



COLORADO SHINES CHILD CARE REFERRAL AT MILE HIGH UNITED WAY

MARCH 2017

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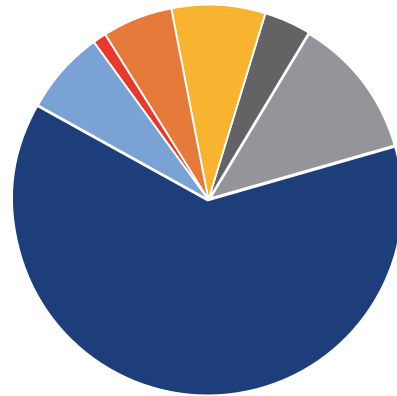
Colorado Shines Child Care Referral line provides families with local referrals to licensed child care providers, assistance finding licensed care openings, and consumer education on how to select quality child care. This service is free, confidential, and available throughout the state of Colorado.

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

875 TOTAL CONTACTS*
(Current Month)

7,341 Year to Date Contacts*



- 64% Referral to Licensed Child Care
- 7% Enhanced Referral**
- 1% Licensed Special Needs Referral
- 6% Follow-Up
- 8% Consumer Education
- 4% Assistance Paying for Child Care
- 12% Other Child Care Related Inquiries

Contact Type



PHONE
725



EMAIL
130



WALK IN
0



LIVE CHAT
20

** Provided additional assistance locating child care options.

* 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.

71%	Clients eligible for CCCAP
29%	Clients not eligible for CCCAP

Household Income

31%	\$10,000 or less annually
23%	\$10,001 – \$25,000 annually
14%	\$25,001 – \$50,000 annually
5%	\$50,001 – \$75,000 annually
5%	\$75,001 – \$100,000 annually
6%	\$100,001 – \$250,000 annually
1%	Greater than \$250,000 annually
16%	Refused to answer

Type of Household

41%	Two or more adults in the home
59%	Single-parent household

Age of Children Needing Care

3%	Expecting parents
17%	Infant (under age 1)
55%	Pre-kindergarten (ages 1 – 4)
14%	Ages 5 - 7
7%	Ages 8 - 10
4%	Ages 11 - 13

Primary Language

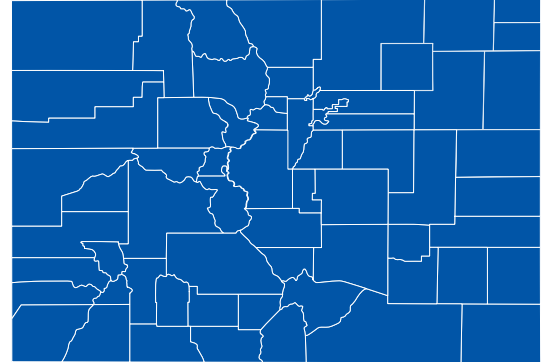
95%	English-speaking
5%	Spanish-speaking

FOLLOW-UP RESULTS

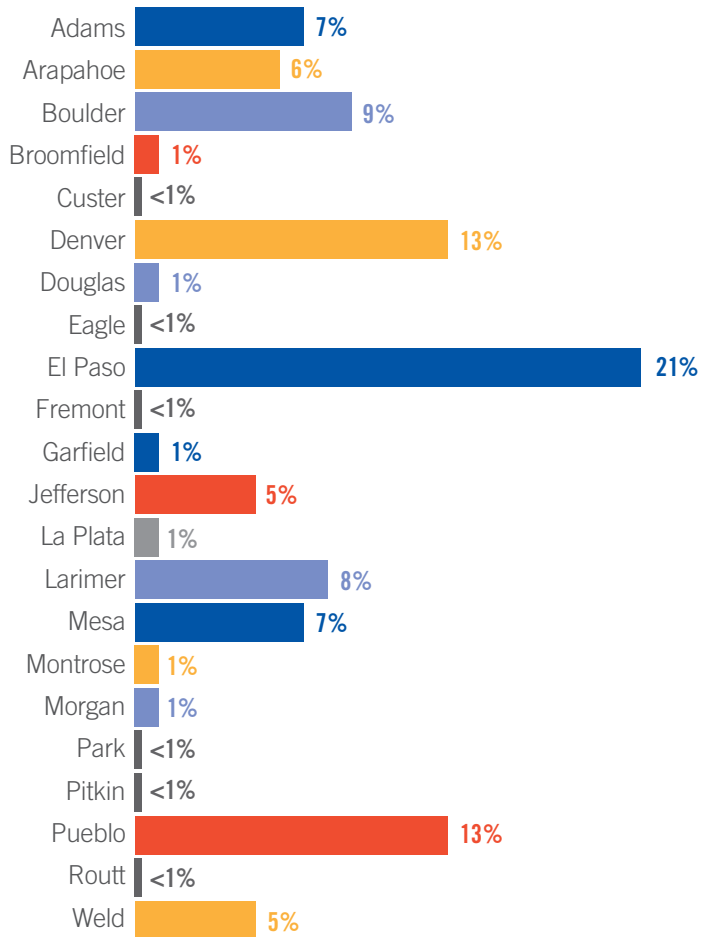
32%	Found child care using the information they received
97%	Felt their knowledge of the child care search process increased
100%	Would recommend to a friend

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.