



COLORADO SHINES CHILD CARE REFERRAL AT MILE HIGH UNITED WAY

APRIL 2017

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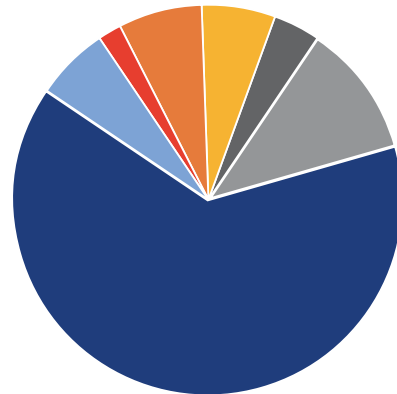
Colorado Shines Child Care Referral line provides families with local referrals to licensed child care providers, assistance finding licensed care openings, and consumer education on how to select quality child care. This service is free, confidential, and available throughout the state of Colorado.

Families can reach the Colorado Shines Child Care Referral line Monday to Friday, 8 a.m. – 5 p.m. by dialing 877.338.2273, live chat online at unitedwaydenver.org/childcarereferrals, or emailing childcarereferrals@unitedwaydenver.org.

CHILD CARE REFERRAL BY THE NUMBERS

911 TOTAL CONTACTS*
(Current Month)

8,252 Year to Date Contacts*



- 64% Referral to Licensed Child Care
- 6% Enhanced Referral**
- 2% Licensed Special Needs Referral
- 7% Follow-Up
- 6% Consumer Education
- 4% Assistance Paying for Child Care
- 11% Other Child Care Related Inquiries

** Provided additional assistance locating child care options.

Contact Type



PHONE
791



EMAIL
113



WALK IN
0



LIVE CHAT
7

* Total contacts include individuals who contacted us by phone, email, walking in, and live chat.



FAMILIES WE SERVE

The statistics below reflect information collected for the reporting period from Colorado Shines Child Care Referral at Mile High United Way.

Colorado Child Care Assistance Program (CCCAP)

The Colorado Child Care Assistance Program (CCCAP) provides child care subsidies to families who are working, searching for employment, or are in training, as well as families enrolled in the Colorado Works Program and need child care services to support their self-sufficiency.

74%	Clients eligible for CCCAP
26%	Clients not eligible for CCCAP

Household Income

33%	\$10,000 or less annually
23%	\$10,001 – \$25,000 annually
14%	\$25,001 – \$50,000 annually
5%	\$50,001 – \$75,000 annually
3%	\$75,001 – \$100,000 annually
5%	\$100,001 – \$250,000 annually
0%	Greater than \$250,000 annually
16%	Refused to answer

Type of Household

40%	Two or more adults in the home
60%	Single-parent household

Age of Children Needing Care

1%	Expecting parents
18%	Infant (under age 1)
54%	Pre-kindergarten (ages 1 – 4)
17%	Ages 5 - 7
8%	Ages 8 - 10
3%	Ages 11 - 13

Primary Language

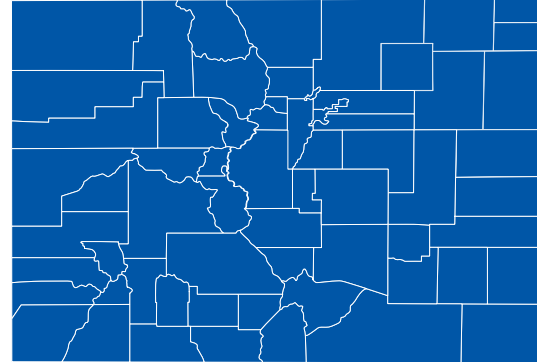
95%	English-speaking
5%	Spanish-speaking

FOLLOW-UP RESULTS

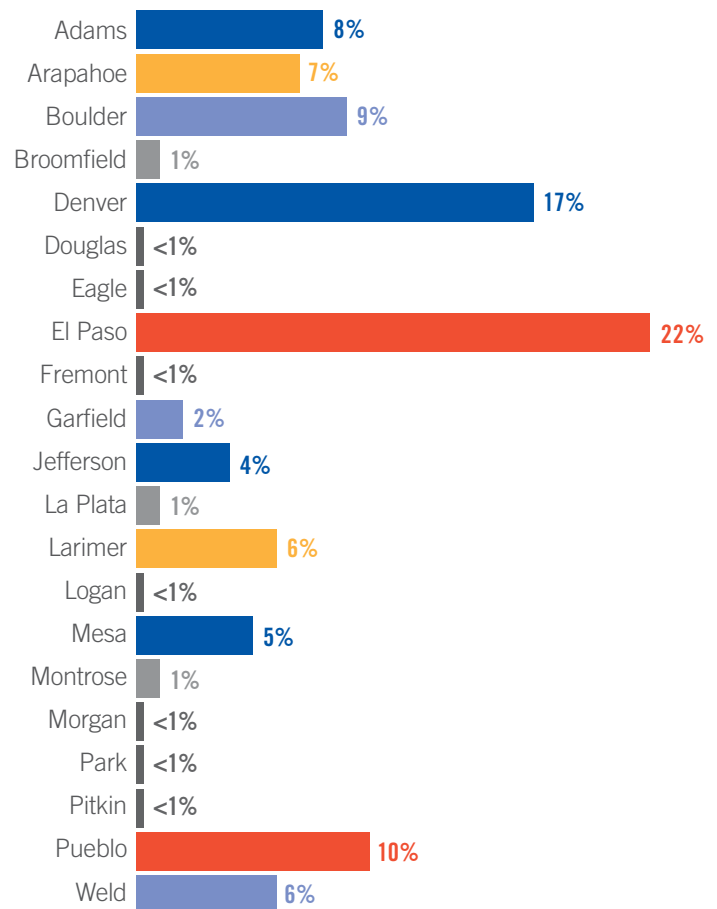
57%	Found child care using the information they received
87%	Felt their knowledge of the child care search process increased
97%	Would recommend to a friend

WHERE WE HELP

Colorado Shines Child Care Referral line provides services to families around the entire state of Colorado.



Contacts by County



Counties not listed did not contact Colorado Shines Child Care Referral for this reporting period.