Answering More Child Care Policy Questions: Pairing Stakeholder Perspectives with Your Data

February 26, 2020

Webinar Series on

Building Your Capacity as a CCDF Lead Agency to Use Data in Policy Decisions

Overview of Webinar

1. Welcome and introductions
2. Stakeholder perspectives: why, who, how?

   Gina Adams, Urban Institute

3. Recent experiences in gathering information from stakeholders

   Julia Henly, University of Chicago

   Teresa Derrick-Mills, Urban Institute

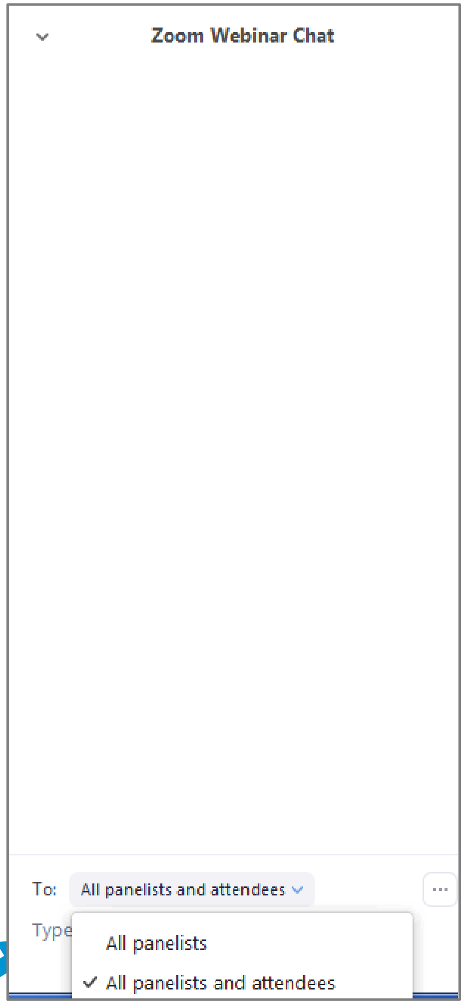
4. Reactions from a state agency perspective

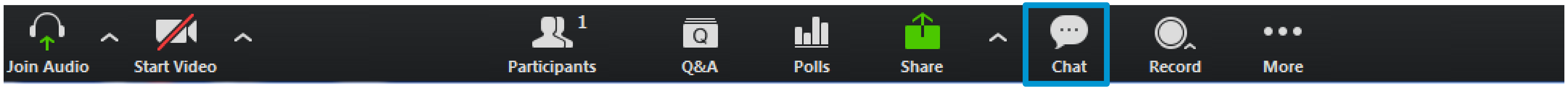
   Linda Saterfield, Illinois Office of Child Care

5. Your questions and reflections

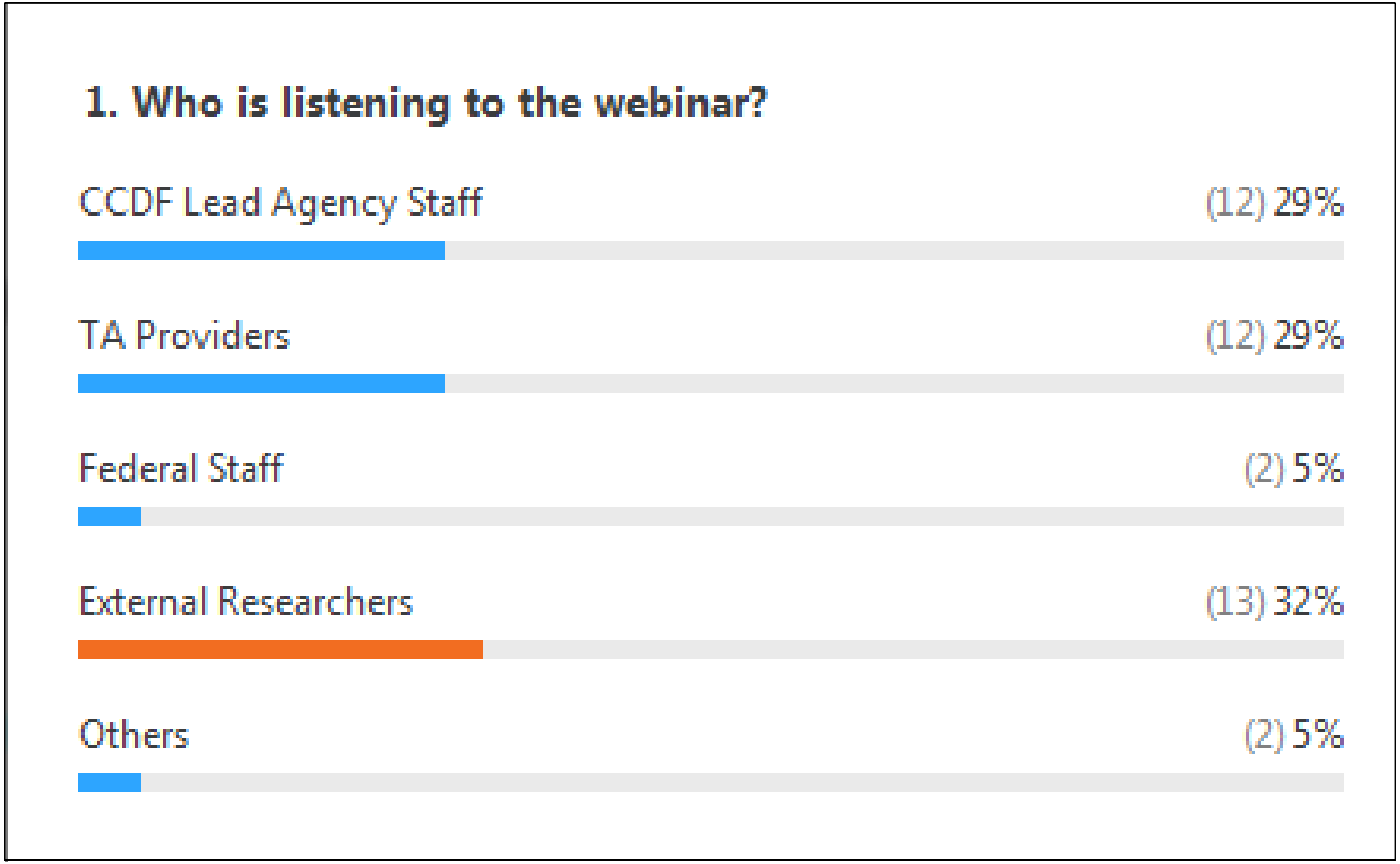
Web Logistics

- The webinar is being recorded
- The recording, slides, and transcript will be posted online
- All participants are muted
- Type your **questions** or **comments** into the chat box at any time
  - We encourage you to send messages to **all panelists** and **attendees**





Poll Results



Center Staff Supporting Webinar

Julia Isaacs
Project Director

Eleanor Lauderback
Project Manager

Center for Supporting Research on CCDBG Implementation

Supported through the Office of Planning, Research, and Evaluation (OPRE) in the Administration for Children and Families (ACF) and managed through a contract with the Urban Institute

Meryl Barofsky and Alysia Blandon, OPRE Project Officers

Goal: Support CCDF Lead Agencies in building research and evaluation capacity

Activities:

- Develop webinar series
- Develop written resources
- Support grantees with CCDBG Implementation Research and Evaluation Planning and Implementation Grants

Third in Our Webinar Series

- Webinar 1: A Dozen Policy Questions You Can Answer with Your Agency's Administrative Data
  - Starting with your own data
- Webinar 2: Mapping Answers to Child Care Questions: Comparing Your Administrative Data with Other Data
  - Directly comparing your data with other data
- Webinar 3: Answering More Child Care Policy Questions: Pairing Stakeholder Perspectives with Your Data
  - Gathering new data to gain stakeholder perspectives

Understanding the “Why, Who, and How” of Stakeholder Perspectives

Gina Adams

Senior Fellow
Urban Institute

Overview

Focus today on the importance of reaching out to stakeholders. Will discuss:

1. **Why** reach out to stakeholders?

2. **Who** are the stakeholders to consider?

3. **How** can you gather information from them?

Why Reach Out?

To answer many questions about policies, you need information from those who have unique knowledge and perspectives—for example:

1) To design new policies
2) To understand and strengthen current policies
3) To build buy-in and engagement

Who Should You Reach Out To?

Examples include people who:

- Make policy
- Implement policy
- See what is happening at the ground level as it is implemented
- Understand related policy areas
- Are knowledgeable about the broader child care market
- Understand the context that shapes the policy’s impact

Two Examples Illustrating "Who" and "Why"

- Understanding the decline in family child care
    - Who should you talk to?

- Understanding implementation of a 12-month redetermination period
    - Revealing discrepancies between policy and practice

How to Collect Information from Stakeholders

Various approaches

- **Types:** Interviews, focus groups, surveys, and meetings
- **Modes:** In-person, by phone, web-based, or virtual

Choice of type and mode depends on

- Study purpose/research question
- Resources
- Timing
- What is appropriate for your stakeholders

Basic Principles for Reaching Out to Stakeholders

- Design approach to **ensure participation** from the respondents you most need to hear from—you may need **extra outreach**
- Process must support **honest responses**
- Important to ensure **confidentiality** if respondents are **vulnerable** in any way
- **Recognize limitations on the quality of information if these conditions are not met**

Questions?

Please type your questions into the chat box, while they are fresh.

- Or, contact Gina Adams at gadams@urban.org.

How Stakeholder Interviews Helped Us Understand Subsidy Access and Child Care Quality Challenges:

An Example from the Illinois/New York Child Care Research Partnership Study

Julia Henly

Professor, School of Social Service Administration

University of Chicago

Today's Presentation

- Study background
- **Who** did we seek perspectives from, and how did we identify them?
- **How** did we gather data from stakeholders, and why did we do it that way?
- **What** did we learn from stakeholders that gave us a different perspective from what we could see in other data (administrative and/or other existing data)?

IL/NY Child Care Research Partnership (CCRP)

ILLINOIS/
NEW YORK
CHILD CARE RESEARCH
PARTNERSHIP

Partnership with researchers at the University of Chicago and Urban Institute and state child care administrators and staff

- Funded by Office of Planning, Research, and Evaluation, Administration for Children and Families, US Department of Health and Human Services

To address research gaps related to:

- Child care subsidy program dynamics
- The implications of subsidy instability for child care continuity and quality

Brief Study Background

Phase 1

- Explored subsidy instability from the perspective of subsidy program participants

Phase 2

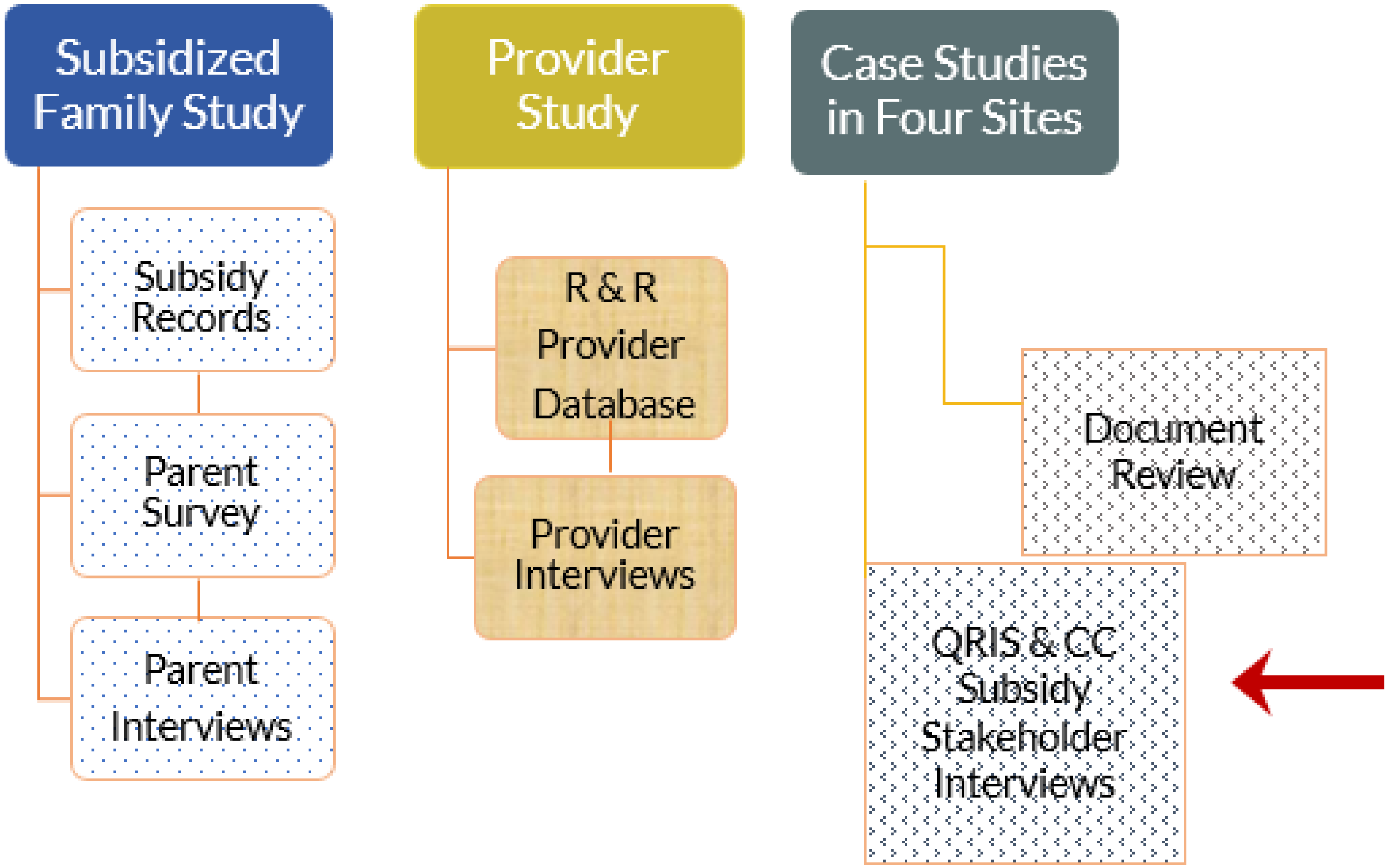
- Gained perspective of subsidy program administrators and caseworkers, staff involved with child care and early education quality systems, and child care providers

Study Sites

- New York: Nassau County & Westchester County
- Illinois: Cook County & 7 counties in southwestern Illinois

Study Phases and Data Sources

Phase 1 Phase 2



Who Did We Seek Perspectives from, and How Did We Identify Them?

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Who did we seek perspectives from?

- Parents; providers
- **Policy and program staff for QRIS and subsidy systems (all levels)**
  - **Upper level administrators**
  - **Program managers**
  - **Frontline subsidy and QRIS staff**

How did we identify policy and program staff to be interviewed?

- Key areas of interest from document review and other parts of project
- Consulted state/local partners to identify interviewees at all levels
- After each interview, asked for referrals

How Did We Gather Data from Stakeholders, and Why Did We Do It That Way?

How did we gather data from stakeholders?

- Existing records
- Telephone surveys
- **Semistructured interviews**
  - **Conversational**
  - **Open ended**
  - **Transcribed, coded, and reviewed**

Why did we do semistructured interviews?

- To gather novel information
- To learn “in their own words”
- To understand distinct perspectives depending on “where one sits” in an organization

What Did We Learn from Stakeholder Interviews?

What did we learn from stakeholders that gave us a different perspective from what we could see in other data (administrative and/or other existing data)?

- System/stakeholder perspective
- The process of implementing policy/programs
    - *Policy as written and policy as practiced are not always the same*
- Everyday experiences of subsidy and QRIS staff
- How subsidy/QRIS staff experiences compare with the experiences of providers and families
- Provide context for aiding interpretation

Two Examples of What We Learned

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Example 1

- Survey data from subsidized parents indicated that **administrative factors are critical determinants of subsidy instability**
- From semistructured interviews we get a much better understanding of why these delays occur from the perspectives of parents, providers, and **direct subsidy staff and program managers**
- Why?
  - Inefficient eligibility processes
  - Overburdened staff
  - Time constraints
  - Infrastructure deficits
  - Suggestions for improvement

Two Examples of What We Learned

Example 2

- From mapping study, we found that quality investments, especially in IL, have:
  - Increased the supply of quality-rated programs
  - Reduced the distance between where families with low incomes live and quality programs
- From parent interviews, we identify challenges in finding quality care and a concern that they are not receiving sufficient help in child care searches for quality arrangements
- **From policy and program staff (both QRIS and Subsidy Systems),** we learn about factors that hamper caseworker support for quality searches:
  - Limits to cross-system collaboration
  - Narrow scope of work
  - Overburdened staff
  - Time constraints
  - Suggestions for improvement

Questions?

Please type your questions into the chat box, while they are fresh.

- For further information, see our reports
  - *Determinants of Subsidy Stability and Child Care Continuity* (Henly et al. 2015)
  - *Learning from Child Care Providers Across Settings* (Sandstrom et al. 2018)
  - *Mapping Child Care Demand and the Supply of Care for Subsidized Families* (Sandstrom et al. 2018)
- Or, contact Julia Henly at jhenly@uchicago.edu

What Stakeholder Interviews Helped Us Understand about Nontraditional Hour Care in DC

Teresa Derrick-Mills

Principal Research Associate
Urban Institute

Study Goals

The District of Columbia requested that the study include:

1. **Demand:** Need for licensed child care during nontraditional hours
2. **Supply**: Existing licensed child care available during nontraditional hours
3. **Gaps:** Unmet needs for nontraditional hour care
4. **Policy Solutions:** Recommendations for expanding the number of licensed child care programs offering nontraditional hour care

What Data Sources Did We Use?

Types of questions	Administrative data	Other Existing data	Stakeholder perspectives
Demand	X	X	X
Supply	X		X
Gaps	X	X	X
Possible policy solutions, context, and barriers			X

Stakeholders Consulted—Who and How?

Types of Stakeholders	How
People who shape CCDF policy	• Semistructured interviews by phone and in person
People who implement CCDF policy	• Semistructured interviews by phone
Child care operators	• Survey by phone • Semistructured interviews by phone
Other DC government officials	• Semistructured interviews by phone
Others with insights	• Semistructured interviews by phone

We were not able to include parents or guardians in this study.

Why Talk to Stakeholders?

To Better Understand the Problem

- Data confirm that there **IS** a potential problem
  - Large gap between number of children whose parents work nontraditional hours and amount of licensed care offered
- Is it a real problem?
  - Do we have reason to believe parents would use the care if more were provided?
- What are the reasons for the gap?
  - Why don't more providers offer nontraditional hour care?

Why Talk to Employers?

Is the gap a real problem?

Understand Employer Concerns about Limited Nontraditional Hour Care

"Having more flexible [child care] hours would get us a larger pool of job candidates. I think our candidate pool is self-selecting because of the hours people have to work. A lot of people just cross off [this industry] because they know they can't work those hours since they have no child care."

—Local assistant manager

Gather Insights on Parental Challenges and Preferences

"A lot of people have to scramble to find child care with a family member. And if the family member falls through, and that's a recurrent problem, they can end up losing their jobs. It's hard for single parents, young parents, or when both parents work odd hours."
—Local supervisor

Policy Recommendation Shaped by Employer Interviews and Provider Interviews

Stabilize demand

- Help child care providers partner with businesses

Why Talk to City Planning Officials?

What are potential barriers to offering nontraditional hour care?

Zoning is a City Planning Function

All cities (and other local areas) have rules and regulations about space

- What parts of the community can people live in?
- What parts of the community can business operate in?
    - What kinds of businesses can operate in what parts of the community?
    - What hours can those businesses can operate?

How Might Zoning Requirements Affect the Availability of Nontraditional Hour Care in DC?

- Zoning regulations
- Zoning process and costs
  - Online information
  - Liaison to help
  - Cost to apply
  - Timeline
  - Community input

Policy Recommendation Shaped by City Planning Official Interviews and Provider Interviews

Improve Outreach and Consumer Education

- Engage with zoning and Advisory Neighborhood Commissions on child care needs and processes

Differentiate Supports to Meet Providers' Start-Up and Ongoing Needs

- Provide help with the zoning application fee
- Help providers understand the zoning process

What Stakeholder Interviews Helped Us Understand about Nontraditional Hour Care in DC

- The gap is a real problem
- Improving information, awareness, and coordination may support supply

Questions?

Contact Teresa Derrick-Mills at tderrick-mills@urban.org

You can learn more about the ways that we used stakeholder insights in our report, *Nontraditional Hour Child Care in the District of Columbia* (Sandstrom et al. 2019)

- See appendix B of the report for the basic set of questions we used when speaking to people other than child care providers.

Reactions

Linda Saterfield

Interim Associate Director
Illinois Office of Early Childhood

Questions and Reflections

Please type into the chat box any questions you have for the panel of presenters.

We also welcome your comments and reflections.

Resources

Check out the [OPRE website](#) for slides, audio recordings, and transcripts of webinars, (posted a few months after each webinar).

Check out the Center for Supporting Research on CCDBG Implementation website for slides from webinars, as well as other resources.

The Urban Institute is partnering with Mathematica for future webinars aimed at building the capacity of CCDF Lead Agencies to use data for policy decisions. We will send you the flier when we have more information.

If you have questions, feel free to email me (Julia Isaacs) at Jisaacs@urban.org.