



## MILE HIGH UNITED WAY'S CHILD CARE OPTIONS

FEBRUARY 2017

### MILE HIGH UNITED WAY'S CHILD CARE OPTIONS

Mile High United Way's Child Care Options 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 Mile High United Way's Child Care Options Monday to Friday, 8 a.m. – 5 p.m. by dialing 877.338.2273, live chat online at [unitedwaydenver.org/2-1-1-child-care-options](http://unitedwaydenver.org/2-1-1-child-care-options), or emailing [childcareoptions@unitedwaydenver.org](mailto:childcareoptions@unitedwaydenver.org).

### CHILD CARE OPTIONS BY THE NUMBERS



#### Contact Type



PHONE  
573



EMAIL  
79

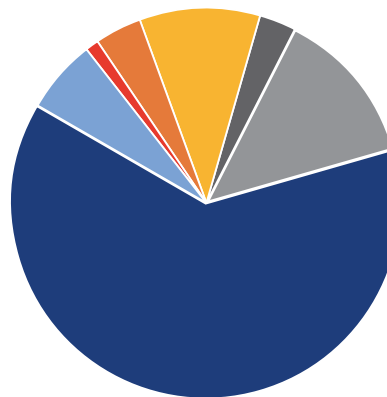


WALK IN  
0



LIVE CHAT  
25

### CHILD CARE OPTIONS CONTACTS



- 63%** Licensed Child Care Referral
- 6%** Licensed Child Care Enhanced Referral\*\*
- 1%** Licensed Special Needs Referral
- 4%** Referral Follow-Up
- 10%** Consumer Education
- 3%** Assistance Paying for Child Care
- 13%** Other Child Care Related Inquiries

\*\* Child care referral where additional assistance to find openings was given.

\* Total contacts include individuals who contacted Mile High United Way Child Care Options by phone, email, walking in, and live chat.



## FAMILIES WE SERVE

The statistics below reflect information collected from families seeking child care through Child Care Options.

### Colorado Child Care Assistance Program (CCCAP)

The Colorado Child Care Assistance Program (CCCAP) provides child care subsidies to families that are working, searching for employment, or are in training, as well as families that are 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

32%	\$10,000 or less annually
22%	\$10,001 – \$25,000 annually
17%	\$25,001 – \$50,000 annually
4%	\$50,001 – \$75,000 annually
5%	\$75,001 – \$100,000 annually
5%	\$100,001 – \$250,000 annually
0%	Greater than \$250,000 annually
15%	Refused to answer

### Type of Household

42%	Two or more adults in the home
58%	Single-parent household

### Age of Children Needing Care

2%	Expecting parents
19%	Infant (under a year old)
54%	Pre-kindergarten (ages 1 – 4)
15%	Ages 5 - 7
6%	Ages 8 - 10
2%	Ages 11 - 13

### Primary Language

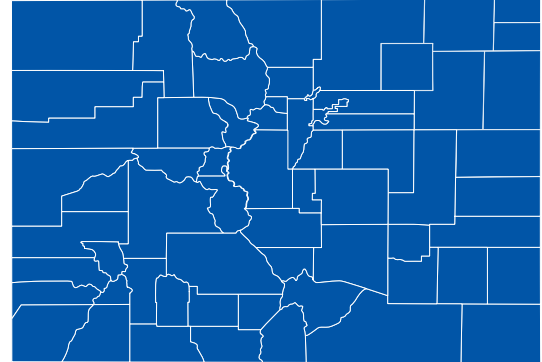
96%	English-speaking
4%	Spanish-speaking

## FOLLOW-UP RESULTS

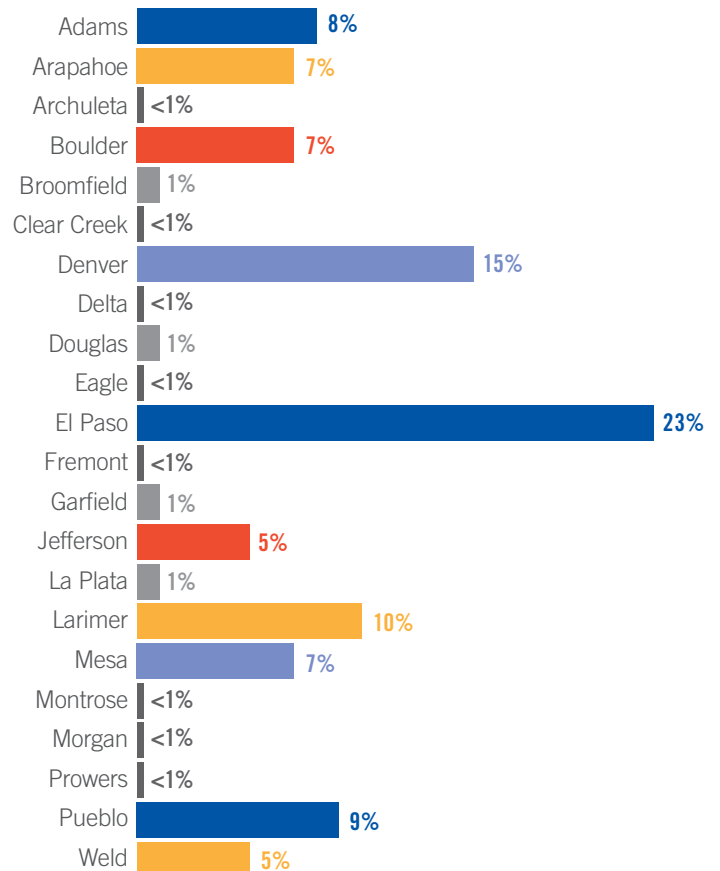
47%	Found child care using the information they received
100%	Felt their knowledge of the child care search process increased
100%	Would recommend Mile High United Way's Child Care Options to a friend

## WHERE WE HELP

Mile High United Way's Child Care Options provides services to families around the entire state of Colorado.



### Contacts by County



Counties not listed did not contact Child Care Options for this reporting period.