



Parent Services Spearheaded by Child Care Resource and Referral Agencies

White Paper, September 2012

INTRODUCTION

Choosing child care is one of the most important decisions families make. Yet, quality affordable child care is difficult for parents to find in every community.

This white paper provides an overview of how the nation's Child Care Resource and Referral agencies (CCR&Rs) support parents in finding and selecting quality care for their families as well as other services offered to parents. Results presented are from Child Care Aware® of America's 2011 nationwide survey of CCR&Rs.

For parents with young children, finding a job is only the first step to employment. Each week, nearly 11 million children under age 5 are in child care while their parents are at work.¹ Child care is critical to both:

- Supporting parents in obtaining and retaining a job, and
- Supporting children in a safe manner that promotes their healthy development.

Need for Consumer Education

Parents, as consumers of child care, have a tough job. State child care laws, regulations, policies, terms (such as care that is licensed, regulated, registered, certified, or listed) are difficult for experts in the field to understand, let alone for parents to attempt to decipher.

State child care policies vary greatly. State oversight of those policies is weak in most states.

Twenty-eight states have statewide quality rating systems designed to enable parents to have a clear understanding about the quality of various child care settings. However, most of those systems are

voluntary, which means that the number of child care programs participating in quality rating systems is small compared to the number of providers in the state.

Only four states (Michigan, North Carolina, Oklahoma and Tennessee) embed child care licensing in their quality rating system, which means that licensed programs in those states are required to participate in the state's quality rating system. As providers in these states exceed licensing requirements, they move up the levels of the state's quality rating system.

In a state where **all** licensed programs are required to participate in rating systems, it may not be easier for parents to find care, but while they are searching for child care, it is easier for them to understand a program's quality.

In states such as Wisconsin, providers that receive a subsidy to care for children must participate in the state's quality rating system. In North Carolina, subsidy funds are restricted for use in 3, 4, or 5 star settings as gauged by the state's quality rating system. This means parents have a clearer understanding of the quality of settings in these states before selecting child care.

There are many different types of child care settings (licensed, unlicensed, center-based, home-based, care sponsored by religious institutions, care based in non-profit community centers or for-profit chains, etc.).

Unlike when parents go to the grocery store and select meat or vegetables, where they know some entity has screened the quality of the products that they choose to purchase, there is no similar quality control for child care.

Child Care Aware® of America's licensing studies of state child care center and family child care home laws and oversight have repeatedly found that many state child care policies leave children to chance. For example, only 33 states meet each of Child Care Aware® of America's recommendations for basic health and safety protections for children in child care centers and only 15 states meet each of Child Care Aware® of America's health and safety recommendations for home-based care.

While inspection reports could offer parents information about child care settings that states review, only half the states post inspection reports on the Internet.²

Child Care Aware® of America's nationwide parent polling has repeatedly found that parents make logical assumptions about requirements for child care providers, but the reality is that parent expectations far exceed state child care policies. Child Care Aware® of America's 2010 poll³ found:

- 85 percent of parents thought that all caregivers must have a background check. *In reality, only 11 states require a comprehensive background check of staff working with children in child care centers⁴. Only nine states require a comprehensive check for family child care home providers⁵.*
- 67 percent of parents thought that all child care programs are regularly inspected. *In reality, 20 states inspect centers once a year or less often,⁶ and 29 states inspect small family child care homes once a year or less often. In fact, in eight states, small family child care homes are licensed or regulated without even receiving an initial inspection, and in another eight states, small family child care homes may operate with no inspection at all⁷.*

- 73 percent of parents thought that all caregivers are trained in child development and 74 percent of parents thought that all caregivers have on-going training. *In reality, in 14 states, there are no specific hourly requirements for training of center staff before working with children. In another 19 states, child care center staff may begin work with eight or fewer hours of training⁸.*
- 88 percent of parents believe that child care programs provide early learning opportunities for children. *The reality is that in Child Care Aware® of America's licensing reports, most states do not earn a passing grade.*

Challenges for Parents

Regardless of income, parents have difficulty finding child care. There are waiting lists for many of the best child care programs in every community.

Many parents struggle to find a child care provider on short notice — a challenge that is especially problematic for parents receiving income-based subsidies. In order to maintain their eligibility, parents often must immediately accept a job when it is offered. This results in parents choosing child care quickly, often under stressful conditions in a chaotic environment.⁹

When it comes to selecting child care providers, research has shown that parents consider a complex set of factors:

- Hours of operation: parents' work schedules may be unpredictable and during nonstandard hours, particularly for low-wage and service jobs.
- Finances, including income, the price of child care and access to financial assistance.
- Convenience of the location.

- Available transportation.
- The quality and quantity of different types of child care.
- The age and developmental goals for individual children in the family.
- Conflicting needs for different family members.
- Family beliefs, values and preferences, including cultural beliefs and language issues.¹⁰

Quality Care Matters to Child Development

There is clear evidence that high-quality care in a child's early years has an impact on child development -- for school readiness, through the later school years, adolescence, and beyond:

- A major study of the effects of quality care showed that children in quality settings demonstrated higher math skills, stronger cognitive and attention skills, and showed fewer behavior problems than those in low quality settings. The results were even stronger for children from low-income families.¹¹
- Several long-term studies have shown that children in quality early care and education programs score higher on reading and math tests and are more likely to graduate from high school and go to college. They are also less likely to repeat a grade or to be charged in juvenile court.¹²
- A 2010 study released by the National Institute of Child Health and Human Development (NICHD) found that children who received high-quality care in their early years showed academic and cognitive achievement even 15 years later. They were also less likely to

misbehave than those enrolled in low-quality care.¹³

Finding and Selecting Child Care is Not Easy

In too many communities today, regardless of family income, parents have a hard time finding affordable quality care. For low income parents, that task is even more difficult.

Regardless of income, marital status, political party, and age, Child Care Aware® of America's parent polling has found that quality and cost are the two most important factors for parents in selecting child care.

Parents often ask – *“Where are the quality places? Just tell me the places with openings near my work or my neighborhood. What questions should I ask? Is there anything I should specifically look for?”*

More than 600 CCR&Rs throughout the country, serving nearly every zip code, assist parents every day, every week. They help make a stressful and chaotic process calmer and more understandable.

CCR&Rs support parents by reducing the stress of a child care search

“I contacted the (CCR&R) in desperation while searching for child care for my daughter. I didn't know where to begin. I would and have recommended the (CCR&R) to parents in need of helpful, informative and friendly advice.”

Chanee from Suffolk County, NY

CHILD CARE RESOURCE AND REFERRAL SERVICES FOR PARENTS

Choosing child care is one of the most important decisions families make, but all too often, they must rely on word-of-mouth. CCR&R agency staff help parents take the guesswork out of choosing child care – giving them referrals to local providers, information on state licensing requirements, the availability of child care subsidies and information about child development, health care, and nutrition programs, the Earned Income Tax Credit, and a wide array of parenting resources.

CCR&Rs help provide concrete information on supply, cost and the quality of care so that parents can make informed decisions. CCR&Rs were originally founded in the 1970s to meet the need of working mothers seeking reliable, affordable, quality child care.

Child Care Aware® of America is the national membership organization that supports the work that CCR&Rs provide to families, child care providers and communities. Child Care Aware® of America's mission is to promote national policies and partnerships to advance the development and learning of all children and to provide vision, leadership, and support to community Child Care Resource and Referral.

The Child Care and Development Block Grant (CCDBG), the federal law that allocates funds to states for child care and sets the framework for state child care laws, requires states to set-aside at least 4 percent of child care funds for *activities that are designed to provide comprehensive consumer education to parents and the public, activities that increase parental choice, and activities designed to improve the quality and availability*

of child care (such as resource and referral services).

Most states contract with state CCR&R networks and local CCR&Rs for these services. CCR&Rs also offer child care providers training and professional development to strengthen the quality of child care. These programs leverage federal and state funds to expand quality settings for all children in a community.

Consumer Education and Referrals

CCR&Rs help parents find child care through an array of services.¹⁴

- CCR&Rs provide information about types of child care, characteristics of quality child care, relevant licensing regulations, average costs, availability of public subsidies, and state child care quality rating and improvement systems.
- Many CCR&Rs provide enhanced referrals, which includes vacancy checks to help parents narrow their choices to those providers that have a current opening.
- CCR&Rs deliver consumer education and referrals by a variety of methods, including face-to-face meetings, telephone calls and Web-based referrals. Many CCR&Rs provide multilingual services.

CCR&Rs put added emphasis on assisting families who have difficulty finding care such as those with infants and toddlers, those with special needs children, those transitioning from welfare, and those needing care during irregular or non-traditional hours.

Because all child care needs are not alike and because all child care resources are

unique to each community, ensuring that CCR&R counselors meet the needs of individual families and communities is a priority.

Through one-on-one consultation, parent/family workshops, hotlines, websites, walk-in counseling and referral sites, mobile applications, newsletters, public awareness campaigns and more, CCR&Rs reach out to parents with trusted, local information that enables them to make informed choices.

Parent Training and Support Services

- CCR&Rs offer training workshops for parents about choosing child care and about child development and parenting.
- Many CCR&Rs administer publicly funded child care subsidy programs.
- Some CCR&Rs also administer home visitation programs that support vulnerable families.
- CCR&Rs also help connect parents to other community services that help families.

Building systems of high quality early education

- CCR&Rs use data from referral services and surveys of child care programs to document trends and identify gaps in the supply of child care. This allows communities to develop comprehensive child care services.

CCR&Rs are dedicated to informing communities about the important links between early learning and later success in school.

- CCR&Rs strive to strengthen child care settings to help children grow and learn. Educating parents about early learning and the components of quality care is a major part of CCR&R services.
- Partnering with schools to support early learning programs and children's transition from early care and education into kindergarten is also part of what CCR&Rs do to support young children.
- CCR&Rs engage parents to help educate the general public and policymakers about improvements needed to ensure all children have access to quality child care.

CCR&Rs help new parents prepare for and choose child care

"I am pregnant with my first child and all of this is very new to me. They (the CCR&R staff) walked me through a lot of questions I had and made me feel more confident about choosing child care."

Lindsey from Lakewood, CO

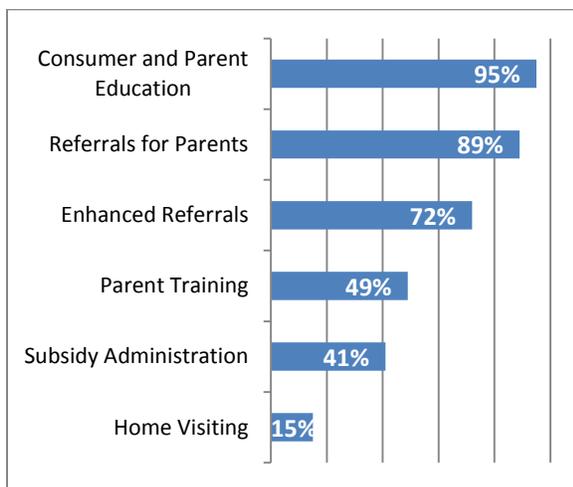
THE 2011 CCR&R PROFILE SURVEY

In the fall of 2011, Child Care Aware® of America surveyed CCR&R agencies about their services to parents, child care providers and communities. The survey yielded about a 50 percent response rate. The surveys asked for information about funding, staffing, services for parents and child care providers, subsidy management, policy/advocacy activities and community services. The results presented in this brief focus on what CCR&Rs reported about their parent services.

Parent Services Overview

Nearly all CCR&Rs (95 percent) offer consumer and parent education for families. Most CCR&Rs (89 percent) also offer online or phone referrals for parents, as well as enhanced referrals (offered by 72 percent of CCR&Rs). About half also offer parent training (49 percent), and some also offer subsidy administration (41 percent). A smaller number offer home visiting programs (15 percent).

Parent Services Offered by CCR&Rs



Referrals

CCR&Rs help parents find a child care provider that meets their family's needs by offering referrals to child care programs.

About 89 percent of CCR&Rs offer referral services, either through a phone referral, an online search or both. Of the group of CCR&Rs that offer referrals, about 80 percent offer both online and phone referral options for parents. About 18 percent of this group offer referrals by phone only, and just 2 percent offer online searches exclusively.

Child Care Aware® of America estimates that CCR&Rs provided about 1 million referrals for parents in 2011.¹⁵

Recent Changes in How Referrals are Provided

The survey documented a trend toward consolidating referral services for parents into regional or statewide call centers. More than one-third (38 percent) of CCR&Rs reported that there had been a change in the structure of how referrals were offered in their state. Some states are now offering phone referrals through centralized call centers, adding online referrals, and/or shifting toward primarily online referrals.

As a result, many CCR&Rs are finding that their role in this work is changing. For example, local CCR&Rs may still maintain child care provider information for their region, while the phone or online referral is offered at a centralized location. In some cases, CCR&Rs continue to provide phone referrals to their local community, but online searches may be centralized at a single statewide website.

Parents need information about quality care when choosing among child care options

"I don't want a list really. I just want to know where the good programs are. I wasted a lot of time working down the list, but I chose to leave my son with my 97-year-old grandmother. The list included places I would just never leave my son."

Michelle from Washington, DC

Enhanced Referrals

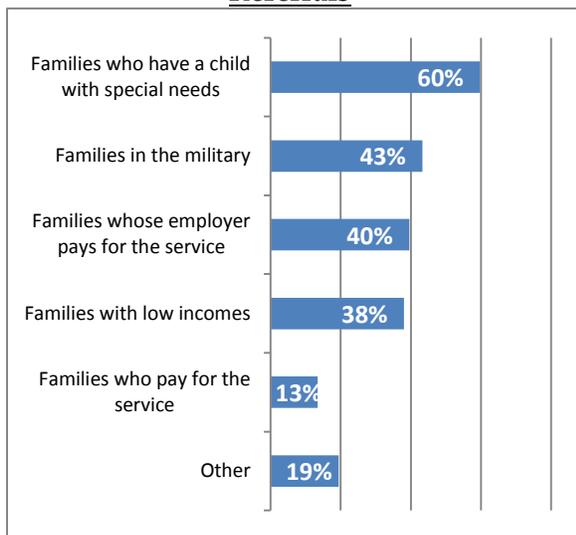
Many CCR&Rs provide enhanced referrals, which include a higher level of service, including vacancy checks to help parents narrow down their choices to those providers that have a current opening.

Enhanced referrals are an important service because a list of providers by itself can be a

frustrating experience for parents. The providers on the list may exist, but may have no openings or they may not be quality settings.

About 72 percent of CCR&Rs offer enhanced referrals, usually to parents supported by some sponsoring organization, such as an employer, including the military, or through social support programs. The following graph shows the percent of CCR&Rs offering enhanced referrals for specific groups of parents.

Families Served by CCR&R Enhanced Referrals



(Note: All percentages based on the subset of CCR&Rs that offer this service.)

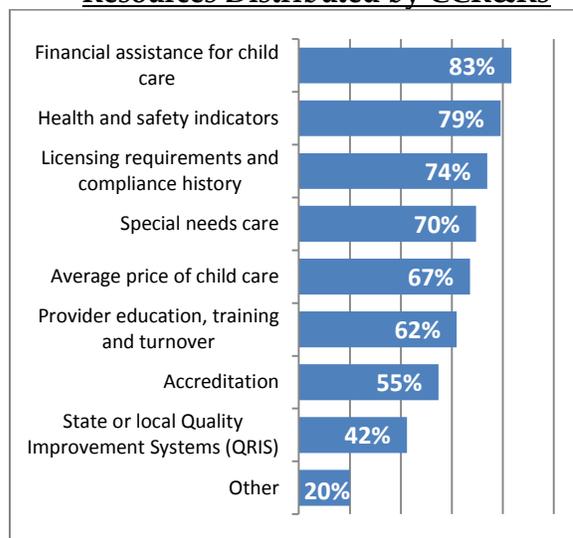
When asked what other groups (not specifically mentioned above) they serve with enhanced referrals, CCR&Rs most commonly mentioned parents of infants and toddlers. Infant/toddler care is often the most difficult to find, and it is not surprising that parents would request additional support finding a provider. Another group of “other” parents specifically mentioned as receiving enhanced referrals were parents receiving Temporary Assistance for Needy Families (TANF) or state child care subsidies. These

parents often need extra support to find a provider on short notice so they can take employment as soon as it is offered.

Resources for Consumer Education

CCR&R consumer education services help parents make informed choices about quality child care. Parents are advised on what to look for in a child care setting, what questions to ask of providers, what to expect about the cost of care, how to help children adjust to new care settings, and why it is important to choose quality care. CCR&Rs provide resources to parents about these topics when making a referral, through community events, or in other community settings. Below is a graph showing topics commonly addressed by CCR&Rs in parent consumer education materials.

Topics of Consumer Education Resources Distributed by CCR&Rs



(Note: All percentages based on the subset of CCR&Rs that offer this service.)

In addition to the above, other topics mentioned by CCR&Rs as addressed in the resources they provided to parents include:

- Child care quality indicators
- Selecting high quality care

- Ages and stages of child development
- Specific topics of concern to parents (separation anxiety, potty training, etc.)
- Parenting support resources
- Other local resources to support families (e.g., WIC, Head Start, public health insurance)
- Grandparents raising grandchildren
- Fatherhood
- Preparing for kindergarten

As CCR&Rs increasingly serve a more diverse parent population, about 90 percent are now offering at least some of their materials in languages other than English. Of this group, 80 percent offer materials translated into Spanish. Another 12 percent also offer materials in some other language.

Other Parent Services

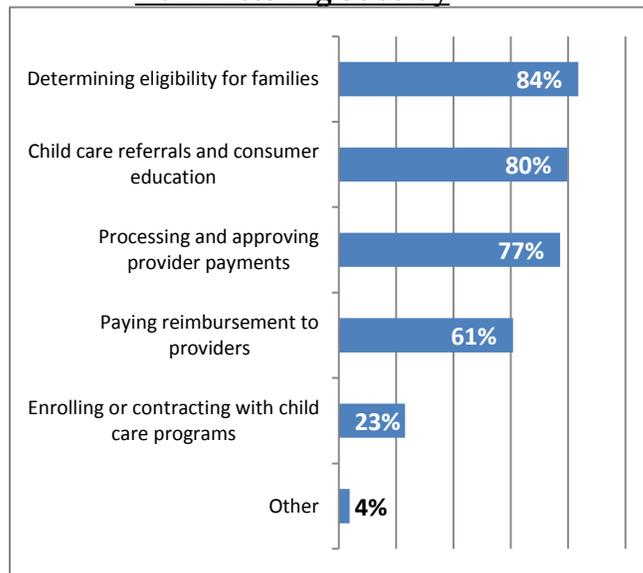
Many CCR&Rs offer training to parents on a range of topics. This training is often targeted to parents in specific situations, or tailored to parents of children in certain age groups.

Of those CCR&Rs that provide training, about 50 percent offer their trainings in other languages (usually Spanish) or make translators available.

Subsidy Administration

The survey found that a substantial number of CCR&Rs – about 4 in 10 – directly administer subsidy programs that help low-income parents afford child care so they can remain in the workforce. CCR&Rs may take on any of several functions to administer these programs. The following graph shows what aspects of subsidy administration are handled by CCR&Rs that do this work.

Subsidy Aspects Handled by CCR&Rs Administering Subsidy



(Note: All percentages based on the subset of CCR&Rs that offer this service.)

CCR&Rs are the community child care experts

“The person I spoke with was amazing! She answered all my questions and even explained to me that I could go and read the file on my provider. I found that to be exceptional service. She had all the answers for a nervous mother who has never had to have her child in daycare. I appreciated all the information she provided me with!”

Courtney from Moberly, MO

Home Visitation Programs

Home visitation programs target vulnerable families and at-risk children with supportive services to help families become self-sufficient and give their children a healthy start in life. These programs may include health services, mental health interventions, support for positive discipline and referrals to a variety of support services. About 15 percent of

CCR&Rs administer home visitation programs such as Parents as Teachers.

CHILD CARE AWARE® OF AMERICA'S SUPPORT FOR CCR&R PARENT SERVICES

NACCRRAware and Child Care Online

Child Care Aware® of America offers a suite of data services that help CCR&Rs operate parent referral programs. CCR&Rs can maintain comprehensive databases of provider information to support referrals, including type of care provided, hours of care, special features, rates, and quality indicators such as QRIS star ratings and accreditation. These databases can be linked to allow statewide sharing of information and reporting. Child Care Online is an exciting new feature of NACCRRAware that provides online profiles of providers, much like a virtual real estate tour. Providers can post pictures of their classrooms and other materials giving parents a detailed view of their programs.

Best Practices in CCR&R Parent Services

Child Care Aware® of America has a voluntary certification program that assesses the delivery of high-quality parent services. The Best Practices standards include the planning, delivering and evaluating of consumer education and referrals and parenting education offered to parents. As part of the standards, Best Practices require CCR&Rs to demonstrate that parents have access to education about child development, choosing quality child care and parenting.

Child Care Aware Training Academy™ for CCR&Rs

The Child Care Aware Training Academy™ offers online professional development courses for CCR&R staff, to help ensure

quality services for parents, providers, and communities. These courses include:

- Basic Training for CCR&R Staff
 - CCR&R Essentials
 - CCR&R Parent Services Basics
 - CCR&R Provider Services Basics
- Consumer Education and Referrals, Comprehensive
- Consumer Education and Referrals, Advanced
- Improving the Quality of Child Care Programs through Coaching

Child Care Aware® CCR&R Connections and Consumer Education

With past support from the U.S. Department of Health and Human Services, Child Care Aware® has offered a national toll-free hotline since 1987, which provides parents with consumer education information and an online referral or “warm hand-off” to their local CCR&R for help in locating a provider. A supporting website allows parents to find child care consumer information and referrals 24/7. Child Care Aware® also produces and publishes many consumer education resources on topics such as how to identify quality child care settings and how to select the right provider for your child’s style. These materials are distributed by local and state CCR&Rs directly to parents.

Parent Engagement

CCR&Rs engage parents to help educate policymakers about improvements needed to ensure all children have access to quality child care.

Child Care Aware® Parent Network is a nationwide virtual community of 13,000 parent advocates dedicated to improve the quality of child care for all children. The

Parent Network hosts monthly educational webinars for parents, two monthly e-newsletters and opportunities for parents to take action and contact their policymakers about improving the quality of child care.

Online Action Centers are hosted by CCR&Rs in 18 states and facilitate communication with parents, child care providers, and policymakers. CCR&Rs can provide educational material to parents in their community, information to providers about available trainings, and distribute regular newsletters letting the public know about upcoming events, local news, product recalls, and more. CCR&Rs can disseminate action alerts, which ask parents and those interested in child care related issues to contact policymakers.

LOOKING AHEAD

As CCR&Rs continue to improve their services to meet the evolving needs of families, child care providers and communities, many are offering more online services such as online referral databases, virtual provider tours, online action centers, and others. Some agencies have created pages on Facebook, started blogging and tweeting, and are looking for other ways to engage parents and providers through social media and other online outlets.

A promising new development that CCR&Rs can provide to families and child care providers is a mobile phone app to find child care: Kids Matter®, sponsored by the Child Care Council of Kentucky and supported by Child Care Aware® of America. This app gives families searchable provider listings, a checklist of questions to ask in considering a provider, and links to other local and national resources. Kids Matter® is compatible with Android and

iPhones. With the recent growth in smartphones (now owned by 60 percent of Americans age 18-35, and outnumbering basic cell phones, according to the Pew Internet and American Life project¹⁶), mobile apps represent a growth opportunity to serve more parents with referrals and consumer education.

CCR&Rs continue to engage the nation's increasingly diverse population of new parents. The U.S. Census recently released a report showing that, for the first time, just over half of the infants in the United States in 2011 were considered "minorities," that is, non-White or Hispanic. The population of young children (under age 5) that were minorities made up nearly 50 percent of the total; a group that is more than 50 percent minority is considered "majority-minority." Much of this shift in the ethnic makeup of the population of young children is due to increased numbers of children of immigrants¹⁷.

CCR&Rs are already adapting their services to diverse parent groups by offering consumer education materials in languages other than English. There will also be a growing need in the future to adapt messages about high-quality care to meet the concerns of diverse families. Research has shown that parents of different ethnic groups have culturally specific values and language considerations when choosing a child care arrangement¹⁸.

As the U.S. population shifts, CCR&Rs are uniquely positioned to offer creative ways to meet the evolving needs of ethnically diverse working parents and their young children, and how best to serve these families' needs for affordable, quality child care.

While CCR&Rs' methods of delivering parent services are undergoing significant changes, the one thing that has not changed

is parents' need for support in navigating one of the most important decisions affecting their ability to work and their children's development: the choice of a quality child care provider.

Now more than ever, the public and policymakers are recognizing the need for innovative strategies to improve the quality of child care and help parents make informed choices. Federal initiatives such as the 2011 Race to the Top Early Learning Challenge grants, and the recent expansion of state quality initiatives such as quality rating systems, show that there is increasing public and political support for investing in early childhood as the most promising strategy to improve school readiness, increase high school graduation rates, and prepare a new generation for the workforce.

SUMMARY AND RECOMMENDATIONS

The nation's CCR&Rs provide a valuable service to parents looking for quality child care that meets their family's needs. CCR&Rs offer referrals and consumer education to help parents search for child care that best meets the needs of their individual family, plan for the costs, identify quality care and help their children adjust to a new child care arrangement.

In the broadest sense, the field of child care resource and referral defines its mission as *"doing whatever it takes to make early care and education and school-age child care work for families and communities."* The specific services that each CCR&R offers as it pursues this mission are determined by community needs and by the kinds of structures and activities that local leaders and planners envision and develop.

Quality child care does more than benefit children; it can create positive results for entire families and for communities as a

whole. By reaching out to business leaders, law enforcement, school teachers, and others, CCR&Rs help make child care an issue the entire community cares about -- a service to all parents.

Child Care Aware® of America Recommendations:

As part of the reauthorization of CCDBG, Child Care Aware® of America recommends:

- Increasing the quality set-aside from 4 percent under current law to 12 percent, gradually increasing to 25 percent (on par with Head Start);
- Requiring use of the quality set-aside to promote consumer education and related materials to ensure that parents can make informed choices in selecting child care settings;
- Requiring state licensing offices to let Child Care Resource and Referral agencies know when a child care setting has had its license revoked or has been put on probation so that these programs can be removed from the CCR&R parent referral database;
- Authorizing the U.S. Department of Health and Human Services (HHS) to contract for a 1-800 phone number and website to assist parents in finding child care and to better understand what to ask providers while searching for child care;
- Authorizing HHS to establish a toll-free phone number and website for parents to report suspected safety violations so that states may follow up and take appropriate action.

Parent choice in child care is a national policy objective. However, parents cannot make the best choices for their children without being educated consumers.

When parents are able to make educated choices about selecting quality care for their children, they are better able to keep stable

employment, be self-sufficient and to give their children a good start in life.

The nation's CCR&Rs play an important role in helping to educate parents to make the best choices for their families and to find quality child care.

REFERENCES

- 1 U.S. Census Bureau. (2011). Who's minding the kids? Child care arrangements: Spring 2010 - Detailed tables [Web page]. Retrieved August 24, 2012, from <http://www.census.gov/hhes/childcare/data/sipp/2010/tables.html>
- 2 Ibid.
- 3 NACCRRA (2010). The Economy's Impact on Parents' Choices and Perceptions about Child Care, retrieved August 24, 2012 from http://www.naccrra.org/sites/default/files/default_site_pages/2011/final_2010_econimpact_poll_report_dec_2010.pdf
- 4 NACCRRA (2011). We Can Do Better: 2011 Update. NACCRRA's Ranking of State Child Care Center Regulations and Oversight. Retrieved August 24, 2012 from: <http://www.naccrra.org/about-child-care/state-child-care-licensing/we-can-do-better-state-child-care-center-licensing>
- 5 NACCRRA (2012). Leaving Children to Chance: NACCRRA's Ranking of State Standards and Oversight for Small Family Child Care Homes. 2012 Update. Retrieved August 24, 2012 from: <http://www.naccrra.org/about-child-care/state-child-care-licensing/2012-leaving-children-to-chance-child-care-homes>
- 5 NACCRRA (2011).
- 6 Ibid.
- 7 NACCRRA (2012). Leaving Children to Chance: NACCRRA's Ranking of State Standards and Oversight for Small Family Child Care Homes. 2012 Update. Retrieved August 24, 2012 from <http://www.naccrra.org/about-child-care/state-child-care-licensing/2012-leaving-children-to-chance-child-care-homes>
- 8 NACCRRA (2011).
- 9 Weber, R. (2011). Understanding parents' child care decision-making: A foundation for policy making. OPRE Research-to-Policy, Research-to-Practice Brief OPRE 2011-12. Retrieved May 17, 2012, from the U.S. Department of Health and Human Services; Administration for Children and Families; Office of Planning, Research and Evaluation at http://www.acf.hhs.gov/programs/opre/cc/childcare_technical/reports/parents_childcare.pdf
- 10 Ibid.
- 11 Peisner-Feinberg, E.S., Burchinal, M.R., Clifford, R.M., Culklin, M.L., Howes, C., Kagan, C.L., Yazejian, N., Byler, P., Ristici, J. & Zelazo, J. (2009). The children of the cost, quality and outcomes study go to school. Chapel Hill, NC: University of North Carolina.
- 12 Karoly, L.A., Greenwood, P.W., Everingham, S.S., House, J., Kilburn, M.R., Rydell, C.P., Sanders, M. & Chesla, J. (1998). Investing in our children: What we know and do not know about the costs and benefits of early childhood interventions. Santa Monica, CA: RAND.
- 13 Vandell, D.L., Belsky, J., Burchinal, M., Steinberg, L., Vandergrift, N., & NICHD Early Child Care Research Network (2010). Do effects of early child care extend to age 15 years? Results from the NICHD study of early child care and youth development. *Child Development*, 81(3), 737-756.
- 14 NACCRRA (2008). CCR&R core competencies: Best practices criteria. Additional information is available at <http://www.naccrra.org/programs-services/naccrra-best-practices-program>
- 15 National estimate based on reports by State CCR&Rs Networks and CCR&Rs in 41 states, NACCRRA 2012 Annual State Fact Sheet Survey.
- 16 Smith, A. (2012) *Nearly half of American adults are smartphone users*. Pew Research Center, Pew Internet & American Life Project. Retrieved May 18, 2012, from <http://pewinternet.org/Reports/2012/Smartphone-Update-2012/Findings.aspx>
- 17 Fortuny, K. & Chaudry, A. (2010). *Children of Immigrants: Immigration Trends*. Fact Sheet No. 1, Urban Institute, Washington, DC.
- 18 Weber, R. (2011).

About Child Care Aware® of America

Child Care Aware® of America (formerly NACCRRA, the National Association of Child Care Resource & Referral Agencies), is the nation's leading voice for child care. We work with more than 600 state and local Child Care Resource and Referral agencies nationwide to help ensure that all families in the United States have access to quality, affordable child care. To achieve our mission, we lead projects that increase the quality and availability of child care, offer comprehensive training to child care professionals, undertake groundbreaking research and advocate child care policies that positively impact the lives of children and families. To learn more about Child Care Aware® of America and how you can join us in ensuring access to quality child care for all families, visit www.naccrra.org.

1515 N. Courthouse Road, 11th Floor, Arlington, VA 22201 | Phone (703) 341-4100 Fax (703) 341-4101
www.childcareawareamerica.org ©2012 (August)