
**Wisconsin Shares:
Are Families Getting Their Fair Share?**

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EXECUTIVE SUMMARY

The following report is an investigation of Wisconsin Shares—the state's program to subsidize child care costs for low-income working families. Community Coordinated Child Care, Inc. (4-C) asked us why more low-income parents in Dane County aren't participating in Wisconsin Shares? To answer this question, we: (1) studied administrative data, (2) interviewed parents, (3) interviewed program administrators, and (4) reviewed relevant research.

State Administrative Data Findings

- The majority of Dane County parents using the child care subsidy:
 - live in the east/northeast areas Madison;
 - are white or African-American;
 - are more likely to have children ages 2-5 than ages 0-1 or 6-13;

Themes From Parent Interviews

- Parents value the child care subsidy program and report that they wouldn't be able to work without it.
- A lack of public awareness about the program, its requirements, and eligibility limits prevents some parents from using the subsidy.
- Parent relationships with program administration could be improved—many complained about caseworkers not returning phone calls.
- Applying for the program was easy for most parents.
- Child care choices are insufficient for some parents in terms of scheduling, openings, or quality.

Key Concerns From Findings

- Outreach: parent knowledge about the program in general and about recent eligibility changes is needed.
- Child Care: quality of care, children without care, and cultural differences are of particular concern.
- Program Philosophy: parents caregivers and student parents are struggling in a public assistance climate emphasizing work.

Recommendations

- Dane County and State Administration
 - Improve services through additional caseworkers and/or better caseworker training and supervision
 - Improve outreach through advertising eligibility changes and reaching poor working families not using government assistance
- 4-C
 - Improve child care through the construction of a child care center on the northeast side of Madison.
 - Improve outreach through cooperation with county and state staff.
 - Advocate for policies that support parent caregivers and student parents.

INTRODUCTION

Employed parents usually need child care while they are at work. Wisconsin Shares—Wisconsin’s child care subsidy program—provides financial assistance to low-income working families who need help to pay for those child care services. Family eligibility for the program is based on income and working status—not on previous enrollment in Aid to Families with Dependent Children (AFDC), Wisconsin Works (W-2), or other public assistance programs. The intent of Wisconsin Shares is to assure child care support to families that have struggled to stay off public assistance and to help families entering the work force to sustain employment.

Goals of Wisconsin Shares

- ◆ To make child care subsidies available to all low-income families who need child care help in order to work;
- ◆ To provide incentives to work;
- ◆ To eliminate waiting lists for child care for low-income families;
- ◆ To create a single child care fund, ending the confusing mix of categorical child care funds;
- ◆ To widen the range of choices available to parents in selecting the child care for their child;
- ◆ To protect children by regulating all child care funded by the state to help ensure basic health and safety standards are met.

Agencies administering W-2 are also responsible for determining whether or not families are eligible for the child care subsidy (see Appendix A for more information about eligibility and other program details). Once determined eligible, families must select a child care provider who is licensed, regularly certified, or provisionally certified. Many families have already selected a child care provider before applying for the subsidy. W-2 agency staff, however, offer assistance to families who are still searching for child care. A statewide network of child care resource and referral agencies also provides information to W-2 agencies and parents about availability and cost of child care.

Community Coordinated Child Care, Inc. (4-C)—the W-2 provider in Dane County—provides this information to Dane County Human Services. Founded in 1971, 4-C’s mission is to advocate for the well-being of children in child care, and to assist their parents, and the providers who care for them, in creating quality child care. This mission is fulfilled through programs like the family child care certification program, the child and adult care food program, the 4-C referral program, and training workshops for child care professionals. 4-C serves not only Dane County but also Columbia, Dodge, Jefferson, and Sauk Counties.

Due in part to changes in the child care subsidy program that occurred during the 1997 transition from AFDC to W-2, 4-C staff became concerned that families who are eligible for the child care subsidy might not be receiving it. Data show that while about 4000 families with children under the age of 16 in Dane County are in poverty, only about 2000 children are enrolled in the child care subsidy program.

In an effort to find out more about the use of the child care subsidy by low-income families in Dane County, 4-C asked us to investigate the following research question:

Why aren’t more low-income parents in Dane County participating in Wisconsin Shares?

METHODOLOGY

To answer this question, we used a combination of qualitative and quantitative methods in a four-part research strategy. We (1) analyzed state administrative data, (2) interviewed low-income parents, (3) interviewed state and county administrators, and (4) reviewed current studies about child care subsidies for low-income parents.

Administrative data

We used administrative data from the State of Wisconsin for our study. The data is part of the automated Child Care Payment System, which is stored in a Data Warehouse and the Client Assistance for Reemployment and Economic Support (CARES) system at the Department of Workforce Development. CARES is the state's computerized system for keeping records of clients using and payments for programs and services; the system is used to determine client eligibility for government assistance programs such as Food Stamps, Medicaid, child care subsidies, and W-2. We analyzed CARES data for Dane County residents. See Appendix B for more detailed information about our quantitative data methodology.

The administrative data provided demographic information about low-income parents in Dane County who have used government assistance programs. Demographic information—such as where people live, what their ethnicity is, and how old their children are—might shed some light on who is using government programs and who might not be using them. This information could allow 4-C to conduct more targeted outreach efforts to the families not using the subsidy.

Parent Interviews

What changes might increase Wisconsin Shares program participation? In order to increase usage of the child care subsidy, an understanding of why some parents are not currently using the subsidy is helpful. While the administrative data include valuable information about Dane County families, the data offer no insight into how parents experience the subsidy program or why more eligible parents are not currently using the child care subsidy. Therefore, we included parent interviews in our research design.

Purpose

We hoped to learn more about the parents' experiences with the child care subsidy program. We also wished to explore the question of why some parents who meet the program eligibility requirements do not use the child care subsidy.

Questionnaire Development

With the help of 4-C professionals and poverty researcher Diane Taylor we designed a questionnaire that asks parents to share their experiences with child care and the subsidy program (see Appendix C for a copy of the survey questions). We worked to ensure that our questions were non-judgmental, sensitive, and non-academic in language and in nature. The questionnaire was administered to parents over the phone and in person. Conversations lasted from five minutes to half an hour—most were under ten minutes.

Administering the Questionnaire

4-C keeps records on parents who call the agency requesting child care referral information. 4-C considers parents with annual incomes under \$27,000 to be low-income and provides these families with referrals free of charge. In January and February 2000, 256 low-income parents called 4-C requesting child care referral information. We attempted to contact all of these parents by phone. We spoke with forty 4-C parents—about half of whom use the subsidy. This non-random, convenience sampling technique makes it impossible for us to apply our finding to the general low-income population. Nevertheless, we gained insight into who uses and who doesn't use the Wisconsin Shares program. We also surveyed three other Dane County low-income parents known personally by members of the research team.

Interviews with Administrators

We interviewed five state and county administrators (see Appendix D).

Purpose

The purpose of the interviews was:

- To gain insight into state and county policies on the child care subsidy program.
- To learn about the rules determining who is eligible to receive the subsidy.
- To understand about the process for applying for the subsidy.
- To ascertain whether caseworkers and other social service workers are trained and instructed to inform parents of the availability of the child care subsidy.
- To find out what, if any, outreach efforts have been made to inform parents of the availability of the subsidy.
- To find out whether administrators believe the child care subsidy is underutilized and, if so, why.

We hoped that these interviews would complement our parent interviews by offering the perspective of the program staff. In addition, we hoped that these administrators might be able to provide insight into the question of child care subsidy use levels. The CARES database provides numbers and figures, but program staff possesses other key information.

Other Studies

W-2 is currently being studied by many different researchers. We reviewed recent research to learn more about how welfare reform affects low-income parents' child care needs and their use of child care subsidies. We focused our attention primarily on Wisconsin-based research and research that included information about the use of the child care subsidy.

FINDINGS

We faced challenges in collecting our data, and there are limitations to applying our findings to the entire low-income population. Nevertheless, we were able to apply our findings to the research question.

Administrative Data

We are able to describe the low-income population based on the information we received from CARES. The tables referred to in the section are located in Appendix E.

Residential Location

Tables 1-5 show the residential location of families eligible for government assistance who live in Dane County. These tables include information about Madison as well as other cities and villages in Dane County, such as Cambridge, Mazomanie, and Sun Prairie.

Tables 11-15 show the geographic distribution—within Madison—of families and children eligible for W-2, medical assistance, or food stamps and/or using the child care subsidy. White and Asian families receiving these forms of public assistance are concentrated in Madison's east/northeast side. Hispanic/Latino recipients are concentrated in the south side of Madison, while African-American recipients are evenly distributed across the south, east/northeast, and southwest sides.

Ethnicity

Because language barriers related to ethnicity could lead some parents not to use the subsidy, we examined the ethnicity of families in Dane County. The results show that most of the families receiving W-2, medical assistance, or food stamps are white or African American (see table 6). Asian families on public assistance have, on average, a larger number of children than do white or African American families on public assistance (see tables 6 and 7) though most recipients of the child care subsidy in Dane County are white or African American (see table 8).

Age

More of the children in families eligible to receive W-2, medical assistance, or food stamps are between the ages of 6 and 13 than are between the ages of 0 and 1 or 2 and 5 (see table 9). Most of the children whose parents receive the child care subsidy, however, are between the ages of 2 and 5 (see table 10).

Other Assistance

Table 16 shows the comparisons of people eligible for W-2, medical assistance, or food stamps and families using child care subsidy. These two groups are not mutually exclusive—that is, some families could be counted in both groups.

Parent Surveys

The administrative data provide useful statistics about the characteristics of families using W-2, food stamps, Medicaid, and the child care subsidy. In order to get more qualitative information

we spoke with parents about their use of the child care subsidy. Twenty-six of the forty-three parents do not currently use the subsidy. Fifteen reported that they did. (This information is missing for two of the parents surveyed.)

Use of Other Government Assistance Programs

We asked parents to report their use of other government assistance programs. Of the parents who use the child care subsidy, 5 (33 percent) also use or have used food stamps, 2 (13 percent) used AFDC, 3 (20 percent) are enrolled in W-2, 10 (67 percent) use or have used Medicaid, 15 (100 percent) use or have used SSI, and 6 (40 percent) use or have used other assistance programs such as WIC.

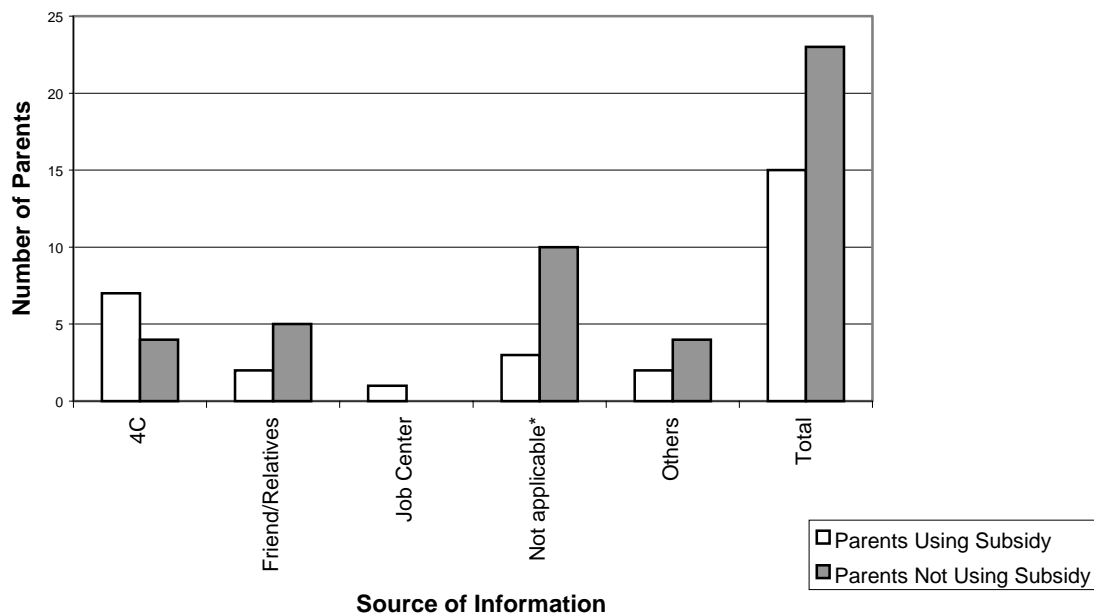
Of the parents who do not use the child care subsidy, 7 (27 percent) also use or have used food stamps, 3 (12 percent) used AFDC, 3 or (12 percent) are enrolled in W-2, 7 (27 percent) use or have used Medicaid, none use or have used SSI, and 4 (15 percent) use or have used other asset based assistance programs such as WIC.

Child Care Arrangements

In order to understand how people find child care, which could help target outreach efforts, we asked parents how they found their current provider (see figure 1).

Of the parents who use the subsidy, 7 (47 percent) found their current child care arrangement through 4-C, compared to 4 (17 percent) of parents who do not use the subsidy. Of parents who use the subsidy, 5 (36 percent) answered “yes” to the question, “Would you change your current child care arrangement if you could?” as compared to 9 (47 percent) of parents who do not use the subsidy.

FIGURE 1
How Parents Find Child Care



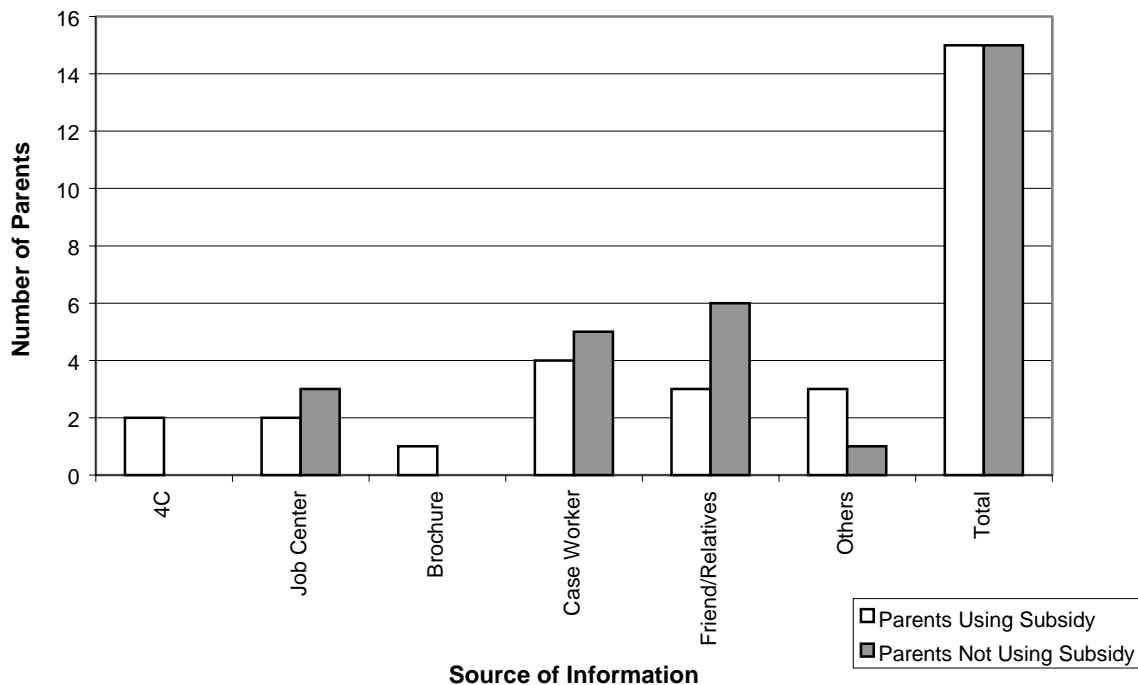
*These parents stay at home with their children and have not looked for child care

Information Flow

The source of parents' information about the child care subsidy can also help 4-C and other agencies better target their outreach efforts. We, therefore, asked parents how they first heard about the subsidy (see figure 2). Of parents who received the subsidy, 2 (13 percent) first heard about it from 4-C, 2 (13 percent) from the Jobs Center, 1 (7 percent) from a Wisconsin Shares brochure, 4 (27 percent) from a caseworker, 3 (20 percent) from a friend or relative, and 3 (20 percent) from none of the above sources.

Of parents who do not receive the subsidy, 3 (20 percent) first heard about the subsidy from the Jobs Center, 5 (53) percent from a case worker, 6 (23 percent) from a friend or relative and 1 (4 percent) from none of the above sources. None of these parents reported hearing of the subsidy from the 4-C or from a Wisconsin Shares brochure.

FIGURE 2
How Parents First Heard about Child Care Subsidy



Themes

While responses varied, common themes emerged from the open-ended questions asked during our interviews. A complete record of parents' responses to our open-ended survey questions is listed in Appendix F.

A Valued Program

When asked what they thought of the subsidy program, almost all parents responded very favorably. Respondents commonly noted that the program really helps parents. According to these families, the subsidy program makes work possible.

“It’s really helpful—otherwise I wouldn’t be able to work.”

Public Awareness

Two parents reported not using the subsidy because they did not know about it or had only heard of it once. Other people reported not knowing the eligibility requirements or assuming that they themselves were not eligible. Some people do not know the income limits and assume that their income is too high.

“I’m not poor enough.”

Program Administration

Most parents reported difficulty reaching their caseworker by phone—stating that often their phone calls are not returned. Parents report that they have no child care coverage for meetings with their caseworker, which makes meeting difficult because parents are discouraged from bringing their children to check-up meetings. A condescending attitude by caseworkers bothers some parents, as does the considerable paperwork and personal questioning that accompanies participating in assistance programs.

“It’s kind of annoying to get a hold of them; they don’t call back and it can take quite awhile.”

Applying for the Program

Most parents reported that applying for the program was not difficult. Some parents don’t remember applying at all or reported that they applied at the same time as applying for other assistance. One person reported that applying was a long process filled with paperwork while another person said that it was “easier than I thought.” One person reported having problems with the “check-up” meetings.

“Applying wasn’t hard at all. Everybody gave a lot of help and support.”

Two pregnant parents reported that they could not apply before the birth of their child—a considerable problem as they try to organize their lives and finances before the arrival of the baby.

Child Care Choices

A variety of issues about making child choices are evident. Some parents find the selection of child care providers insufficient in terms of quality of care, openings, and scheduling. The scheduling issue is a particular problem for parents working before 7:00 a.m. and after 6:00 p.m.

“I just wish I could take care of him myself.”

Other parents want to stay home with their children or have a family member provide child care. Many of those who expressed this preference did not know about the possibility that a family member can become provisionally certified and thereby eligible for child care subsidy payments.

Administrative Interviews

Some of the administrators interviewed consider our research question—Why aren't parents who are eligible for the child care subsidy using it?—not applicable to Dane County. The program administrators believe that there are very few families eligible for the subsidy that are not currently using it—although they do not have concrete evidence to support this claim.

Are Eligible Parents Not Using the Subsidy?

Administrators we interviewed believe that parents not using the subsidy results from a lack of public awareness, parents' avoidance of government bureaucracy, the stigma attached to public assistance programs, and a lack of motivation among some parents. The following are some of the explanations administrators offered as to why parents might not take advantage of the Wisconsin Shares subsidy.

Public Awareness

Parents may be uninformed—or misinformed—about Wisconsin Shares.

- May have never heard of it.
- May not think they would be eligible because of income limits.
- May not realize that they can be eligible for subsidy even if they are not in the W-2 system.
- May not think they can afford the co-payment.
- May think there is a waiting list for subsidies.
- May not understand the flexibility of provisional certification.
- May want to use a family members as a child care provider and unaware of the possibility for provisional licensing.
- May currently use family or friends and don't realize they may be eligible for a provisional status

Bureaucracy

According to administrators, parents may choose not to participate in Wisconsin Shares because are not inclined to dealing with government bureaucracy.

- They may think that there's too much bureaucracy already.
- Caretaker may think paperwork for becoming certified too cumbersome; doesn't want to do it.
- May want to maintain privacy regarding their income.
- Caretaker may fear that she, he, or some family member living in the home will not pass the background check.
- Provider may not want to be regulated or taxed.
- Working second or third shift may make it hard to find registered child care.

Stigma

Government assistance programs often carry a stigma—that is, parents don't want to be associated with public assistance.

- Working poor may not want to have anything to do with the W-2 system and don't realize that they don't have to have anything to do with it to get child care subsidies.
- May not want to be dependent on government.

Motivation

Parents may not care to participate.

- May lack motivation to get the subsidy service.
- Parents of school-age children may want to save money by not enrolling in after school programs.

Cultural Differences

Due to cultural differences, parents may not trust child care providers, may not want to put their child in a particular type of child care, or may believe that only a relative should care for children.

- Parents from different cultures have different perceptions about what is culturally appropriate child care.
- Child care philosophies differ from culture to culture.

Policies and Political Interest

There is considerable political interest, both at the state and county levels, in helping parents find and pay for child care so that they can effectively seek and maintain jobs, job training, or high school education, rather than relying on direct welfare payments. The child care subsidy is a critical component of the support services established in connection with the change from AFDC to W-2.

There are meaningful financial incentives for county governments to distribute large amounts of child care subsidy money—the state money awarded to the county for administrative costs is based on the amount of subsidy awarded during the county's prior year.

Funding levels for child care have more than tripled in the last four years. In fiscal year 1997, a total of \$53 million in child care subsidies served approximately 17,000 children in the State of Wisconsin. The state's total child care budget for state fiscal year 1999-2000 provides for a total of \$182,584,800. According to state sources, current spending suggests that the entire amount will be spent by the end of the fiscal year. The appropriations figure for the state fiscal year 2000-2001 is \$203,630,100 (see table 1).

TABLE 1
Funding Sources for the Child Care Budget
In the State Of Wisconsin

| FUNDING SOURCE | 1999-2000 | 2000-2001 |
|--|----------------------|----------------------|
| State General Purpose Revenue | \$16,449,400 | \$16,449,400 |
| Federal Child Care and Development Fund | \$39,314,000 | \$39,311,400 |
| Federal Temporary Assistance to the Needy (TANF) | \$126,821,400 | \$147,869,300 |
| TOTAL | \$182,584,800 | \$203,630,100 |

In 1999-2000 the program served up to 50,700 children and in 2000-2001 it is expected to serve more than 53,800 children. In Dane County alone, 1,412 families (“cases”) were receiving the child care subsidy as of the end of February 2000. The state expanded eligibility rules considerably in March 2000, with the hope that the subsidy program can serve an even larger group of families.

Dane County receives 5 percent of the amount paid out for child care to cover its administrative costs, part of which is paid to 4-C for its services. The payment for a year’s costs is made at the end of that fiscal year, and is used to fund the administrative costs for the coming year.

Outreach Efforts

As of April 2000, neither the State of Wisconsin nor Dane County has conducted outreach campaigns specifically focusing on the availability of the child care subsidy within the county or its recent expansion in eligibility rules. Rather, an outreach campaign highlighting many programs—food, housing, health insurance, transportation, jobs training, and child care—has occurred.

In 1998 Dane County received approximately \$248,000 from the state to do outreach work and “outstationing”—providing information and services at locations outside the Jobs Center—for its Medical Assistance program. The county called this outreach effort Dane County Connections. Although the money was originally allocated for use on medical assistance issues only, the county also wanted to inform the public about the availability of food stamps and child care.

The state agreed to allow applications for the three programs—medical assistance, food stamps, and child care—at the Connections outstations. Most of the outreach fund was spent on the salaries and work equipment (laptop computers, cell phones) of three full-time employees receiving applications for the different services out in the community. Approximately \$50,000 was used for a one-year contract with ABC for Health, an agency that specializes in health insurance issues and related training. The remainder of the fund was used on marketing materials such as brochures and posters. No new funds have been allocated for outreach work within Dane County, and the county now pays the salaries of the three outreach employees from its own human services budget.

Outreach workers for the Connections program inform their clients that the subsidy is one form of assistance available to low-income families. In addition, 4-C’s outreach coordinator is responsible for getting child care information to community members. This summer, the outreach team for Dane County Connections hopes to connect with low-wage paying employers and their front line supervisors, who could become very valuable partners in getting the information out to people in need. This would include not only information on the child care subsidy but also food stamps, Badger Care, and other assistance programs.

RELATED RESEARCH

A review of Wisconsin studies examining the child care subsidy program helped us to understand the issues encountered by our population. While many studies include only a brief glimpse of the child care program, a few studies that more closely focused on the child care subsidy program were particularly useful and relevant.

Head Start Study

The University of Wisconsin-Milwaukee's Center for Economic Development conducted a study of parents using Head Start—a comprehensive educational and developmental program for low-income preschool children. The purpose of the study published in November 1999, entitled *Support Service Utilization Among Head Start Families in Wisconsin*, was to determine whether there are eligible populations of poor families who are not accessing supportive services available to them and why they are not doing so. The child care subsidy program is one of these supportive services, so this study dealt with the same research question we investigated.

A few differences exist between our study population and the Head Start families. First, families are eligible for Head Start if they earn income 100 percent of the federal poverty level or less. At the time of the study, families were eligible for the child care subsidy at 165 percent of the subsidy or less (as of March 1 2000 the income eligibility was raised to 185 percent). The Head Start population, therefore, is a subpopulation of all families eligible for the child care subsidy. A second difference is that our study focused on Dane County, and the Head Start study contacted families throughout the state.

Despite these differences, the Head Start study provides some valuable information related to our research question. Some of the most relevant findings from this study include:

- 15 percent of families (from a sample of 268 families) surveyed were using the child care subsidy although 81 percent of survey families were eligible—suggesting that many eligible families are not using the subsidy;
- Many parents are confused about the provisional certification for child care providers and do not know friends or relatives might be eligible for provisional certification;
- Many parents reported that they do not use the child care subsidy because they are not comfortable with child care providers who qualify for the subsidy—they will not take chances with the safety and happiness of their children.

Employment and Training Institute Studies

The Employment and Training Institute at the University of Wisconsin-Milwaukee has also looked at the child care subsidy program. Researchers John Pawasarat and Lois Quinn published two studies examining the program in Milwaukee County. *Impact of Welfare Reform on Child Care Subsidies in Milwaukee County: 1996-1999* provides useful statistics and numerical information about state expenditures on the subsidy, the number of child care slots available, and the numbers of provisionally certified child care providers.

The information most relevant to our project suggests that underutilization of the child care subsidy might have existed in Milwaukee County, as is suspected in Dane County. Specifically, 93 percent of families who received the child care subsidy at some time in 1998 were in the welfare system, while 7 percent did not appear to have received public assistance. This study, however, examined the period January 1996 through February 1999—not the early 2000 time period our project examines. During the period February 1999 to the present, we know that state outreach efforts attempted to inform a broader base of people—particularly those not on public assistance—about their eligibility for a child care subsidy.

A second study, *Removing Barriers to Employment: The Child Care-Jobs Equation*, has an entire section titled “Barriers to Utilization.” Yet like the first study, the earlier publication—in this case May 1998—limits the relevance of this study to our project. Nonetheless, it provides valuable information about what some of the barriers were in Milwaukee County at a previous date, which does help us understand some of the issues facing our study population.

Some of the barriers noted in this study are as follows:

- State policies emphasize work rather than providing services to non-AFDC, low-income, employed parents.
- Low-income families not on welfare now have to work with three levels of bureaucracy that supervise the provision of child care payments—the W-2 agency, the county’s economic support unit, and the county’s day care unit.
- Low-income families not on welfare now have to become part of the W-2 system because they W-2 agencies register all families interested in the child care subsidy.
- Copayment schedules are tied to family income rather than cost of care, which tends to subsidize high cost, high volume child care where the copayment can be ignored by the provider.
- Single parents with part-time, evening, or variable work hours might have difficulty arranging consistent child care that meets the requirements for receiving subsidy payments.
- The financial risk for providers in taking subsidized clients is increased because of the low job retention rate and the concentration of low-income parents in high turnover jobs.

Wisconsin Department of Workforce Development Leavers Study

This study investigates outcomes for Wisconsin families who left the welfare program between January and March 1998. The study looks at many concerns—employment status, number of hours worked per week, wages and child care arrangements. Most of the information gathered in the study is from a survey interview instrument; demographic characteristics, however, come from the state CARES database.

The relevance of the Leavers Study information to our project is limited because “a technical flaw in the implementation of the survey instrument [meant] a large number of people were not asked” questions about whether they receive financial help from their W-2 or social service agency to pay for child care. The study does, however, include information about what stops these families from working for pay. Out of 375 people contacted, 142 who are not working gave 60 child-related reasons for not entering the paid labor force. These reasons included:

- Want to stay home with kids (12 percent);
- No child care available (11 percent);
- Recently or now pregnant (9 percent);
- Can’t afford child care (8 percent);
- Don’t like child care available (1 percent).

The leavers study provides valuable information on how child care issues affect the lives of low-income people trying to retain employment.

Other Studies

Additional studies examining child care under welfare reform in general and W-2 in particular are listed in Appendix G.

CHALLENGES AND LIMITATIONS

Significant and time-draining challenges in three areas of our research plan made for slow progress toward answering our question.

Administrative Data

The CARES data and the automated Child Care Payment System have limited information. Only three key variables—age of children, race of parents and family address—from our original research plan were included in the data we received from CARES. Also, families with children eligible for W-2 and families using the child care subsidy were not identified as discrete groups in the data we received—one data file listed all families eligible for W-2 and a second data file listed families using the child care subsidy. Because some of the families included in the child care subsidy file might also be in the file with families eligible for W-2, we could not completely examine the differences between families who use and do not use the child care subsidy.

Applicable administrative data came from several parts of CARES and in form far from user-friendly. The data were very difficult to manipulate or convert to a format usable by our team. A second critical factor was confidentiality—concerns about preserving confidentiality delayed our receipt of the data and also prevented us from combining or linking the two data files together. Had we been able to link the data files, we could have separated families using the child care subsidy from families eligible for W-2 and then compared the two groups of families.

Under the study time constraint—the university semester period from February to May 2000—we could not accomplish our original goals. The work we present here, however, does offer insight into our broader research question.

Parent Interviews

Conducting parent interviews proved much more difficult than we expected. Some difficulty with contacting low-income families was expected due to the fact that these families do not always have telephones and are often more mobile—moving more frequently, no longer at a listed address, or sometimes homeless—than higher income families. Thus, contacting low-income families by phone or at home can be a challenge.

Finding Eligible Parents for Interviews

We planned to administer the questionnaire to parents at various Dane County community and child care centers. We hoped to speak with parents at times when they drop off and pick up their children. 4-C staff and local poverty researchers provided us with staff contacts at Dane County child care centers, community centers, and other social services agencies. We hoped that these staff would assist us with locating and establishing contact with targeted parents in order to go to the center or agency and ask parents to complete our questionnaire.

These agency staff, however, were reluctant to facilitate our contact with parents. Many expressed frustration with the overabundance of research conducted on their clients here in Dane County. The organizers of one event—a health information fair for parents with infants—had permitted one research team to attend their upcoming event but denied our request to administer our questionnaire at the event. Other community staff worried that our interview topic and questions might leave parents feeling degraded.

We attribute this reaction by agency staff to the particular situation of Madison, Wisconsin, where many researchers from a large university are studying a rather small poverty community. We also perceived a more general tension about power imbalances between researchers and the researched.

Conducting research, furthermore, on use of government programs is difficult in the current political climate surrounding W-2—stigmas abound about use of government assistance. Because our questionnaire asked some very personal questions, furthermore, we were often reluctant to press parents for detailed answers to questions about welfare program use, income level, and other private information.

Implications

Our sample is informative, though not representative of the low-income population in Dane County or the population eligible for the child care subsidy. Our survey information comes almost exclusively from parents who have called 4-C for referrals. We may, therefore, be excluding the voices and problems encountered by parents without phones and those less likely to utilize community resources.

CONCLUSIONS AND RECOMMENDATIONS

The outreach efforts of 4-C and Dane County staff have been successful in helping greater numbers of eligible low-income parents receive the child care subsidy. Continued and accelerated efforts are necessary to help ensure that all eligible Dane County families get their fair share.

Key Concerns

Based on our review of administrative data, the results of our parent and administrator interviews, and the review of other research, three key concerns emerge.

Insufficient Outreach

- There are eligible low-income parents in Dane County who do not yet know about the subsidy or have partial—sometimes incorrect—information about the program.

On March 1, 2000, the child care subsidy program eligibility changed. The income level at which families qualify for funds went from 165 percent of the federal poverty line to 185 percent. An asset limit was also eliminated from the rules. This information needs to be communicated to eligible families—yet Dane County has spent its entire current budget for outreach.

Insufficient Care

The available child care in Dane County is not sufficient to meet to the needs of Dane County parents.

Quality of Care

Some parents are concerned about the quality of the care their children receive in child care settings. Concerns about quality of care keep some parents from pursuing outside child care and, thus, outside employment.

Children Without Care

Our interviews with administrators and the results of the administrative data demonstrate that some school-age children may not be receiving supervised care before and after school hours. At least one county administrator is particularly concerned about this group of children.

Cultural Differences

Parents who are from non-American cultures have different views about what is appropriate or inappropriate child care.

Program Philosophy

The philosophies behind W-2 and other government assistance programs lead to struggles for some parents.

Parent Caregivers

Some parents prefer to care for their own children rather than hire a friend, relative, or other child care provider. These parents are currently unable to take advantage of the provisional certification program because that program does not make payments to parents who stay home. Parent caregivers, therefore, struggle because of program philosophies that focus on work.

Student Parents

Parents who are pursuing higher education are currently not eligible for the Wisconsin Shares program. Some low-income student parents, therefore, struggle to pay for child care. Like parents who want to stay home with their children, parents who are students also struggle because of program philosophies that focus on work.

What Dane County and State Administration Can Do

Although program philosophies, funding restrictions, and other challenges confront program administrators and make changes difficult, changes are possible and warranted.

Improving Services

While county staff report a special effort to improve customer service, parents we talked to almost unanimously reported difficulty in contacting their caseworker. Are more caseworkers needed? Is better training or supervision called for? Administrators can help to facilitate improved caseworker care.

Improving Outreach

Outreach at the county and at 4-C can help more families understand their eligibility.

Advertising Eligibility Changes

Outreach efforts must include information about new eligibility requirements.

Reaching Working Poor Families

A problem with previous outreach efforts, according to county staff, is that they have generally been conducted in places where most people already know about the services available to them. One group of people that administrators fear they are missing, for example, is the working poor who do not come to the Jobs Center, community events, or community centers. This group of people does not receive Job Center mailings because they are not in the computer system and may not even know assistance is available. Many of these families think assistance is only for the non-working poor or families at or below the poverty line. Furthermore, they don't necessarily live in neighborhoods with concentrated poverty where outreach efforts are focused, and they may be too proud to seek help or visit the Jobs Center. There is a great deal of stigma attached to that building.

- Run a general media campaign, featuring TV, radio, and/or newspaper ads, to help reach this group of eligible parents.
- Advertise that parents can apply for the subsidy at eight locations—not just Jobs Center.
- Consider adding more evening and weekend hours to the Job Center, which currently has hours of 7:45-4:30 Monday, Tuesday, Thursday, and Friday. On Wednesday it is open 7-7.
- Consider adding more hours to the eight outreach stations, none of which currently stays open after regular business hours.

WHAT 4-C CAN DO

Although eligibility rules, office hours, and other important program issues lie with the state and the county, 4-C has a role to play as well.

Improving Care

- An additional child care center on northeast side of Madison might help fill an unmet need for child care in that area of the city. (Further data analysis is necessary to determine the exact location.)
- Encouraging and supporting child care worker professionalism should continue to be a 4-C focus. Agency staff should continue to be involved in promoting higher wages and professionalization for child care workers—parents care about these issues.

Improving Outreach

Only two of the 43 parents with whom we spoke had heard of the subsidy program through the 4-C agency.

- Renew outreach efforts on subsidy program by working with the county staff.

Improving Policies

Only the state and county can change program policies but 4-C can play a role in helping shape those policies.

- Advocate for increasing county and state outreach efforts.
- Lobby the Joint Committee on Finance for more outreach funds.
 - Raise awareness of the concerns of students and stay-at-home parents who cannot receive the child care subsidy.

APPENDICES

APPENDIX A: WISCONSIN SHARES ELIGIBILITY AND APPLICATION PROCESS

Eligibility rules

To be eligible for the child care subsidy program, families must meet both financial and non-financial eligibility criteria. As of March 2000, families are income eligible if their gross income, not including child and family support payments, is equal to or less than 185 percent of the poverty line (Example: \$25,650 for a family of three). Before that time, the limit was set at 175 percent of the poverty line. A previous asset test for child care subsidy eligibility was eliminated in March 2000. The same is true of a rule that counted the earned income of minor children living with the family against eligibility; it no longer applies. After initial eligibility is established, families remain eligible until their income has exceeded 200 percent of poverty for two consecutive months. Foster parents and families caring for court-ordered kinship care children are eligible if the birth parent's income is below 200 percent of the poverty line.

Families who meet the financial eligibility criteria are eligible for child care subsidies if they have children under the age of 13 or a special needs child under 19 and meet the following non-financial standards:

- The parent is working
- The parent is less than 20 years of age and is enrolled in high school or equivalent
- The parent is participating in any of the four employment positions: W-2 Transitions, Trial Jobs, Community Services Jobs, or Unsubsidized Employment
- The parent is participating in employment skills training and is employed in unsubsidized employment and continues to be employed at some level
- The parent is participating in Food Stamp Employment and Training Work search or work experience programs
- The parent is a W-2 applicant engaged in up-front job search

Child care providers receiving the subsidy must be either licensed or certified. Providers are licensed in three categories: Group day care centers (serving 9 or more children), family day care centers (serving 4-8 children), and day camps. Certification includes 2 categories: Regular certification requires 15 hours of training as well as criminal records checks and some basic health and safety standards. Provisional certification requires no training, just the criminal records check and the health and safety standards.

How to apply for the child care subsidy

In Dane County, the child care subsidy program is part of a program called Dane County Connections. In addition to child care assistance, Dane County Connections offers low income individuals health insurance, food stamps, housing assistance, free or subsidized transportation, and help with job search and job training. Information and applications for the child care subsidy can be obtained both at the Jobs Center and through outreach personnel at schools, clinics, community centers, etc. The application process can occur in several ways at different locations:

1. Visit the Job Center and go through the intake process

- First the parent will talk to an eligibility worker who conducts a preliminary determination of the family's eligibility and needs. The eligibility workers hand out applications and then refer the parent to the community resource specialist.
- The community resource specialist tells the parent about all the different services for which he/she might be available and what paperwork and documents of verification are needed to apply. If a parent needs child care, the resource specialist will refer her/him to 4-C for a list of child care providers. If parents need a more personalized help in finding providers (because they have special needs children or work odd hours, for example) they are referred to the supportive services specialist.
- The supportive services specialist helps them identify different options, working from the 4-C list of providers as well as information from registered providers who have contacted her directly.
- Finally, the parent is referred back to the front lobby to make an appointment with an eligibility worker to confirm the parent's eligibility status after the necessary paperwork and gathering of verification documents has been completed.

2. Visit the Job Center and talk to supportive services specialist directly

If a parent only needs child care, she/he can go directly to the supportive services specialist who will help the parent identify a provider and give guidance through the application process

3. Visit one of the Dane County Connections Outstation Sites

The outstation sites provide the same services as the Job Center for receiving information about and applying for the child care subsidy. The locations are:

- East Side: Dean Medical Center-Arcand Park Clinic on East Washington Avenue
- Central Madison: Meriter Hospital on Park Street
- Near West Side: UW Hospital on Highland Avenue
- Southwest Side: Head Start (The Dane County Parent Council) on Red Arrow Trail
- South Side: Dean Medical Center-Fish Hatchery Clinic on Fish Hatchery Road and The Joining Forces for Families site at Badger Road
- North Side: Dane County Jobs Center on Aberg Avenue
- Middleton: Middleton Outreach Ministry on Hubbard Avenue

4. Call the Economic Support Specialist phone intake line at the Jobs Center

- The parent will request an application form (generic for all types of assistance)
 - Fill it out at home
 - Bring it and necessary forms in later for a meeting with an eligibility worker. People who specifically want to access the child care subsidy and no other assistance can use this route.
-

APPENDIX B: QUANTITATIVE METHODOLOGY

Research Plan

We planned to use a cross-sectional and descriptive study for collecting and analyzing data on parents and their subsidy use. We intended to calculate statistics describing demographic characteristics of families—such as average age of children, average age of parent—who use or do not use the child care subsidy. Next we planned to calculate the probability of child care subsidy use. The following are some demographic variables and other key variables (independent variables) that we hoped to consider as predictors for child care subsidy use.

1. Family structure (one parent, two parents, or marital status)
2. Age of parent
3. Education of parent
4. Number of children in household
5. Age of children
6. Race/ethnicity of parent
7. Income/earning
8. Employment
9. Hours of work
10. First language
11. Distance/ transportation to the closest provider

The dependent variable, whether parents use or do not use the subsidy, is a bivariate variable; thus, logistic regression analysis could be used to examine the association of demographic variables and other key variables with the probability of parents' child care subsidy use. The dependent variable would be a dummy variable for parents who use child care (=1) and do not use child care (=0). Such a data analysis would be valuable in an attempt to better understand, analyze and predict subsidy use.

We received incomplete data. The data: (1) came from different sources; (2) had different formats; (3) did not allow us to combine them since there was no identification marker for individuals; and (4) contained few key variables.

Amended Proposal

Due to the challenges and limitations we encountered in collecting information, we amended our original research design as follows.

Collected Data

The CARES database which we received contained information about families with children eligible for W-2, medical assistance, or food stamps. CARES provided the data of 4,620 families with children eligible for W-2, medical assistance, or food stamps in February 2000. Data variables included rounded-to-hundred address, street, city, zip code, race, and numbers of children divided by age groups. After removing unusable records—mostly cases outside of Dane

County—4,591 records of families were analyzed. Child care subsidy use was not identified for this data.

The automated Child Care Payment System contained the data for families using the child care subsidy. The characteristics of these families were used as representatives of child care subsidy participants. We received four data files from the automated Child Care Payment System. All data files were sent on Microsoft Excel. They were converted to Microsoft Access 97 and SPSS 7.5 for Windows for data management and computations. The first file contained numbers of families served in 34 Dane County zip codes. The second file contained numbers of parents organized by race and zip codes. The third file contained numbers of children organized by zip codes and age groups. The fourth file contained numbers of children categorized by zip codes and race of children. Because these four files had no identification for individual participants, we could not link the files together.

Data Analysis

Ethnicity

Ethnicity is categorized on the CARES system as one of the following: White, African American, Hispanic, Asian, American Indian/Eskimo, and Unknown/Other.

Age

Age groups are divided on the CARES system into 4 groups: 0 to 1, 2 to 5, 6 to 13 and more than 13 years old.

Location

4-C was also interested in where eligible families live. To examine where families with children eligible for W-2, medical assistance, or food stamps live, families were grouped as non-Madison or Madison residents by using the first three digits of zip code. Then numbers of families and children eligible for W-2, medical assistance, or food stamps and numbers of families and children using the child care subsidy from the CARES system and data warehouse were counted across race and age group. Since the majority of the families live in Madison, the Madison area was grouped based on the last two digits of zip code. Five areas—central, south, east/northeast, southwest, and west—were created.

Across Variables

Finally, to help 4-C understand the characteristics of families and children eligible for W-2, medical assistance, or food stamps and families using the child care subsidy, we compared the two groups across location, race of parent, age of children, and neighborhood.

Regression

To test the effects of age and race on family size—as measured by number of children—we performed a simple regression analysis using data on families who use the child care subsidy. The format of the data did not allow us to combine these variables into the same model. Accordingly, we separately tested the effects from age and race.

The result from this simple regression analysis indicates that age is a statistically significant variable predicting numbers of children from families using the child care subsidy ($\beta = -.859$, $p < .05$). The R^2 , however, is only .058. (In other words, only 5.8 percent of variance in numbers the children from families using the child care subsidy was explained by age.) On the other hand, the ethnicity variable was not a statistically significant factor.

APPENDIX C: PARENT SURVEY QUESTIONS

1. If not through 4-C, how did you find your current child care (arrangement/ person/ center)?
 2. What hours do you use this child care (arrangement/ person/ center)?
 3. How long have you been using your current arrangement? What did you do before this?
 4. Do you pay your child care provider? If so, how much?
 5. Would you change this arrangement if you could? How? Why?
 6. Are you currently working outside of the home? Are you currently going to school?
 7. How many children do you have?
 8. How old are they?
 9. Where (in what neighborhood) do you live?
 10. What is your ethnicity?
 11. The county can provide subsidized child care to low-income parents. Do you know anyone—friends, relatives, or neighbors—who uses the child care subsidy?
 12. When did you first hear about the child care subsidy program? How did you first hear about the child care subsidy program?
 13. Do you use the child care subsidy? Have you used it in the past? If no: Why not? What would have to change for you to decide to use the subsidy? If yes: What has your experience been with the program? How did applying for the program work? Can you describe the process?
 14. What do you think of the subsidy program? If you could make a change to the program, what would it be?
 15. What other—if any—government assistance programs do you use or have you used in the past? What about church or social service agency programs?
 16. What has your experience been dealing with government and social service agencies?
-

APPENDIX D: ADMINISTRATIVE INTERVIEWS AND QUESTIONS

The following five people were interviewed about the child care subsidy program.

- ◆ Toni Colson, Head of the Child care Office at Dane County?
- ◆ Mary Anne Cook, Administrator, Economic Assistance and Work Services Division of Dane County Human Services
- ◆ David Edie, Director, Child Care Unit of the Department of Workforce Development
- ◆ Sheri Fillner, Supportive Services Specialist at the Dane County Jobs Center
- ◆ Jamie E. O’Dea, Outreach Coordinator at the Dane County Jobs Center

While all of the interviews were open-ended and quite broad in nature, they all included the following questions:

1. What are the rules, generally speaking, on who are to receive the child care subsidy?
 2. How are those rules changing in March?
 3. How do people find out about the availability of assistance?
 4. What is the process of applying for the subsidy?
 5. Are low-income people who ask for assistance in other areas informed about the child care subsidy?
 6. How is information shared about child care and the 4-C referral center?
 7. Do you think there are eligible people not receiving the subsidy? Why or why not?
-

APPENDIX E: ADMINISTRATIVE DATA RESULTS

Table 1
Families with Children Under 13 years old
Who Are Eligible for W-2, Medical Assistance, or Food Stamps
February 2000 (by Race)

| Area | Zip | City | Families | | | | | Total | |
|-----------------|-------|------|----------|-------|----------|-------|--------|-------|---------|
| | | | White | Black | Hispanic | Asian | Indian | | Unk/oth |
| NM ² | 53508 | BE | 20 | | | | | 3 | 23 |
| | 53515 | BL | 6 | | | | | 2 | 8 |
| | 53517 | BM | 8 | | | | | 2 | 10 |
| | 53521 | BR | 7 | | | | | | 7 |
| | 53523 | CA | 12 | | 1 | | | 1 | 14 |
| | 53527 | CO | 24 | 5 | 1 | | | 1 | 31 |
| | 53528 | CP | 22 | | | 1 | | | 23 |
| | 53529 | DA | 5 | 1 | 1 | | | 1 | 8 |
| | 53531 | DE | 26 | 3 | | | | 1 | 30 |
| | 53532 | DF | 44 | 5 | | | 1 | 5 | 55 |
| | 53534 | ED | 7 | | | | | 2 | 9 |
| | 53558 | MC | 31 | 1 | 1 | | 1 | 2 | 36 |
| | 53559 | MA | 41 | 3 | 3 | | | 2 | 49 |
| | 53560 | MZ | 17 | 4 | | | | 3 | 24 |
| | 53562 | MI | 80 | 21 | 4 | 1 | 1 | 10 | 117 |
| | 53572 | MH | 46 | 1 | 0 | | 1 | 6 | 54 |
| | 53575 | OR | 48 | 2 | | | | 4 | 54 |
| | 53589 | ST | 153 | 7 | 5 | 1 | | 11 | 177 |
| | 53590 | SP | 185 | 40 | 13 | 3 | 2 | 19 | 262 |
| | 53593 | VE | 37 | 1 | | | 1 | 7 | 46 |
| | 53597 | WA | 39 | 1 | | 1 | | 5 | 46 |
| | 53598 | WS | 15 | | | 1 | | 3 | 19 |
| MD | 53701 | MD | | 1 | | | | | 1 |
| | 53703 | MD | 55 | 26 | 3 | 2 | | 14 | 100 |
| | 53704 | MD | 318 | 233 | 53 | 45 | 3 | 65 | 717 |
| | 53705 | MD | 61 | 14 | 11 | 8 | 1 | 13 | 108 |
| | 53711 | MD | 137 | 219 | 22 | 38 | 2 | 33 | 451 |
| | 53713 | MD | 172 | 329 | 108 | 35 | 3 | 61 | 708 |
| | 53714 | MD | 149 | 64 | 11 | 17 | | 22 | 263 |
| | 53715 | MD | 15 | 9 | 1 | 16 | | 2 | 43 |
| | 53716 | MD | 67 | 25 | 5 | 3 | | 11 | 111 |
| | 53717 | MD | 17 | 33 | 10 | 2 | | 15 | 77 |
| | 53718 | MD | 4 | 2 | | 1 | | | 7 |
| | 53719 | MD | 61 | 30 | 16 | 5 | 3 | 21 | 136 |
| NM | 53953 | VE | 1 | | | | | | 1 |
| - | Unk | | 24 | 84 | 5 | | 1 | 25 | 139 |

1 City (see codes next page)

2 Non-Madison

City Codes

BE =Belleville
BL =Black Earth
BM =Blue Mounds
BR =Brooklyn
CA =Cambridge
CO =Cottage Grove
CP =Cross Plains
DA =Dane
DE =Deerfield
DF =Deforest
ED =Edgerton
MC =McFarland
MA =Marshall
MZ =Mazomanie
MI =Middleton
MH =Mt Horeb and Mt Vernon
OR =Oregon
ST =Stoughton
SP =Sun Prairie
VE =Verona
WA =Waunakee
WS =Windsor
MD =Madison

Table 2
Numbers of Children Under 13 years old from Families Eligible for
W-2, Medical Assistance, or Food Stamps
February 2000 (by Race of Parent)

| Area | Zip | Cty ¹ | Numbers of Children | | | | | | Total |
|-----------------|-------|------------------|---------------------|-------|----------|-------|--------|---------|-------|
| | | | White | Black | Hispanic | Asian | Indian | Unk/oth | |
| NM ² | 53508 | BE | 37 | | | | | 4 | 41 |
| | 53515 | BL | 11 | | | | | 3 | 14 |
| | 53517 | BM | 10 | | | | | 2 | 12 |
| | 53521 | BR | 10 | | | | | | 10 |
| | 53523 | CA | 19 | | 2 | | | 1 | 22 |
| | 53527 | CO | 38 | 11 | 2 | | | 1 | 52 |
| | 53528 | CP | 33 | | | 3 | | | 36 |
| | 53529 | DA | 9 | 2 | 1 | | | 1 | 13 |
| | 53531 | DE | 37 | 4 | | | | 1 | 42 |
| | 53532 | DF | 67 | 12 | | | 1 | 6 | 86 |
| | 53534 | ED | 13 | | | | | 6 | 19 |
| | 53558 | MC | 43 | 2 | 1 | | 2 | 2 | 50 |
| | 53559 | MA | 66 | 9 | 8 | | | 2 | 85 |
| | 53560 | MZ | 43 | 11 | | | | 4 | 58 |
| | 53562 | MI | 132 | 45 | 7 | 2 | 1 | 13 | 200 |
| | 53572 | MH | 82 | 2 | | | 1 | 10 | 95 |
| | 53575 | OR | 82 | 3 | | | | 6 | 91 |
| | 53589 | ST | 266 | 21 | 9 | 2 | | 17 | 315 |
| | 53590 | SP | 333 | 86 | 25 | 5 | 4 | 34 | 487 |
| | 53593 | VE | 66 | 3 | | | 1 | 10 | 80 |
| | 53597 | WA | 63 | 8 | | 1 | | 8 | 80 |
| | 53598 | WS | 23 | | | 1 | | 5 | 29 |
| MD | 53701 | MD | | 2 | | | | | 2 |
| | 53703 | MD | 69 | 42 | 5 | 6 | | 14 | 136 |
| | 53704 | MD | 475 | 465 | 84 | 140 | 5 | 88 | 1257 |
| | 53705 | MD | 85 | 27 | 16 | 12 | 1 | 18 | 159 |
| | 53711 | MD | 243 | 490 | 29 | 118 | 5 | 61 | 946 |
| | 53713 | MD | 266 | 638 | 160 | 106 | 5 | 102 | 1277 |
| | 53714 | MD | 235 | 118 | 12 | 48 | | 29 | 442 |
| | 53715 | MD | 19 | 23 | 2 | 40 | | 2 | 86 |
| | 53716 | MD | 103 | 48 | 5 | 9 | | 17 | 182 |
| | 53717 | MD | 31 | 55 | 17 | 4 | | 22 | 129 |
| | 53718 | MD | 7 | 5 | | 2 | | | 14 |
| | 53719 | MD | 95 | 76 | 31 | 14 | 9 | 27 | 252 |
| NM | 53953 | VE | 1 | | | | | | 1 |
| | Unk | | 43 | 169 | 7 | | 2 | 36 | 257 |

1 City

2 Non-Madison

Table 3
Numbers of Children Under 13 years old from Families
Eligible for W-2, Medical Assistance, or Food Stamps
February 2000 (by Age Group)

| Area | Zip | Cty ¹ | Numbers of Children by Age Group | | | |
|-----------------|-------|------------------|----------------------------------|------|------|-------|
| | | | 0-1 | 2-5 | 6-13 | Total |
| NM ² | 53508 | BE | 8 | 19 | 14 | 41 |
| | 53515 | BL | 5 | 3 | 6 | 14 |
| | 53517 | BM | 4 | 2 | 6 | 12 |
| | 53521 | BR | 1 | 6 | 3 | 10 |
| | 53523 | CA | 5 | 4 | 13 | 22 |
| | 53527 | CO | 10 | 19 | 23 | 52 |
| | 53528 | CP | 10 | 10 | 16 | 36 |
| | 53529 | DA | 4 | 5 | 4 | 13 |
| | 53531 | DE | 10 | 12 | 20 | 42 |
| | 53532 | DF | 24 | 28 | 34 | 86 |
| | 53534 | ED | 2 | 4 | 13 | 19 |
| | 53558 | MC | 15 | 18 | 17 | 50 |
| | 53559 | MA | 21 | 28 | 36 | 85 |
| | 53560 | MZ | 14 | 17 | 27 | 58 |
| | 53562 | MI | 46 | 69 | 85 | 200 |
| | 53572 | MH | 22 | 24 | 49 | 97 |
| | 53575 | OR | 19 | 30 | 42 | 91 |
| | 53589 | ST | 65 | 113 | 137 | 315 |
| | 53590 | SP | 113 | 188 | 186 | 487 |
| | 53593 | VE | 21 | 29 | 30 | 80 |
| | 53597 | WA | 24 | 31 | 25 | 80 |
| | 53598 | WS | 8 | 10 | 11 | 29 |
| MD | 53701 | MD | 0 | 2 | 0 | 2 |
| | 53703 | MD | 42 | 42 | 52 | 136 |
| | 53704 | MD | 330 | 403 | 524 | 1257 |
| | 53705 | MD | 50 | 55 | 54 | 159 |
| | 53711 | MD | 189 | 351 | 520 | 1060 |
| | 53713 | MD | 348 | 466 | 513 | 1327 |
| | 53714 | MD | 99 | 162 | 181 | 442 |
| | 53715 | MD | 14 | 23 | 49 | 86 |
| | 53716 | MD | 76 | 92 | 100 | 268 |
| | 53717 | MD | 34 | 48 | 47 | 129 |
| | 53718 | MD | 3 | 2 | 9 | 14 |
| | 53719 | MD | 80 | 115 | 102 | 297 |
| NM | 53953 | VE | 0 | 1 | 1 | 1 |
| | Unk | | 72 | 102 | 83 | 257 |
| | Total | | 1788 | 2533 | 3031 | 7352 |

1 City

2 Non-Madison

Table 4
Parents with Children Who use Child Care Subsidy
February 2000

| Area | Zip | Cty ¹ | Parents by Race | | | | | Total | |
|-----------------|-------|------------------|-----------------|-------|----------|-------|--------|-------|---------|
| | | | White | Black | Hispanic | Asian | Indian | | Unk/oth |
| NM ² | 52527 | | 1 | | | | | 1 | |
| | 53508 | BE | 6 | | | | | 6 | |
| | 53515 | BL | 1 | | | | | 1 | |
| | 53521 | BR | 2 | | | | | 2 | |
| | 53523 | CA | 1 | | | | | 1 | |
| | 53527 | CO | 7 | 1 | 1 | | | 9 | |
| | 53528 | CP | 5 | | | | | 5 | |
| | 53529 | DA | 3 | | | | | 3 | |
| | 53531 | DE | 6 | | | | | 6 | |
| | 53532 | DF | 16 | 2 | 1 | | | 19 | |
| | 53558 | MC | 16 | 2 | | | 2 | 20 | |
| | 53559 | MA | 8 | 2 | 1 | | | 11 | |
| | 53560 | MZ | 4 | 1 | | | | 5 | |
| | 53562 | MI | 44 | 7 | | | 1 | 52 | |
| | 53572 | MH | 12 | | | | 1 | 14 | |
| | 53575 | OR | 16 | | | | 1 | 17 | |
| | 53589 | ST | 59 | 3 | 1 | | 10 | 73 | |
| | 53590 | SP | 99 | 12 | 3 | | 10 | 124 | |
| | 53593 | VE | 17 | 1 | | | 3 | 21 | |
| | 53597 | WA | 15 | 1 | | | 3 | 19 | |
| | 53598 | WS | 6 | | | | | 6 | |
| MD | 53703 | MD | 17 | 9 | 1 | | 3 | 30 | |
| | 53704 | MD | 168 | 154 | 16 | 7 | 2 | 41 | 388 |
| | 53705 | MD | 17 | 5 | | | | 22 | |
| | 53711 | MD | 75 | 112 | 2 | 3 | 1 | 14 | 207 |
| | 53713 | MD | 77 | 142 | 9 | 2 | 2 | 28 | 264 |
| | 53714 | MD | 67 | 32 | 1 | 2 | | 14 | 116 |
| | 53715 | MD | 6 | 3 | 1 | | | | 10 |
| | 53716 | MD | 47 | 18 | 1 | 1 | | 14 | 81 |
| | 53717 | MD | 6 | 12 | 1 | | | 5 | 24 |
| | 53718 | MD | 4 | | | | | 1 | 5 |
| | 53719 | MD | 47 | 21 | 5 | | | 9 | 83 |
| | 53729 | MD | 1 | | | | | | 1 |
| NM | 53955 | | 1 | | | | | | 1 |

¹ City

² Non-Madison

Table 5
Numbers of Children of Parents who Use Child Care Subsidy
February 2000 (by age)

| Area | Zip | Cty ¹ | Numbers of Children by Age Group | | | |
|-----------------|--------|------------------|----------------------------------|-----|------|-------|
| | | | 0-1 | 2-5 | 6-13 | Total |
| NM ² | 52527* | | | | | |
| | 53508 | BE | 4 | 5 | 2 | 11 |
| | 53515 | BL | | 1 | | 1 |
| | 53521 | BR | | 2 | 3 | 5 |
| | 53523 | CA | | 1 | | 1 |
| | 53527 | CO | 2 | 10 | 1 | 13 |
| | 53528 | CP | 1 | 1 | 3 | 5 |
| | 53529 | DA | | 3 | 2 | 5 |
| | 53531 | DE | 2 | 3 | 2 | 7 |
| | 53532 | DF | 6 | 11 | 9 | 26 |
| | 53558 | MC | 7 | 7 | 8 | 22 |
| | 53559 | MA | 2 | 8 | 6 | 16 |
| | 53560 | MZ | | 2 | 3 | 5 |
| | 53562 | MI | 14 | 35 | 16 | 65 |
| | 53572 | MH | 3 | 4 | 7 | 14 |
| | 53575 | OR | 4 | 13 | 8 | 25 |
| | 53589 | ST | 14 | 52 | 26 | 92 |
| | 53590 | SP | 36 | 95 | 50 | 181 |
| | 53593 | VE | 6 | 12 | 9 | 27 |
| | 53597 | WA | 8 | 11 | 3 | 22 |
| | 53598 | WS | 3 | 4 | 4 | 11 |
| MD | 53703 | MD | 9 | 19 | 5 | 33 |
| | 53704 | MD | 114 | 196 | 172 | 482 |
| | 53705 | MD | 5 | 14 | 6 | 25 |
| | 53711 | MD | 60 | 139 | 66 | 265 |
| | 53713 | MD | 67 | 161 | 85 | 313 |
| | 53714 | MD | 44 | 75 | 32 | 151 |
| | 53715 | MD | 1 | 8 | | 9 |
| | 53716 | MD | 27 | 52 | 27 | 106 |
| | 53717 | MD | 6 | 18 | 2 | 26 |
| | 53718 | MD | 4 | 3 | | 7 |
| | 53719 | MD | 20 | 60 | 32 | 112 |
| | 53729 | MD | | 1 | | 1 |
| NM | 53955 | | | 1 | | 1 |

¹ City

² Non-Madison

Table 6
Families with Children Under 13 years old Eligible for
W-2, Medical Assistance, or Food Stamps
February 2000 (by Race and Area)

| Area | Families | | | | | |
|-------------|------------------|-----------------|-----------------|-----------------|----------------|-----------------|
| | White (%) | Black (%) | Hispanic (%) | Asian (%) | Indian (%) | Unk/oth (%) |
| Non-Madison | 874 (44.73%) | 95 (8.16%) | 29 (10.58%) | 8 (4.44%) | 7 (35.00%) | 90 (24.19%) |
| Madison | 1056 (54.04%) | 985 (84.62%) | 240 (87.59%) | 172 (95.56%) | 12 (60.00%) | 257 (69.09%) |
| Unknown | 24 (1.23%) | 84 (7.22%) | 5 (1.82%) | - (0%) | 1 (5.00%) | 25 (6.72%) |
| Total | 1954 | 1164 | 274 | 180 | 20 | 372 |

Table 7
Summary of Numbers of Children Under 13 years old from Families
Eligible for W-2, Medical Assistance or Food Stamps
February 2000 (by Race and Area)

| Area | Numbers of Children | | | | | |
|-------------|---------------------|------------------|-----------------|-----------------|----------------|-----------------|
| | White (%) | Black (%) | Hispanic (%) | Asian (%) | Indian (%) | Unk/oth (%) |
| Non-Madison | 1484 (47.04%) | 219 (9.21%) | 55 (13.00%) | 14 (2.73%) | 10 (27.03%) | 136 (24.64%) |
| Madison | 1628 (51.60%) | 1989 (83.68%) | 361 (85.34%) | 499 (97.27%) | 25 (67.57%) | 380 (68.84%) |
| Unknown | 43 (1.36%) | 169 (7.11%) | 7 (1.65%) | - (0%) | 2 (5.40%) | 36 (6.52%) |
| Total | 3155 | 2377 | 423 | 513 | 37 | 552 |

Table 8
Summary of Numbers of Parents
Using the Child Care Subsidy
February 2000 (by Race and Area)

| Area | Numbers of Parents | | | | | |
|-------------|--------------------|-----------------|-----------------|--------------|---------------|-----------------|
| | White (%) | Black (%) | Hispanic (%) | Asian (%) | Indian (%) | Unk/oth (%) |
| Non-Madison | 345 (39.34%) | 32 (5.92%) | 7 (15.91%) | - (0%) | 1 (16.67%) | 31 (19.37%) |
| Madison | 532 (60.66%) | 508 (94.07%) | 37 (84.09%) | 15 (100%) | 5 (83.33%) | 129 (80.62%) |
| Total | 877 | 540 | 44 | 15 | 6 | 160 |

Table 9
Summary of Numbers of Children Under 13 years old from Families
Eligible for W-2, Medical Assistance, or Food Stamps
February 2000 (by Age and Area)

| Area | Numbers of Children by Age Group | | |
|-------------|----------------------------------|------------------|------------------|
| | 0-1 (%) | 2-5 (%) | 6-13 (%) |
| Non-Madison | 451 (25.22%) | 670 (26.45%) | 798 (26.33%) |
| Madison | 1265 (70.45%) | 1761 (69.52%) | 2150 (70.93%) |
| Unknown | 72 (4.03%) | 102 (4.03%) | 83 (2.74%) |
| Total | 1788 | 2533 | 3031 |

Table 10
Summary of Numbers of Children of Parents
Who Use Child Care Subsidy
February 2000 (by Age and Area)

| Area | Numbers of Children by Age Group | | |
|-------------|----------------------------------|-----------------|-----------------|
| | 0-1 (%) | 2-5 (%) | 6-13 (%) |
| Non-Madison | 112 (23.88%) | 281 (27.36%) | 162 (27.50%) |
| Madison | 357 (76.12%) | 746 (72.64%) | 427 (72.49%) |
| Total | 469 | 1027 | 589 |

Table 11
Summary of Families with Children Under 13 years old
Eligible for W-2, Medical Assistance, or Food Stamps
February 2000 in Madison Area (by Direction and Race of Parents)

| Direction | Families | | | | | |
|----------------|-----------------|-----------------|-----------------|----------------|---------------|----------------|
| | White (%) | Black (%) | Hispanic (%) | Asian (%) | Indian (%) | Unk/oth (%) |
| Central | 70 (6.63%) | 36 (3.65%) | 4 (1.67%) | 18 (10.46%) | - (0%) | 16 (6.22%) |
| South | 172 (16.29%) | 329 (33.40%) | 108 (45.00%) | 35 (20.35%) | 3 (25.00%) | 61 (23.73%) |
| East/Northeast | 538 (50.95%) | 324 (32.89%) | 69 (28.75%) | 66 (38.37%) | 3 (25.00%) | 98 (38.13%) |
| Southwest | 198 (18.75%) | 249 (25.28%) | 38 (15.83%) | 43 (25.00%) | 5 (41.67%) | 54 (21.01%) |
| West | 78 (7.39%) | 47 (4.77%) | 21 (8.75%) | 10 (5.81%) | 1 (8.33%) | 28 (10.89%) |
| Total | 1056 | 985 | 240 | 172 | 12 | 257 |

Table 12
Summary of Number of Children Under 13 years old
from Families Eligible for W-2, Medical Assistance, or Food Stamps
February 2000 in Madison Area (by Direction and Race of Parents)

| Direction | Numbers of Children | | | | | |
|----------------|---------------------|-----------------|-----------------|-----------------|----------------|-----------------|
| | White (%) | Black (%) | Hispanic (%) | Asian (%) | Indian (%) | Unk/oth (%) |
| Central | 88 (5.40%) | 67 (3.37%) | 7 (1.94%) | 46 (9.22%) | - (0%) | 16 (4.21%) |
| South | 266 (16.34%) | 638 (32.08%) | 160 (44.32%) | 106 (21.24%) | 5 (20.00%) | 102 (26.84%) |
| East/Northeast | 820 (50.37%) | 636 (31.97%) | 101 (27.98%) | 199 (39.88%) | 5 (20.00%) | 134 (35.26%) |
| Southwest | 338 (20.76%) | 566 (28.46%) | 60 (16.62%) | 132 (26.45%) | 14 (56.00%) | 88 (23.16%) |
| West | 116 (7.12%) | 82 (4.12%) | 33 (9.14%) | 16 (3.21%) | 1 (4.00%) | 40 (10.53%) |
| Total | 1628 | 1989 | 361 | 499 | 25 | 380 |

Table 13
Summary of Numbers of Children Under 13 years old from Families
Eligible for W-2, Medical Assistance, or Food Stamps
February 2000 in Madison Area (by Direction and Age Group)

| Direction | Numbers of Children by Age Group | | |
|----------------|----------------------------------|-----------------|-----------------|
| | 0-1 (%) | 2-5 (%) | 6-13 (%) |
| Central | 56 (4.43%) | 67 (3.80%) | 101 (4.70%) |
| South | 348 (27.51%) | 466 (26.46%) | 513 (23.86%) |
| East/Northeast | 508 (40.16%) | 659 (37.42%) | 814 (37.86%) |
| Southwest | 269 (21.26%) | 466 (26.46%) | 622 (28.93%) |
| West | 84 (6.64%) | 103 (5.85%) | 101 (4.70%) |
| Total | 1265 | 1761 | 2150 |

Table 14
Summary of Parents with Children
Who Use the Child Care Subsidy
February 2000 in Madison Area (by Direction and Race of Parents)

| Direction | Numbers of Parents | | | | | |
|----------------|--------------------|-----------------|-----------------|----------------|---------------|----------------|
| | White (%) | Black (%) | Hispanic (%) | Asian (%) | Indian (%) | Unk/oth (%) |
| Central | 23 (4.32%) | 12 (2.36%) | 2 (5.40%) | - (0%) | - (0%) | 3 (2.32%) |
| South | 77 (14.47%) | 142 (27.95%) | 9 (24.32%) | 2 (13.33%) | 2 (40.00%) | 28 (21.70%) |
| East/Northeast | 286 (53.76%) | 204 (40.16%) | 18 (48.65%) | 10 (66.67%) | 2 (40.00%) | 70 (54.26%) |
| Southwest | 122 (22.93%) | 133 (26.18%) | 7 (18.92%) | 3 (20.00%) | 1 (20.00%) | 23 (17.83%) |
| West | 24 (4.51%) | 17 (3.35%) | 1 (2.70%) | - (0%) | - (%) | 5 (3.87%) |
| Total | 532 | 508 | 37 | 15 | 5 | 129 |

Table 15
Summary of Numbers of Children of Parents
Who Use the Child Care Subsidy
February 2000 in Madison Area (by Direction and Age Group)

| Direction | Numbers of Children by Age Group | | |
|----------------|----------------------------------|-----------------|-----------------|
| | 0-1 (%) | 2-5 (%) | 6-13 (%) |
| Central | 10 (2.80%) | 27 (3.62%) | 5 (1.17%) |
| South | 67 (18.77%) | 161 (21.58%) | 85 (19.91%) |
| East/Northeast | 189 (52.94%) | 326 (43.70%) | 231 (54.10%) |
| Southwest | 80 (22.41%) | 199 (26.67%) | 68 (15.92%) |
| West | 11 (3.08%) | 33 (4.42%) | 8 (1.87%) |
| Total | 357 | 746 | 427 |

Table 16
Comparisons of People Eligible for
W-2, Medical Assistance, or Food Stamps
With People Using the Child Care Subsidy
February 2000

| Variables | W-2 ¹ | Child Care ² |
|---------------------------------|------------------|-------------------------|
| 1. Family Location (# families) | | |
| Non-Madison | 1103 | 332 |
| Madison | 2722 | 961 |
| Unknown | 139 | - |
| 2. Race of Parents (# parents) | | |
| White | 1954 | 877 |
| Black | 1164 | 540 |
| Hispanic | 274 | 44 |
| Asian | 180 | 15 |
| Indian | 20 | 6 |
| Others/others | 372 | 160 |
| 3. Age (# children) | | |
| 0-1 | 1788 | 469 |
| 2-5 | 2533 | 1027 |
| 6-12 | 3031 | 589 |
| 4. Direction (in Madison Area) | | |
| (# Families) | | |
| Central | 144 | 32 |
| South | 708 | 195 |
| East/Northeast | 1098 | 469 |
| Southwest | 587 | 226 |
| West | 185 | 39 |
| (# Children) | | |
| Central | 224 | 42 |
| South | 1277 | 313 |
| East/Northeast | 1895 | 746 |
| Southwest | 1198 | 349 |
| West | 288 | 52 |

1 Families with children eligible for W-2, medical assistance, or food stamps

2 Families using the child care subsidy

APPENDIX F: RESULTS FROM PARENT SURVEYS

The parent survey contained sixteen questions, four of which were open-ended questions. The responses to these open-ended questions are transcribed below.

Parents were asked if they used the child care subsidy. For parents answering yes (using it now or in the past), the following questions were also asked.

What do you think of subsidy program?

- ◆ Fairly good; I liked it
- ◆ Pretty good; for single moms good to have help
- ◆ Great, excellent to help a lot of people who can't afford child care
- ◆ Fine, helps out a lot
- ◆ Helpful to people
- ◆ Pretty okay; nice
- ◆ Good
- ◆ Don't know where I would be without it; has family support but is a single parents and not everyone can give money
- ◆ Really helpful; otherwise wouldn't be able to work
- ◆ It's important the program exists
- ◆ It's really good.
- ◆ If not for this program, I couldn't afford to care for my grandchild.

What has been your experience with the child care subsidy program?

- ◆ Problems with no vacancies [at centers] and age requirements.
 - ◆ Happy at moment but worried about my income going up
 - ◆ "Happy"—really helping family flung into poverty after birth of premature twins with health problems
 - ◆ I had to drop out of school this semester because my 4-C certified (not licensed) provider was very unloving and sometimes mean to my daughter. I am on five waiting lists for child care centers.
 - ◆ The program is great. I couldn't have afforded child care without it.
 - ◆ I think it's too bad you can't apply until the baby is born. There is so little time in the few weeks after the child is born and before you have to get back to work.
 - ◆ Fairly good; problem was not a big selection of providers
 - ◆ Good experience
 - ◆ Good, very helpful
 - ◆ Pretty good
 - ◆ Good; works and goes to school so couldn't afford child care otherwise
 - ◆ As far as I know provider receives check; only heard of one check being late
 - ◆ Good for me; hard to pay own child care, rent and bills
 - ◆ Great
-

How did applying for the program work? Can you describe the process?

- ◆ We applied already but are not eligible to qualify since the baby isn't born yet. This is seriously annoying because it limits our ability to do financial planning in terms of day care.
- ◆ Problem of having to go back every 3 months.
- ◆ Problems with social worker not returning calls, not having information, being too busy. Also never told me about copay by Dane County so was embarrassed to find that I owed money to provider.
- ◆ It wasn't too hard. Easier than I thought.
- ◆ It took too long and was a lot of paperwork.
- ◆ Easy; told me what to do step-by-step; no problems, had to bring in papers; told me when payments would start
- ◆ Applying wasn't hard at all; everybody gave a lot of help and support
- ◆ Was there getting medical insurance and applied for child care too; don't remember specific application process
- ◆ Hard to find the right child care provider; make sure the child is comfortable
- ◆ Called caseworker who did it all
- ◆ One form; basic general info; went fine
- ◆ Set up interview, nothing hard
- ◆ Did a lot of work for me; had to show proof of income; show hours, birth certificates; verify information

If you could make changes to subsidy program, what would it be?

- ◆ Don't know
- ◆ None
- ◆ Nothing
- ◆ Nothing; can't think of anything
- ◆ Help parents out with transportation
- ◆ No complaints
- ◆ None
- ◆ Can't think of anything
- ◆ None; everything fine
- ◆ Work hours are hard to find care for (5:15 a.m.)
- ◆ Providers need to be paid way more, be trained in child psychology, fewer kids to deal with—these are not prison guards. These are caregivers.

Parents who reported not using the child care subsidy were asked the following two questions.

Why aren't you using the child care subsidy? What would have to change for you to decide to use the subsidy?

- ◆ Never heard of it.
 - ◆ I think my income is too high.
 - ◆ Can't take time off from work to apply during the time that the Jobs Center is open.
 - ◆ I'm not poor enough.
-

- ◆ Don't need it.
- ◆ I can get by without assistance, I want to do that.
- ◆ Because I don't want my child with an overworked, underpaid, stressed-out child care worker or provider.
- ◆ Didn't look into it because I thought too high income but didn't know requirements
- ◆ My husband and I would only be able to get money for hours that we were both working, not going to school, according to woman we talked to at the county. Can only use certified centers; if I had someone that I trust I wouldn't switch providers just because of the financial help.
- ◆ Not working (not using now)
- ◆ Looking for child care; hoping to use it as soon as I choose care
- ◆ Can't find care; would use it if I could find care
- ◆ Spouse makes too much (income would have to change to use subsidy)
- ◆ Only heard of it once (making less than 18,000); would have to find evening care and a job worth it to leave the kids for
- ◆ Looking for child care
- ◆ W-2 caring for newborn status

All parents were asked the following questions.

Would you change your child care arrangement if you could? If yes, how and why?

- ◆ Yes. Communication between teachers and parents is poor—you don't hear about his day.
- ◆ Transportation problems were an issue—changed to provider on bus route. Now happy.
- ◆ Loves center in part because receives daily very detailed written reports on kid's activities
- ◆ I just wish I could take care of him myself.
- ◆ I'd like to stay at home with the kids myself.
- ◆ I would prefer it if Grandma had time to take care of my child or some other family member.
- ◆ I'm really happy with my in-home provider, but I want her to go to preschool at some point – to learn her ABC's and that kind of thing, you know.
- ◆ If I could find something less expensive but equally good. My current provider is really expensive, but I think it's worth it.
- ◆ Stay longer; more time in care (this is not really a day care situation but a preschool for disabled child)
- ◆ Find a new provider because my provider needs a helper; child needs med but provider doesn't give it; provider doesn't say when out of diapers; forgetful of basic things; communication poor
- ◆ Trying to work around schedules

What has been your experience dealing with government and social service agencies?

- ◆ Fine, my caseworker is really nice. Not very thorough in giving information about services, though.
- ◆ Good, I have gotten help when I needed it.
- ◆ I was on AFDC in the past. It helped me a lot when I had my first child, by I was happy to get off Aid. They cut you off as soon as you get a job, and the whole thing was a big hassle.

- ◆ They can be condescending (the employees). They don't allow you to do financial planning because of the strict asset requirement and times available for qualification.
 - ◆ They are slow, they ask too much information, they want you to work harder for less money, they send way too much info. Waste too much paper.
 - ◆ Social worker really hard to get a hold of or doesn't return calls. Had to call supervisor to get her to return call.
 - ◆ No comment.
 - ◆ I try to stay away from Dane County.
 - ◆ Problems with dental care system (made to wait many extra weeks for root canal procedure)
 - ◆ A lot of paperwork, which is understandable, but you're discouraged from bringing your child to the meetings, and it is hard to find child care just so you can go to a meeting.
 - ◆ Case workers tend to talk down to participants, so it is often very discouraging to go to 'check-up' meetings.
 - ◆ Not returning calls, guess they're busy.
 - ◆ Good; not too many problems; nothing bad
 - ◆ Recently have been having a lot of troubles; new social worker who doesn't want to help or cooperate it seems; has me going through a lot of changes to receive food stamps; wanted information on rent; social worker doesn't return calls; cut off child care and food stamps before I even received a letter asking for into; putting me through a lot of changes; I went for a drop-in and caseworker wouldn't answer any questions so I talked to supervisor and asked for a new social worker and the request was granted.
 - ◆ Fine; all right; it moves a lot better than it use to; don't have to wait as long; don't understand ay arrangements—got all forms in but didn't get a check when caseworker said I would.
 - ◆ Pain in the ass; too many rules, regulations, guidelines
 - ◆ Dane county kind of slow; never return phone calls; seems like no one's around or I call them and ask them to do something, they do it, but don't call me to tell me they did it so I keep calling.
 - ◆ Too much in your personal business; doesn't help you out that much; not step-by-step but let you figure it out; help pay for child
 - ◆ Kind of annoying to get a hold of them; don't call back, can take quite awhile
 - ◆ A little tight here; cut food stamps, rough; rent is higher
 - ◆ Has not had that big a problem; waiting lines at WIC; every year it seems to improve
 - ◆ Easy; Aberg office was on east side but they set up an appt on west side--convenient; hectic to get in touch with caseworker
 - ◆ They like blowing me off a lot; social worker considers boyfriend's income with her own because "if you sleep together you eat together" but in fact she buys her own food; doesn't think roommate's income should count if not married
-

APPENDIX G: OTHER STUDIES AND RESOURCES

Wisconsin Studies Including Some Evaluation of Child Care Issues

Koehn, Susan and Jane Ahlstrom. *Kenosha County W-2 Child Care Implementation and Design Evaluation*. March 1997. Kenosha, Wisconsin.

Ogunnaike, Oluyomi A. *Wisconsin Works (W-2): Quality Child Care and Challenges of 40 Family Day Care Providers in Portage County, WI*. College of Professional Studies, University of Wisconsin-Stevens Point.

Pawasarat, John and Lois M. Quinn. *Impact of Welfare Reform on Child Care Subsidies in Milwaukee County: 1996-1999*. University of Wisconsin–Milwaukee Employment and Training Institute, October 1999. Milwaukee, Wisconsin.

Pawasarat, John and Lois M. Quinn. *Removing Barriers to Employment: The Child Care-Jobs Equation*. University of Wisconsin–Milwaukee Employment and Training Institute, May 1998. Milwaukee, Wisconsin.

Putz, Marilyn. 1999. *Walworth County W-2 Program: W-2 Follow-up Study*. Elkhorn, WI: Walworth County Job Center.

Wisconsin Department of Workforce Development. 1999. *Wisconsin Works: Survey of Those Leaving AFDC or W-2 January to March 1998 Preliminary Report*. Madison, Wisconsin.

University of Wisconsin–Milwaukee Center for Economic Development, 1999. *Support Service Utilization Among Head Start Parents in Wisconsin*. Milwaukee, Wisconsin: The Center.

Other Studies about Welfare Reform

Schumacher, Rachel and Mark Greenberg. *Child Care After Leaving Welfare: Early Evidence From State Studies*. Center for Law and Social Policy (October 1999).

This study presents key findings from reviews of data relevant to child care gathered through surveys of families who have left welfare. Wisconsin is included in the data set.

Long, Sharon K., Gretchen G. Kirby, Robin Kurka, and Shelley Waters. *Child Care Assistance under Welfare Reform: Early Responses by the States*. The Urban Institute (1998).

This study, part of Assessing the New Federalism at the Urban Institute, uses a household survey, studies of policies in 13 states—including Wisconsin—and a database to study child and family well-being.

Mathematica Policy Research. Forthcoming Winter 1999. *A Study of Infant Care Under Welfare Reform*. Washington D.C.

This study, which is yet to be published, contains a chapter titled “Implementation of Child care Subsidy Policies,” which examines how parents access the subsidy, information about how child care information is

communicated to parents, and how the child care subsidy program specifically applies to parents with infants. A portion of this section focuses on Milwaukee, Wisconsin.

Websites

Community Coordinated Child Care

www.4-C.org

State of Wisconsin Office of Child Care

www.dwd.state.wi.us/des/child_care

State of Wisconsin Welfare Reform Research Database

www.dwd.state.wi.us/dwd/wrr

University of Wisconsin Milwaukee: Employment and Training Institute Welfare Reform Evaluation and Impact Studies

www.uwm.edu/Dept/ETI/pages/surveys/welfare.htm

Welfare Information Network: Research Related to Child Care

www.welfareinfo.org/child_caresearch.htm

Welfare Information Network: Child Care Issues in Welfare Reform

www.welfareinfo.org/child_careandwelfare.htm

APPENDIX H: ABOUT THE AUTHORS

Jessica Berger worked on community organizing and research projects in New York City, Iowa, and Israel after earning her undergraduate degree from Vassar College. She is currently pursuing a master's degree in public policy analysis with a concentration in social policy at the La Follette Institute.

Surachat Ngorsuraches is a doctoral student in social and administrative pharmacy. His research interest is pharmacy economics and policy.

Julia North is a graduate of UW-Madison and worked for many years in Montessori education. She is pursuing her master's degree in public affairs with interests in program evaluation and nonprofit management.

Anna Olafsdottir earned a political science degree at the University of Iceland, and worked for several years as a political assistant at the U.S. Embassy in Reykjavik. She is pursuing a master's degree in public management and policy analysis at the La Follette Institute.
