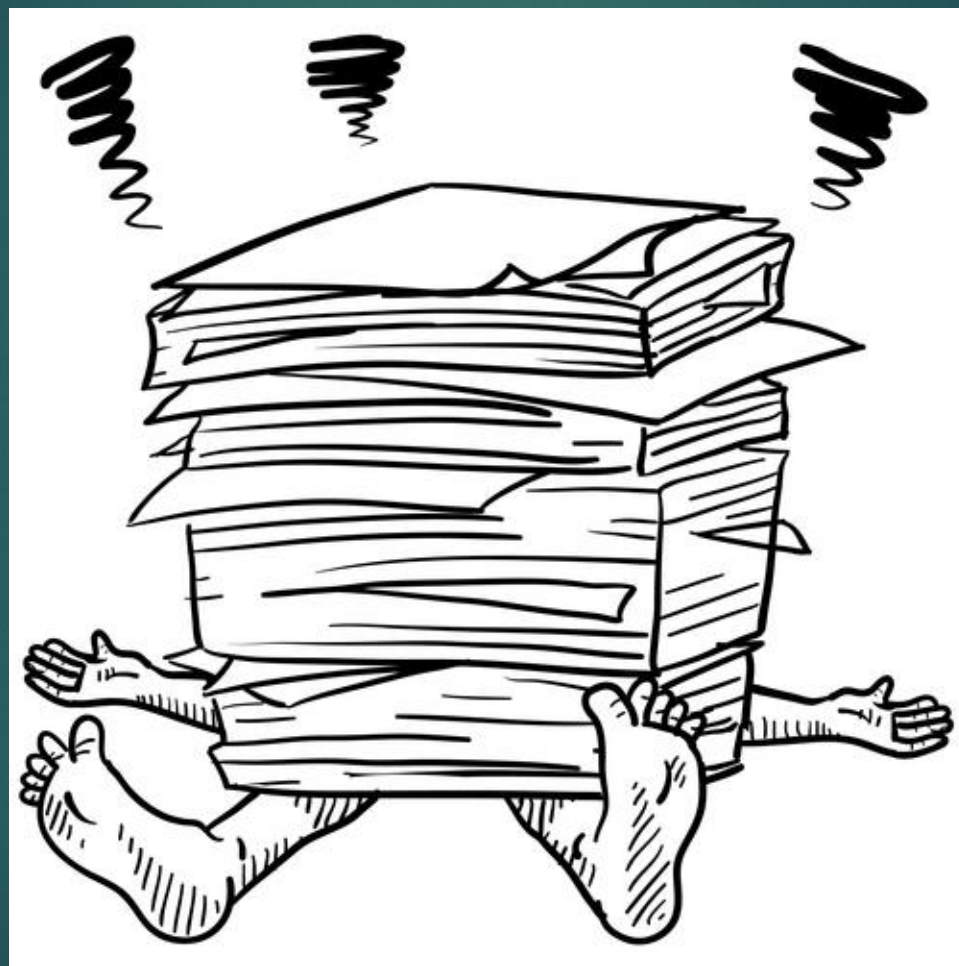
Google Search

I'm Feeling Lucky

Missing the Whole Family Approach



Heavy Administrative Burden



San Francisco Stage One Pilot



Stage One Pilot Goals

- Ensure continuity care
- Increase access to quality
- Market stability for providers
- Align with two-generation approach
- Remove barriers to participation
- Reduce the administrative burden
- Reduce family and worker stress

Stage One Pilot Changes

	Existing Stage One Policy	New Stage One Pilot Policy	SB 80 Immediate and Continuous Eligibility
Authorization start	When WTW plan is established	Aided adult is willing to participate	Concurrent approval w/cash aid
Authorization length	Length of activity or 6 months maximum	12 months or until transfer to Stage 2	12 months or until transfer to Stage 2
Hours authorized	Specific days and hours of activity	Parental choice only if licensed care	Parental choice for licensed and FFN care
Ineligible for Stage One	Child only, adult never aided	Child only, adult never aided	Child only, adult never aided
Exempt Volunteers	Signed plan	Willing to volunteer	Willing to volunteer
Stage One discontinuance	WTW activity ends or dropped, S2 transfer	S2 transfer or Exempt activity stops	S2 transfer or Exempt activity stops/unsigned
Transfer to Stage Two	Adult off aid	Adult off aid	Adult off aid

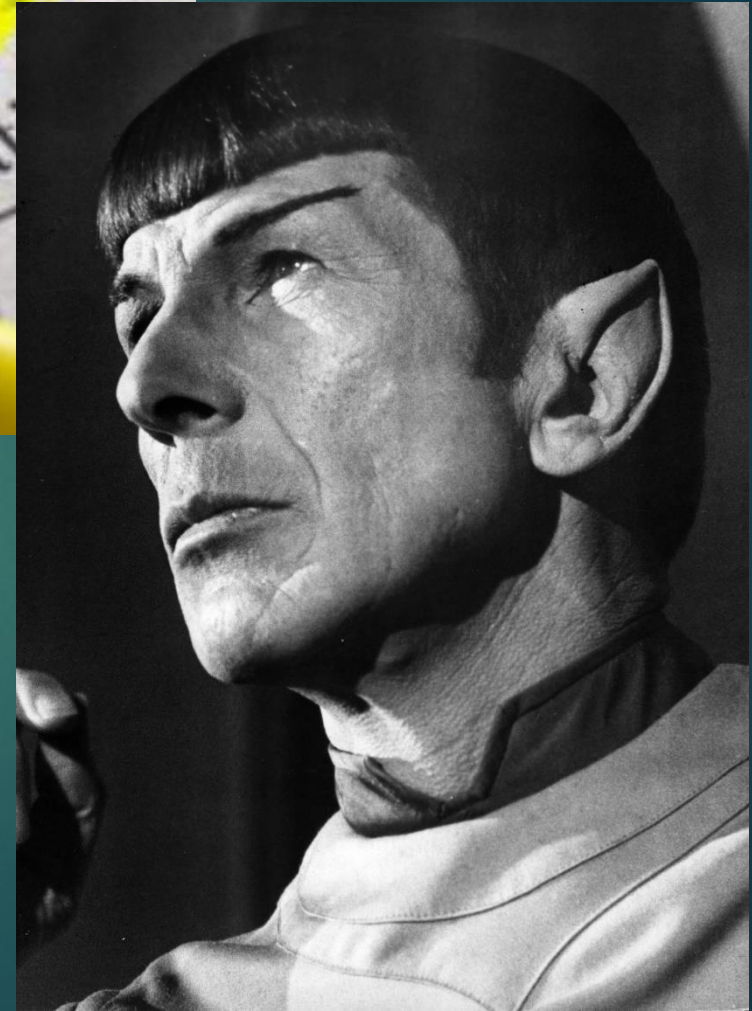
Learning A New Dance







**WE NEEDED A
SPOC**



ALWAYS START with

WHY

TRAINING & DEVELOPMENT

employee & learn
strategy goals



A New Way
of Thinking



Simple Tools

Stage I Child Care Pilot New Policy (5.1.17)

Registration Type	Provider Type	Child Care Authorization Length	Activity Ended / Disrupted
Mandatory Participant (Register / Mandatory)	Licensed (Immediate authorization)	12 months	Continue with child care unless client becomes sanctioned, then Submit 4700 to move to Stage 2
	License-Exempt (authorization according to activity schedule)	12 months	Continue with child care unless client becomes sanctioned, then Submit 4700 to move to Stage 2
Non-Mandatory Participant (Exempt – Register/Volunteer)	Licensed (immediate authorization)	12 months	Stop child care unless the next activity is established
	License-Exempt (authorization according to activity schedule)	12 months	Stop child care unless the next activity is established

NOTE: Client may change provider type at any time. Children's Council will contact ES/SWS if client changes Licensed to License-Exempt provider for client's activity schedule.

Children's Council's of San Francisco



Implementation at Children's Council

Timing:

Stage 1 pilot was same time as CDE 24-month eligibility pilot .

A DRAMATIC shift – less info needed from parents, MUCH more generous child care authorizations.

Implementation at CC cont.

Some staff:



Other staff:



Implementation at Children's Council

What is an Alternative Payment Program
good at?



Implementation at Children's Council (cont.)

SO... Step 1: Let's Learn & Comply With the Pilot Rules!



We've got this!

Implementation at Children's Council (cont.)

Learning Together:



We partnered with our Stage One funder and sent back new authorizations that weren't 12 months for review.

Implementation at Children's Council (cont.)

We realized some Efficiencies with the
Pilot.

**With great efficiencies...
Come great
responsibilities!**



Implementation at Children's Council (cont.)

• • • *let's learn more about our clients and how we might better serve them.*

Implementation at Children's Council (cont.)

Family Support Trainings:

- Trauma Informed Service
- Cultural Proficiency & Bias
- Facilitating Change Talk
- Reflective Practice

Implementation at Children's Council (cont.)

Human Centered Design:

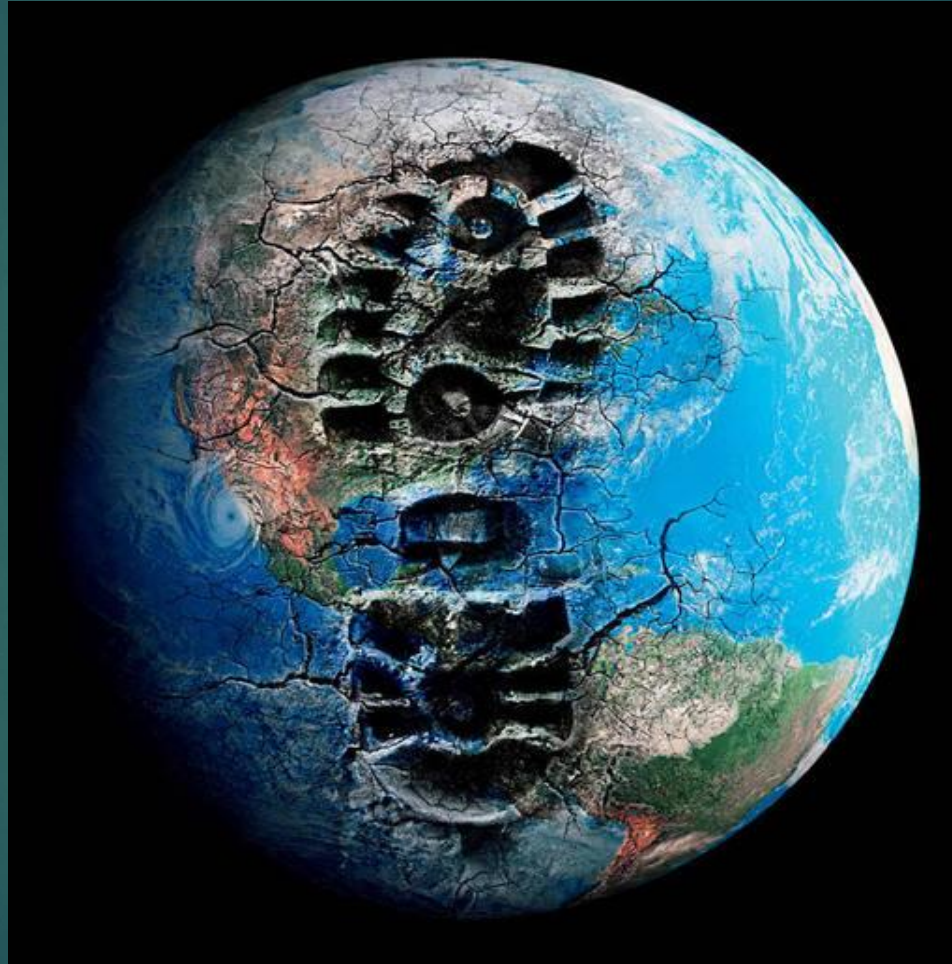
- **Clarity:** Families often don't understand the process fully
- **To feel less alone:** Families described being isolated and wanting a community to help them with their child(ren)
- **Resources:** Families are trying to solve other issues besides child care, such as housing, food, domestic violence and immigration
- **Emotional support:** Families expressed anxiety with providers

Implementation at Children's Council (cont.)

Additional Learning/Support Efforts:

- **Resource Groups** of staff visit local Community Based Organizations
- **Client Satisfaction Surveys** measure how effectively staff serve their clients
- A **90-day check in** after families begin care – “how is your child doing? Did you get that new job you were hoping for?”

Stage One Pilot IMPACT

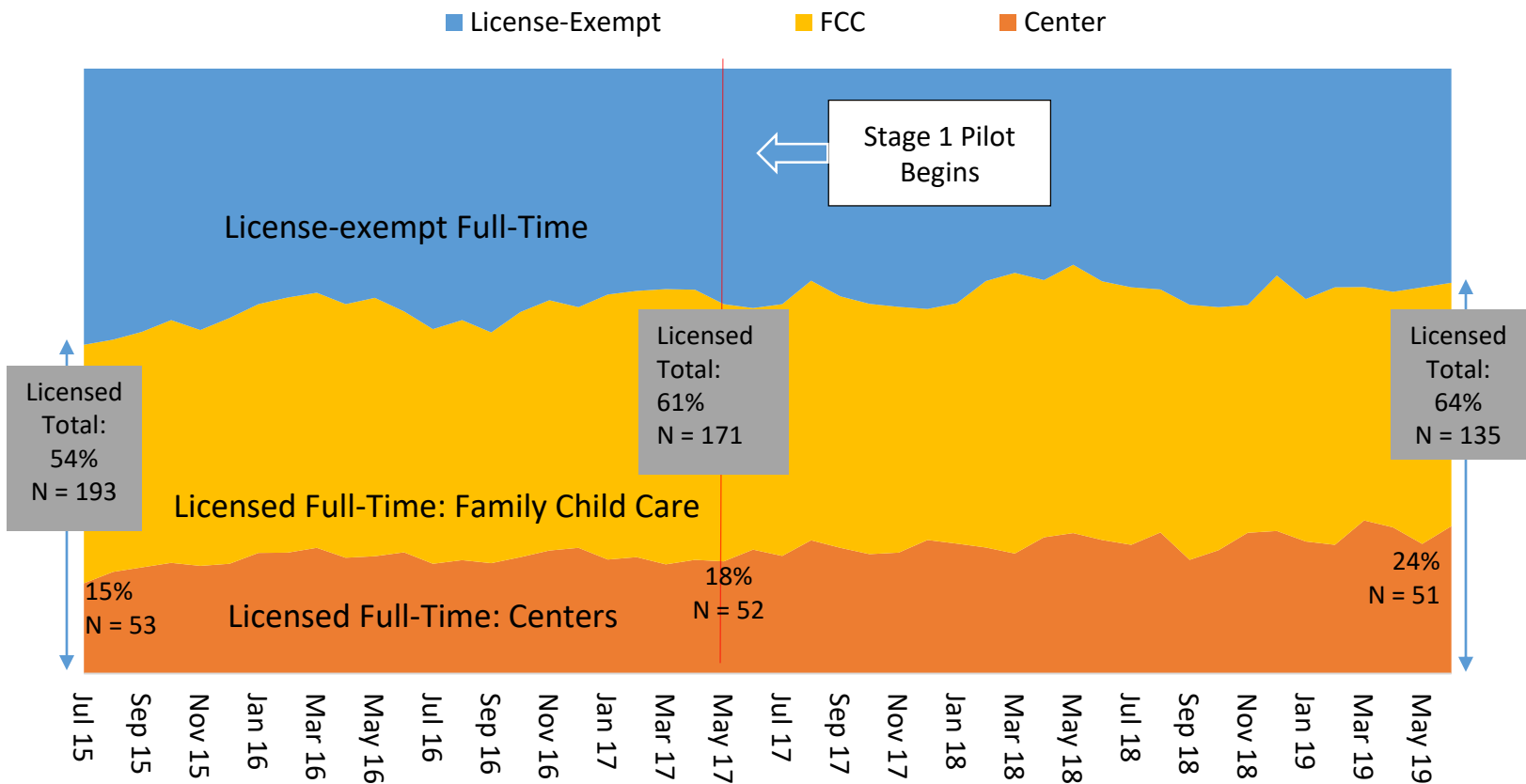


Caveats to the Data

- Our analysis identified implementation issues that may have affected early outcomes
- Implementation context matters – different counties will likely have different outcomes
- Key outcomes not yet formally evaluated
- Nothing in the data changes the fact that this policy change is good for families and for children.

Did the pilot *Increase the use of full-time, licensed care?*

Stage One Enrollees 0-5 in Full-Time care, By Setting



Did the Pilot Increase Client Stage One Utilization (UPTAKE)?

We saw an initial 6% increase after pilot implementation, but uptake eventually returned to pre-pilot numbers over time.

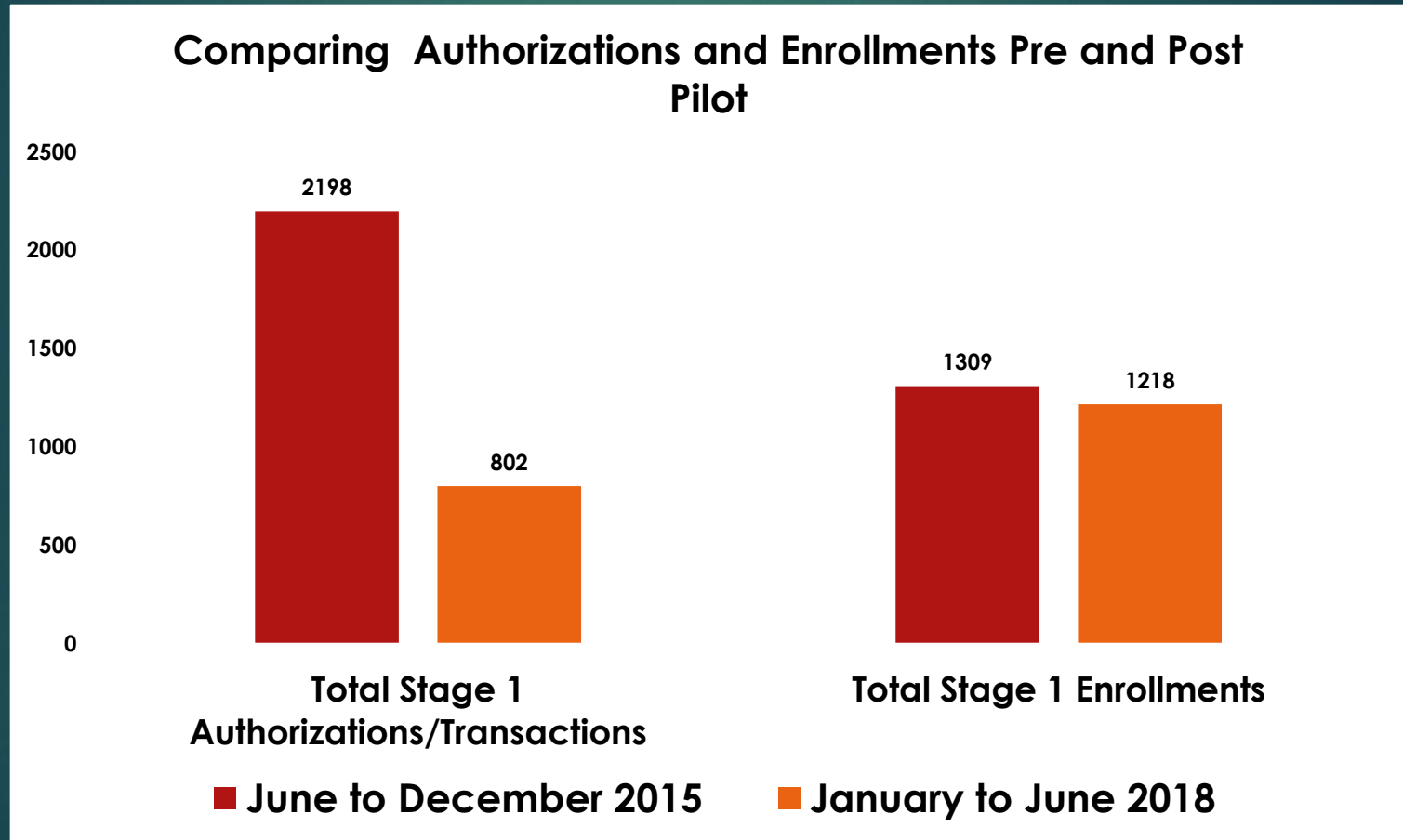
Did the Pilot Increase Our Stage One Costs?

Our costs increased by 20% the following fiscal year compared to the prior.

THE PRIMARY STAGE ONE COST DRIVER WAS NOT UPTAKE; IT WAS A LACK OF TIMELY TRANSFERS TO STAGE TWO AND THE REGIONAL MARKET RATE INCREASES.

Did the Pilot Reduce the Stage One Administrative Burden?

Transactions (authorizations) Declined Significantly Post Pilot



Did the Pilot Impact Case Status?

The “registered” WTW caseload increased by **4 percentage points** and the exempt/sanctioned caseload decreased proportionally, but we cannot prove a causal relationship

Did The Pilot Impact Work Participation?

Work activity declined moderately both for pilot participants and for the caseload as a whole.

Stage One “uptakers” had significantly higher rates of participation than families who did not use Stage One, before and after the Pilot.

LESSONS

LEARNED



What Worked?

Training and Staff Buy-in



Continuity of Care



Improved Opportunities to Access Quality Care

Early Education Matters

At-risk children who don't receive a high-quality early childhood education are:

25%

more likely to drop out of school

40%

more likely to become a teen parent

50%

more likely to be placed in special education

60%

more likely to never attend college

70%

more likely to be arrested for a violent crime



Ounce of Prevention Fund



Kansas Children's Cabinet and Trust Fund, 2014

Eliminated Early Obstacles



Alignment with State and Local Policy



Reduced Family and Worker Stress



What did NOT work?

Timely Stage Two Transfers



Uptake Diminished After Initial Pilot Training



Next Steps

- Align the San Francisco Stage One Pilot with Senate Bill 80
- Train staff
- Prepare for “Automation” and noticing requirements
- Continue to evaluate

Q & A



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