

**PACE** WORKING PAPER SERIES 02-2

---

## **CDSS-PACE Child Care Planning Project:**

Descriptive Findings from the  
Child Care Subsidy Interview

August 2002

Prepared for The California Department of Social Services

Policy Analysis for California Education  
University of California, Berkeley

**CDSS-PACE**  
**Child Care Planning Project:**

Descriptive Findings from the  
Child Care Subsidy Interview

August 2002

Diane Hirshberg, Ph.D.  
PACE

and  
Leslie Derbin, Ph.D  
Greg Robison, Ph.D  
Population Research Systems (PRS)  
Freeman, Sullivan & Co.



Policy Analysis for  
California Education

PACE

---

## **Acknowledgements**

This survey is a part of the CDSS-PACE Child Care Planning Project, funded by the California Department of Social Services. Special thanks to Lyn Vice, Hilva Chan, Valerie Maulet, Teri Ellen, Nikki Baumrind, Laurence Carr and LaRae Bustamante (CDSS), and to Nancy Remley at the California Department of Education, for their long-range perspective and steady support. In each of the three counties participating in this survey, several people provided invaluable assistance: Alette Lundeberg, Joyce Barker and Raul Aldana in Santa Clara County; Pat Cheadle and Connie Mundhenke in Kern County; and in Orange County, Stephen Schrieber-Smith and Suneel Bhasker.

---

## Table of Contents

	Executive Summary .....	1
<b>SECTION 1</b>	Introduction .....	5
	Study Sites and Population .....	5
	Study Methods .....	7
<b>SECTION 2</b>	Descriptive Survey Results .....	9
	Respondent Characteristics .....	9
	Child Care Usage and Choice .....	12
	Familiarity with the CalWORKs Child Care Subsidy System .....	15
	Child Care Payment and Subsidy Use .....	16
<b>SECTION 3</b>	Discussion .....	19
	Endnotes .....	21
	Appendices	
	Appendix A: Letter of Recruitment and Interview Instrument in English ..	23
	Appendix B: Telephone Interview Frequencies .....	39
	Appendix C: Open-Ended Questions Index of Frequencies .....	54

---

## Executive Summary

The California Department of Social Services (CDSS) and Policy Analysis for California Education (PACE) have been involved in an effort to understand the impact of welfare reform and the implementation of the CalWORKs program on child-care supply and demand in California. As part of this project, CDSS and PACE decided to conduct a telephone interview of current and former CalWORKs participants to answer the following questions:

- What kind of care are current and former CalWORKs participants selecting for their children?
- What are the factors contributing to these choices?
- How are they paying for child care?
- What are the factors contributing to parents using or not using CalWORKs child-care subsidies?
- Of eligible parents who are not using CalWORKs child-care subsidies, why are they not using subsidies?

The survey was conducted in three counties: Kern, Orange and Santa Clara, and in three languages, English, Spanish and Vietnamese. A total of 1,974 interviews were completed: 673 (34.1%) in Kern County, 797 (40.4%) in Orange County, and 504 (25.5%) in Santa Clara County, between May 1 and June 30, 2001.

This report presents descriptive survey results. It includes demographic data from the survey respondents, frequencies for the survey questions, and select responses by county, language, and ethnic groups.

### Respondent Characteristics

- Respondents were interviewed in English (n=1,189, 60.2%), Spanish (n=176, 8.9%), and Vietnamese (n=609, 30.9%).
- The majority of respondents (87.3%) were receiving cash aid. There was no significant difference in the proportion of respondents receiving cash aid across the three counties.

- Over sixty percent (61.1%) of respondents reported that they were working and earning income at the time of the interview.
- The education level of survey respondents was fairly low. Forty-two percent of the respondents had not finished high school, while 32.2% reported having a high school diploma. Less than one-quarter (24%) of the respondents had attended or completed college. There were differences across language and ethnic groups in educational attainment. Spanish and Vietnamese speakers had far lower attainment than English speakers. Asian and Latino participants had less schooling than White or African-American respondents.
- Respondents' marital status differed greatly by language and ethnic group. Vietnamese-speaking respondents were significantly more likely to be married (82.4%) than Spanish (36.0%) or English-speaking (20.2%) respondents. Likewise, Asians (who are mostly Vietnamese in our sample) were far more likely to be married than members of any other ethnic group. African Americans were least likely to be married.
- Respondents were asked to answer questions regarding child-care usage and payment for a single, randomly selected "index child."<sup>1</sup> 8.7% of the index children were under age 2, 24.3% were age 2-5, and 67% were age 6-13. All responses refer to this specific population.

### Child-Care Usage and Choice

- English-speaking respondents (68.7%) were significantly more likely than either Spanish-speaking (59.4%) or Vietnamese-speaking respondents (54.4%) to use child care. Whites (70.6%), African Americans (70.4%) and Latinos (67.1%) all used child care more than Asians (53.7%).
- The majority (63.4%) of the survey respondents were using child care for ten or more hours per week.
- Parents were far more likely to use child care for younger children age 5 and under (73.7%) than for children age 6 to 13 (58.3%).

- Child-care use was highly correlated with income levels; the percent of respondents using child care was progressively higher for higher income brackets. There was no correlation between the number of hours worked and the use of child care for parents working twenty or more hours per week.
- Use of child care was also related to the type of CalWORKs activity in which a parent was a participant. Parents were more likely to use child care if they were working (79.1%), in job training (73.1%) or attending school under the Self-Initiated Program (77.7%) than if they were looking for a job (61.4%) or participating in other CalWORKs activities.
- Kith and kin care, also known as license-exempt care, was used by the vast majority of respondents. Two-thirds (66.8%) reported using family members, 12.1% used friends or other individuals, 22.2% used a child-care center, Head Start or school-based program, and 8.4% used a Family Child Care Home.<sup>2</sup> Whites were the most likely of the ethnic groups to use licensed center-based care (29.8%), while Asians were least likely (5.5%).
- The majority of parents (70%) chose a child-care provider that they already knew, while 15% reported using informal sources to find care, e.g., finding care in their neighborhood or near where they worked, and 12% used the services offered from a CalWORKs or resource & referral agency case manager.
- The top reasons parents gave for choosing their care provider were that the provider was a relative or family member (40.7%), safety or trust issues (32.3%), location or transportation constraints (27.3%) and the quality of the care offered (19.7%).
- Of those parents *not* using child care for the index child, almost half (46.6%) indicated that they did not use care because they did not need it, while 12.3% brought up cost or subsidy concerns. Fewer than 10% said that they were not able to find care or use the child-care system (8.7%), had problems around transportation or location of care (6.4%), or that there wasn't care available to them (6.4%).

## **Familiarity with the CalWORKs Child-Care Subsidy System**

- Overall, 84.9% of respondents knew that CalWORKs could help pay for their child care. Almost two-thirds (61.8%) of respondents knew that CalWORKs could help pay for their child care up to 2 years after they started working.
- The majority (59.7%) of those who knew that CalWORKs would pay for their child care reported that they learned this information from their caseworker. Of the others, 11.9% learned this from their CalWORKs orientation, 8.5% from their child-care provider or an AP agency, 7.3% from a friend or family member and 6.3% from a flier.
- More English-speaking respondents (89.3%) than Spanish-speaking (80.8%) or Vietnamese-speaking (82.2%) respondents were aware that CalWORKs could help pay for their child care. Similarly, more English-speaking respondents (66.7%) as compared to Spanish-speaking (45.5%) or Vietnamese respondents (57.0%) knew that CalWORKs could pay for their child care up to 2 years after they started working.
- Vietnamese-speaking (27.0%) and Spanish-speaking respondents (26.3%) were much more likely than English-speaking respondents (11.5%) to report that the welfare office materials were somewhat or very difficult to read.

## **Child-Care Payment and Subsidy Use**

- Of the parents using child care, 18.7% reported that they or their family pay for services. These parents may or may not be using a subsidy as well.
- Of the parents using child care, 48.2% reported receiving help paying for child care.
- Of the parents receiving financial assistance for child care, the vast majority (94.2%) are receiving subsidies from either CalWORKs or the AP program.
- English-speaking respondents (62.9%) were significantly more likely to receive help paying for child care for their index child than either Spanish-speaking (38.0%) or Vietnamese-speaking

---

respondents (15.4%). There are significant differences in the use of child-care subsidies by ethnicity as well as by language. African-American parents were more likely to receive assistance paying for child care than any other group (74.7%) while Asians were least likely to access this help (17.4%). Latinos (55.8%) and whites (63.3%) fell in the middle.

- The type of care used by parents appears to be correlated to the use of subsidies. Parents received assistance paying for licensed care in over three-quarters of those cases while they used subsidies for less than half (43.5%) of the license-exempt providers.
- The use of subsidies also was correlated with the type of CalWORKs activity in which the parent participated. Parents enrolled in Self-Initiated Programs (SIP) had the highest level of subsidy use (69.9%) followed by those who were working (60.7%), in non-specified “other” activities (57.4%)<sup>3</sup>, in job training (56.3%), and in job search activities (45.7%).

### **Executive Summary Endnotes**

<sup>1</sup> This child was randomly selected by a computer for households with more than one child under 14.

<sup>2</sup> This count includes multiple responses. Some parents reported using multiple providers.

<sup>3</sup> The majority of those recorded as participating in “other” activities were in school or other educational programs that were not considered a Self Initiated Program, e.g., GED programs.





---

## Introduction

For the past two years, PACE has been working on a project funded by the California Department of Social Services (CDSS) to examine the impact of the CalWORKs welfare reform initiative on the child-care system in California. As part of this effort, PACE has been looking at the usage of child-care subsidies by CalWORKs participants, as well as the child-care choices made by parents utilizing CalWORKs and Alternative Payment (AP) program subsidies.

Using administrative data from AP agencies and social services departments in Kern, Los Angeles, and Alameda counties, PACE was able to identify some trends in child-care choice and subsidy use among CalWORKs and low-income working parents. We found that parents using CalWORKs Stage 1 child-care subsidies chose exempt child care more often than parents in Stage 2-financed care, and that low-income working parents receiving subsidies via the AP program selected licensed child care more often than parents participating in CalWORKs. Moreover, in Kern County, PACE found that Spanish-speaking parents were proportionately less likely to access CalWORKs child-care subsidies than English-speaking parents.

However, these results did not explain why parents do or do not use subsidies, and it also did not allow us to understand the child-care choices of parents not using child-care subsidies. Moreover, the administrative data did not allow us to understand across all three counties who among CalWORKs participants are using subsidies, and how parents who are not accessing subsidies pay for child care. Indeed, the data systems in place in AP agencies and county social services offices throughout California do not produce the kind of data needed to answer the questions posed by our current study.

As we attempted to understand parents' child-care and subsidy choices, PACE also conducted a series of focus groups with parents in the three counties, asking about their experiences with the CalWORKs and AP subsidy systems and about how they chose their providers, including the constraints on choices of providers. Generally we found that concerns about trust and safety, access to care (transportation and

hours of operation), and beliefs about the educational quality of the providers impacted mothers' decisions about what kind of care to use. Also, some parents experienced difficulty in getting child-care subsidies, while others found the system quite easy to use. The number of parents we could speak with in the focus groups was limited, and the information we gathered cannot be generalized to a larger population.

In response to the constraints of existing data sources, PACE and CDSS decided to conduct a survey of current and former CalWORKs participants in order to answer the following questions:

- 1) What are the factors contributing to parents using or not using CalWORKs child-care subsidies? Of eligible parents who are not using CalWORKs child-care subsidies, why are they not? And, how are they paying for child care?
- 2) What kind of care are current and former CalWORKs participants selecting for their children? What are the factors contributing to these choices?

PACE contracted with a professional survey research firm, Population Research Systems (PRS), a subsidiary of Freeman, Sullivan & Co, to conduct a 15-20 minute telephone survey in English, Spanish and Vietnamese with current and former CalWORKs participants drawn from three counties, Kern, Orange and Santa Clara. Data collection was launched in May 2001, and completed in June. This report offers a look at the descriptive results of this study. It covers response frequencies for the population as a whole, as well as breakdowns by county and by language group, and other select cross-tabulations.

## Study Sites and Population

These three counties were selected to participate in this study for several reasons. First, while these counties are not representative of California, they do reflect some of the diversity of the state. Santa Clara County is a Bay Area county with urban, suburban and even rural regions, and has a diverse population that includes large Vietnamese and Latino communities. Orange County is a large southern county with a varied population that also includes significant Vietnamese and Latino communities. Kern County is located in the central valley, and has both urban and

---

rural communities, including a large migrant worker population that is primarily Latino. Finally, the structure of the child-care subsidy system differs among the three counties, both reflecting the state’s commitment to a decentralized social services structure, and representing some of the different ways counties have chosen to deliver these services. These structures, and the counties themselves, are described below.<sup>1</sup>

### ***Kern County***

Kern County’s CalWORKs population is composed primarily of three ethnic groups: Hispanic (4,492, or 45.2%), White, non-Hispanic (3,734 or 37.6%), and Black, non-Hispanic (1,506 or 15.2%). Despite the ethnic diversity, the majority of the CalWORKs participants speak English (8,886, or 89.4%) with the remainder primarily speaking Spanish (996, 10%).<sup>2</sup>

In Kern County, one agency, Community Connections for Child Care, administers all state-funded child-care subsidy programs for the county, including all three stages of the CalWORKs child-care subsidy program. Stage 2 clients may or may not be receiving cash aid, as Kern County’s definition of “stable” and eligible for transfer to Stage 2 includes parents who may be participating in education or work experience programs as well as employment. This applies as long as they have had no interruption in child-care arrangements for at least four months.

### ***Orange County***

Orange County CalWORKs clients also fall mostly into three ethnic groups. As of July 2001, almost half (48%) of the population on CalWORKs were Hispanic. White clients made up 23% of this population, and Vietnamese were 21%. In Orange County, Stage 1 child care is administered by the County of Orange Social Services Agency while Stage 2 and 3 child-care services are administered by Children’s Home Society of California, and the Orange County Department of Education Child Development Services Programs. A client is considered stable, and referred for Stage 2 services, when they have held a job or been in an approved CalWORKs activity for 30 days or expected to last longer than thirty days, and when they

have identified a legal child-care provider who has been authorized. This means that some of those receiving Stage 2 subsidies may still be receiving cash aid, while others may be off cash aid.

### ***Santa Clara County***

The CalWORKs population in Santa Clara is quite diverse. Of a total of 6,487 families with adults participating in welfare-to-work activities (one and two-parent families), 2,522 (38.9%) identify their ethnicity as Vietnamese, 2,041 (31.5%) as Hispanic, 840 (12.9%) as White, 399 (6.2%) as Black, and 167 (2.6%) as Cambodian. The language diversity is also striking; while 2,978 (45.9%) families speak English, 2,476 (38.2%) speak Vietnamese, and 382 (5.9%) speak Spanish. Another 154 state that they speak a non-specified language other than English, while 150 speak Cambodian and 61 speak Russian, which combined comprise another 5.6 % of the total participant population.<sup>3</sup>

In Santa Clara County, Stage 1 child care is administered by the county Social Services Agency, while Stages 2 and 3 are administered by three APP agencies: 4Cs Council, Choices for Children, and PACE. CalWORKs participants transition to Stage 2 when they are employed full-time and no longer eligible for cash aid.

### ***Eligibility Criteria***

Participants were eligible for the survey if they met the following inclusion criteria:

- Current CalWORKs clients as of February 1, 2001 who were receiving cash aid and who were participating in work or CalWORKs activities that made them eligible for child care subsidies and who had at least one child under the age of 13 and resided in Kern, Orange, or Santa Clara County; or
- Current and former CalWORKs clients who had transitioned off cash aid due to earnings and had at least one child under the age of 13 during the time period from August 1, 2000 through January 31, 2001 and resided in Kern, Orange, or Santa Clara County.

---

Therefore, only current or former CalWORKs participants who were working or engaged in welfare-to-work activities and were eligible for a child-care subsidy could participate in the study. In addition, due to resource constraints, the survey was limited to parents who spoke English, Spanish or Vietnamese.

## Study Methods

### Sample

County Social Services Department employees furnished PRS with electronic files containing contact and demographic information for 7,207 Kern County CalWORKs participants, 8,070 Orange County participants, and 2,776 Santa Clara County participants who met the study inclusion criteria outlined above.

These files were used to generate cover letters sent to eligible participants and were loaded into the PRS computer-assisted telephone interviewing (CATI) system so that eligible respondents could be contacted by telephone for inclusion in the study. Only one CalWORKs recipient per household was randomly selected to participate in the study.

### Cover Letters

Potential respondents were sent a cover letter on PACE letterhead prior to receiving a call from PRS (See Appendix A). The cover letter was written in English with a Spanish and Vietnamese language translation provided on the back of the letter. They were given the name of the PACE project manager who they could call collect if they had questions about the study. Potential respondents were also informed that they would receive a \$10 incentive for participating in the study.

### Telephone Interviews

The child-care subsidy telephone interview (See Appendix A) was designed by PACE and PRS in collaboration with CDSS and County Social Services Department representatives from Kern, Orange, and Santa Clara counties.

The telephone interview, which contained both closed-ended and open-ended questions, took appropriately 20 minutes to complete in English, Spanish, and Vietnamese.

Interviews were conducted weekdays between the hours of 5:00 PM and 9:00 PM, on Saturdays between 10:00 AM and 6:00 PM, and on Sundays between 12:30 PM and 9:00 PM. A maximum of nine call attempts were made to reach each potential respondent. Refusal conversions were used to enhance the study response rate. Respondents who refused to participate in the study were re-contacted by another interviewer on another day to attempt to gain their participation in the study.

Prior to beginning the telephone interview, respondents who reported not receiving a cover letter were offered an opportunity to have a cover letter sent to them prior to being interviewed. A total of 68 potential respondents reported not receiving a cover letter.

Informed verbal consent was obtained from respondents before beginning each telephone interview. Both the cover letter and telephone interview were approved by the University of California at Berkeley Committee for Protection of Human Subjects and the State of California Health and Human Services Agency's Committee for the Protection of Human Subjects.

Upon completion of the telephone interviews, interviewers confirmed each respondent's mailing address so that the \$10 incentive and a thank you letter could be distributed to each respondent.

### Interview Topics

The interview topics included, but were not limited to the following:

#### *Demographics/Characteristics of Respondents*

- On or off cash aid
- Months on CalWORKs
- CalWORKs activities
- Educational level
- Marital status
- Number and age of children living with respondent
- Race/ethnicity
- Language
- Employment status
- Current job title
- Income

---

## ***Child Care Arrangements and Payments for Index Child***

- Use of child care
- Types of child care used
- Cost of child care
- How pay for child care including source of subsidies

### ***CalWORKs System***

- Knowledge of CalWORKs assistance in paying for child care
- Why not using CalWORKs child-care subsidy
- Ease of reading CalWORKs office materials

For questions concerning child care arrangements, the CATI laboratory system randomly selected one child aged 13 and under living within the respondent's household to ask questions about. This child is referred to as the "index child." In some cases, the "index child" had just turned 14 years of age. Information about these children was retained in the study.

### ***Interviewing Outcomes***

From the approximately 18,000 potential participants in the three county files, only 8,177 people were called in order to fulfill the completed interview requirement. Those called were drawn at random from the total population. The remaining records were not needed to complete the study. Of the numbers called, 32.8% were disconnected or no longer in service; connected to beepers, fax machines, or modems; connected to businesses; or connected to residences with no eligible respondent. In addition, language barriers were encountered among individuals not speaking English, Spanish, or Vietnamese. A total of 123 calls were ended due to a language barrier.

Interviews were completed with 1,974 respondents representing 35.5% of the usable sample of 5,558 records. 21.4% of the English-speaking sample, 3.2% of the Spanish-speaking sample, and 11.0% of the Vietnamese-speaking sample were interviewed.

For purposes of this study, an American Association for Public Opinion Research (AAPOR) refusal rate has been calculated. The refusal rate is defined as the number of refusals divided by the number of interviews, number of non-respondents,

and the number of cases of unknown eligibility<sup>4</sup>. There were a total of 157 refusals for a low refusal rate of 2.8% of the usable sample. The refusal rates by language were as follows: English speakers - 1.8%; Spanish speakers - 2.1%; and Vietnamese speakers - 1.9%

From the samples provided by the county social services departments, 9.3% of Kern County participants, 9.9% of Orange County participants, and 18.2% of Santa Clara County participants were interviewed. A smaller number of interviews were completed with Santa Clara County CalWORKs participants due to the smaller number of participants within this county who were eligible for the study. Proportionally a larger percentage of the Santa Clara County CalWORKs population was interviewed, however.

### ***Data Analysis***

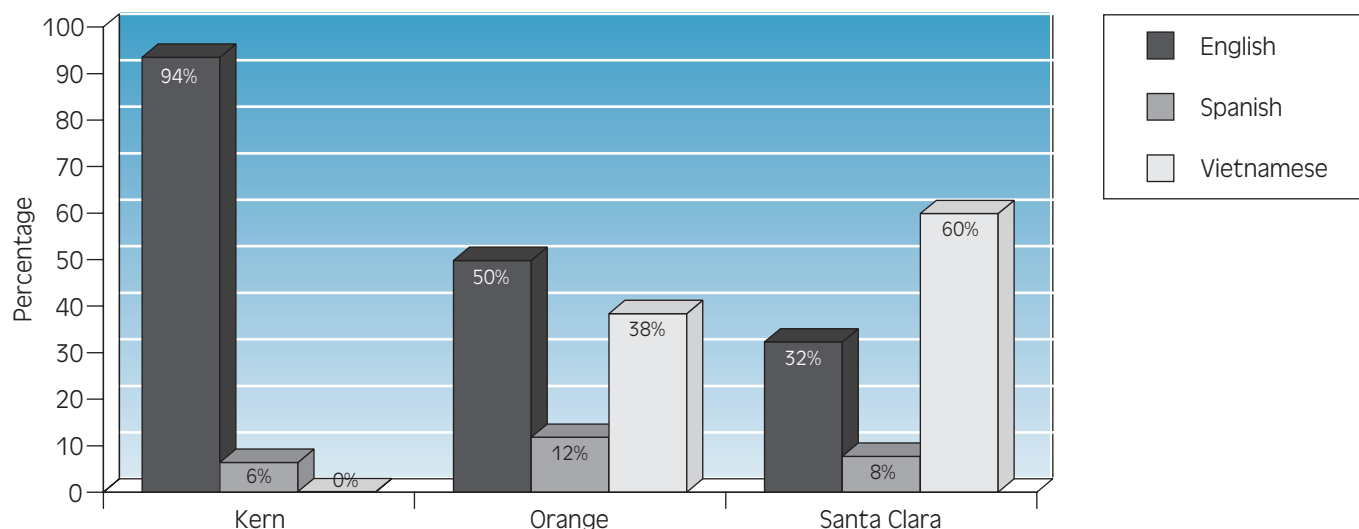
Frequencies (counts and percentages) were run for all studied variables. The frequencies can be found in Appendix B. In addition, cross-tab tables were run as well. Select cross-tab findings are located throughout the text of the report; most of these are presented graphically.

### ***Cautions in Interpreting These Findings***

While there is a lot of information to be gained from this study, we want to offer a few cautions about interpreting these data. First, these study data are only representative of the three counties studied and as such cannot be generalized to the state of California. Moreover, within Orange and Santa Clara counties we oversampled Vietnamese-speaking clients. Therefore, in order to generalize findings for specific populations within each of the counties, or for more sophisticated analyses, weighting may be advisable. Second, the study was limited to those CalWORKs participants with telephones.

Third, while we have broken down these findings by language, ethnicity and county, we want to warn against drawing conclusions from relatively small groups of respondents. While our sampling framework gives us sufficient power to draw conclusions for the population of CalWORKs participants in each of the counties, the numbers do not allow similar confidence for conclusions regarding subsets within the counties.

**FIGURE 1** Language by County



Finally, there were in a few cases internal inconsistencies in the responses given by the survey participants. In places where open-ended and closed responses were inconsistent, we re-coded the closed-ended responses to reflect information provided in the open-ended responses. This occurred especially in questions concerning the use of child care – parents would respond that they did not use child care because a relative, partner or sibling was watching the child. This type of response necessitated recoding question 8 which asked respondents whether they were using child care 10 or more hours per week. Also, in some cases, when we asked parents questions about an index child exclusively, it appears that the responses given referred to other children in the family (or the family as whole). These rare instances were not recoded, as we were not comfortable altering these responses.

## Descriptive Survey Results

In this report, we present an overview of the results from the survey. Four main areas are covered: the demographics and characteristics of the study respondents; the usage of child care by respondents, covering the type of care; the cost of child care and how they pay for care, including the use of

subsidies; and respondent familiarity with the CalWORKs child care subsidy system. Summaries of the responses to open-ended questions are included where appropriate.<sup>5</sup>

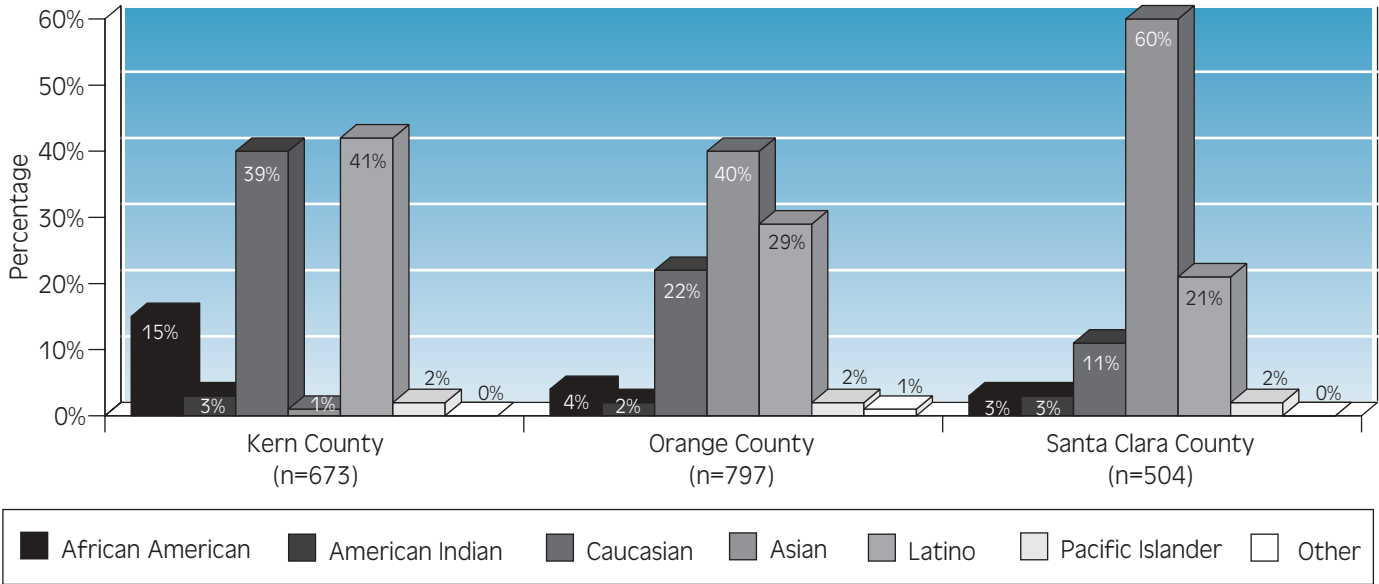
### Respondent Characteristics

Between May 1 and June 30, 2001, a total of 1,974 child-care subsidy telephone interviews were completed with current and former CalWORKs participants from Kern, Orange, and Santa Clara counties. Six hundred seventy-three (34.1%) interviews were completed with Kern County CalWORKs recipients, 797 (40.4%) interviews were completed with Orange County recipients, and 504 (25.5%) interviews were completed with Santa Clara County CalWORKs recipients. Respondents were interviewed in English (n=1,189, 60.2%), Spanish (n=176, 8.9%), and Vietnamese (n=609, 30.9%) (See Figure 1).

We asked respondents to tell us their ethnicity. The breakdown by county is shown in Figure 2. It is important to note that this was a multiple response category, where respondents who consider themselves of more than one ethnicity could report that. These counts depicted below are by the percent of cases rather than responses, so that a person who called themselves African American and Asian would appear twice. Around 72 respondents gave more than one ethnicity. The Asian population in the survey is predominantly Vietnamese; 95% of those who identified



**FIGURE 2 Ethnicity by County**

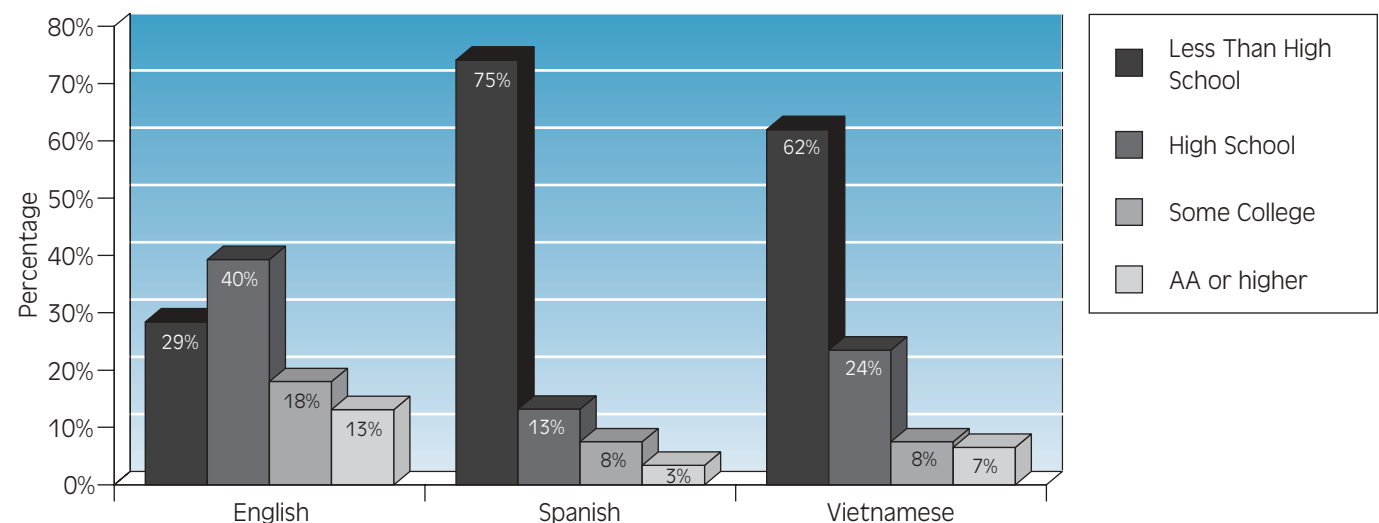


themselves as Asian answered the survey in Vietnamese. Approximately 10% of those who called themselves Asian then identified themselves as Chinese, though some of these were respondents who called themselves both Chinese and Vietnamese. Just over 28% of the respondents who identified themselves as “Latino” answered the survey in Spanish. The fourteen respondents who called themselves “other” included Afghanis, people identifying themselves as from the “middle east,” one person who responded “human” and one who said “head of household.”

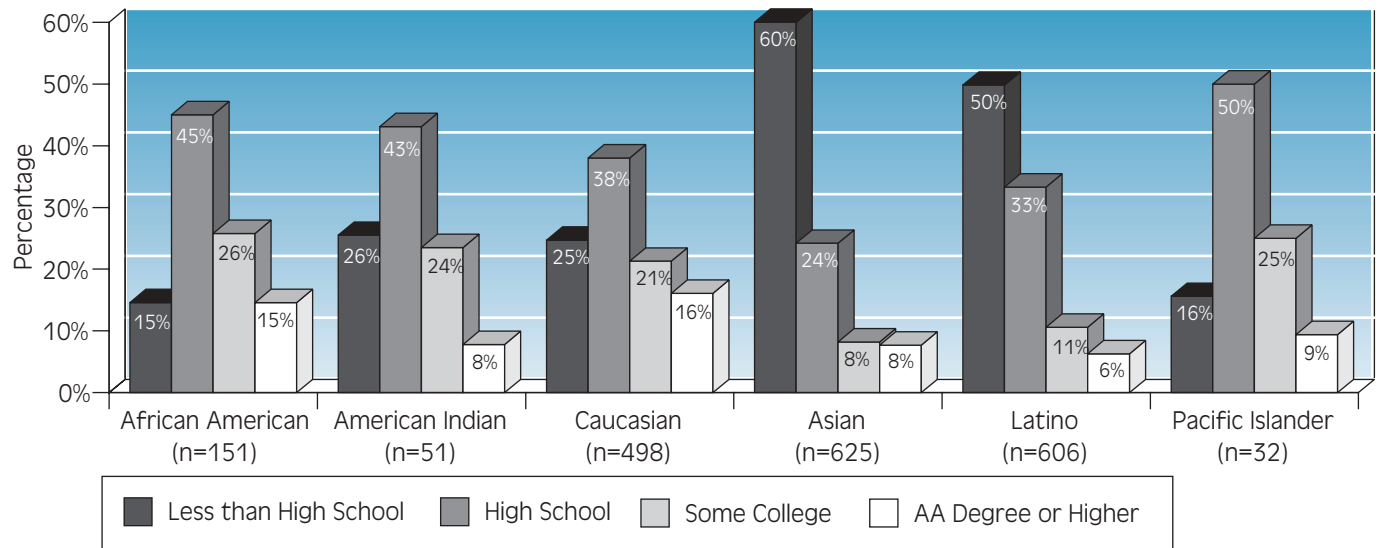
The majority of survey respondents (87.3%) were receiving cash aid. There was no significant difference in the proportion of respondents receiving cash aid across the three counties. In addition, over 60 percent (61.1%) of respondents reported that they were working and earning income at the time of the interview.

The education level of survey respondents was fairly low. Forty-two percent of the respondents had not finished high school, while 32.2% reported having a high school diploma. Less than one-quarter (24%) of

**FIGURE 3 Educational Level by Language**



**FIGURE 4 Educational Attainment by Ethnicity**

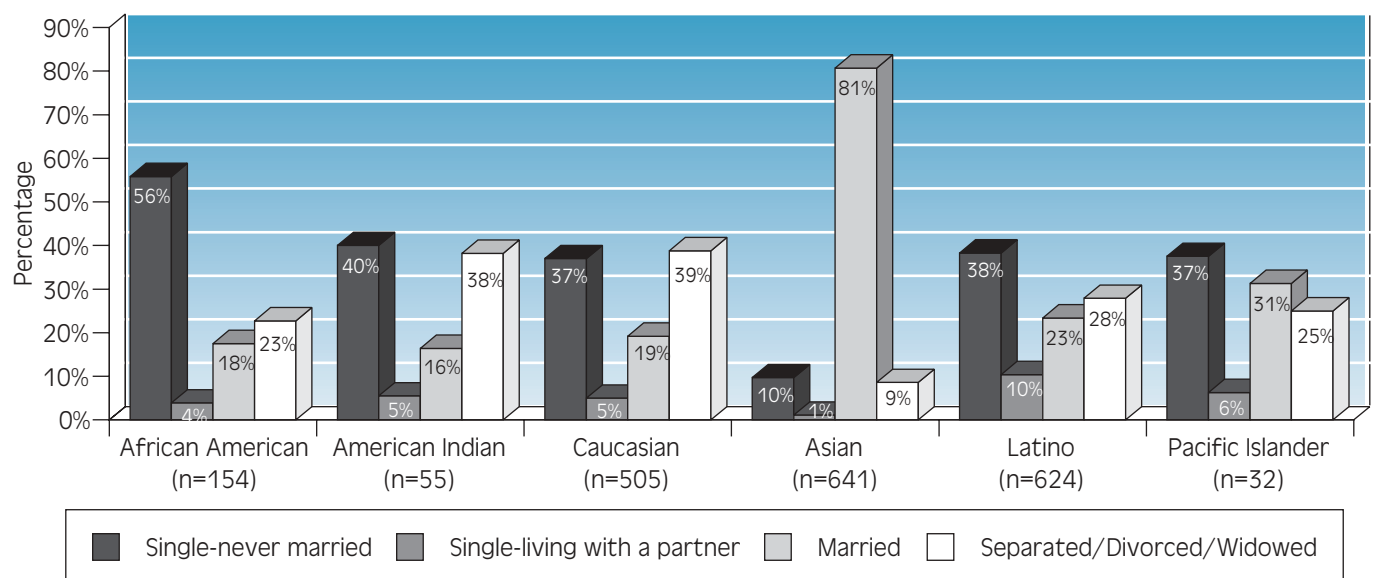


the respondents had attended or completed college. There were significant differences across language groups in educational attainment, with Spanish and Vietnamese speakers having far lower attainment than English speakers, as Figure 3 shows.

Likewise, as is shown in Figure 4, when educational attainment is broken out by ethnicity, the Asian and Latino populations have significantly lower levels of schooling than white or black respondents.

One characteristic on which the respondents differed greatly was marital status. There were considerable differences by both language and ethnicity. Vietnamese-speaking respondents were significantly more likely to be married (82.4%) than Spanish (36.0%) or English-speaking (20.2%) respondents. Likewise, as Figure 5 demonstrates, Asians (mostly Vietnamese) were far more likely to be married than members of any other ethnic group.

**FIGURE 5 Marital Status by Ethnicity**



**TABLE 1** Age of Index Child Breakdown

Age group	Count	Percentage
Under 2	170	8.7%
2-5 years old	477	24.3%
6-13 years old	1316	67.0%
Total	1963	100.0%

Notes: This figure includes ten children who turned 14 within three months of the survey date. In addition, the total number of children here (1963) does not include 11 children for whom parents did not share age data.

As noted above, each respondent was asked to answer questions regarding child care usage and payment for a single “index child.” The computer randomly selected the child for households with more than one child age 13 and under (or just turned 14 in a

few cases), and the questions from that point forward referred specifically to that child. Table 1 depicts the age breakdown for the index children.<sup>6</sup>

Thus, all responses in the remainder of the report refer to this specific population of children.

## Child-Care Usage and Choice

### Who uses child care?

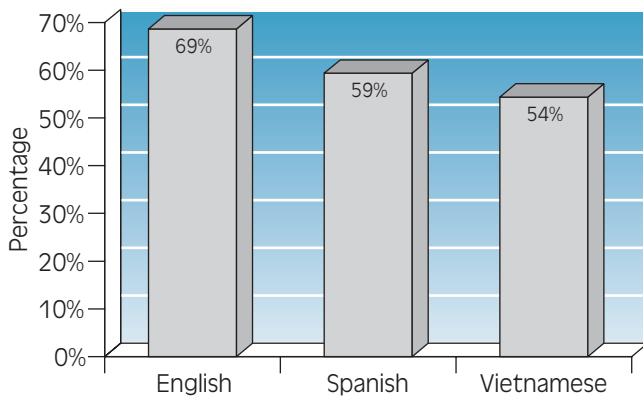
We asked parents a series of questions about their child-care usage. These included whether or not they used child care for the index child, what kind of care they chose, and how they found their provider. The majority (63.4%) of the survey respondents were using child care for ten or more hours per week. However, English-speaking respondents (68.7%) were significantly more likely than either Spanish-speaking (59.4%) or Vietnamese-speaking respondents (54.4%) to use child care (see Figure 6).

The use of child care by ethnic groups varied as well. Asian respondents were less likely to use child care (53.7%) than White (70.6%), Latino (67.1%) or African-American (70.4%) respondents (see Figure 7).

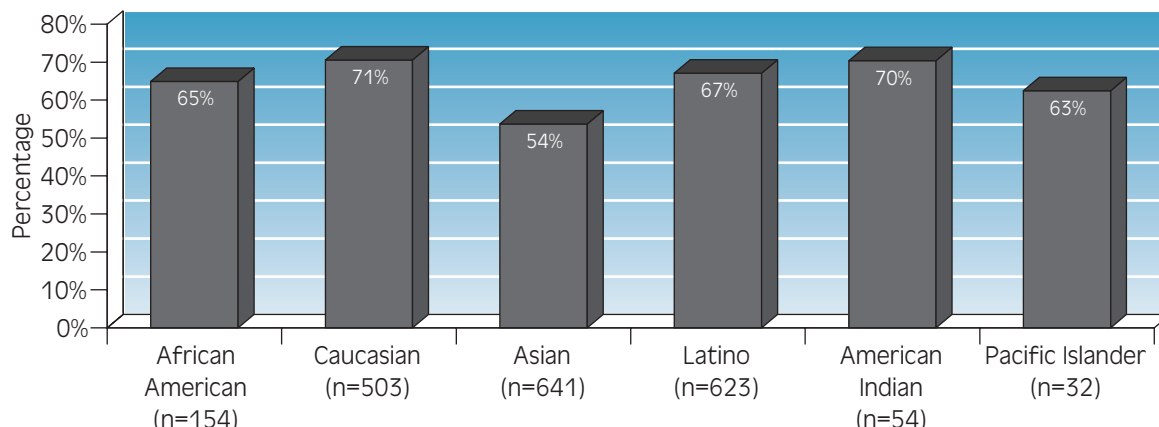
Use of child care differed considerably by the age of the index child, as is shown in Figure 8. Parents used child care for almost three-fourths (73.7%) of the children age 5 and under, while for children age 6-13 years they used care 58.3% of the time.

Use of a child-care provider was closely linked to the income level of the participant; as participants’ income rose, their use of child care rose as well, as is clearly demonstrated in Figure 9. This raises a question for future research of whether language, ethnicity or

**FIGURE 6** Use of Child Care for Index Child by Language

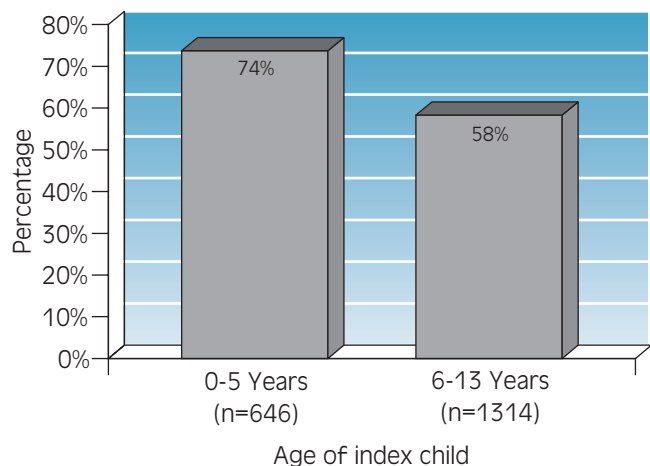


**FIGURE 7** Use of Child Care for Index Child by Ethnic Group

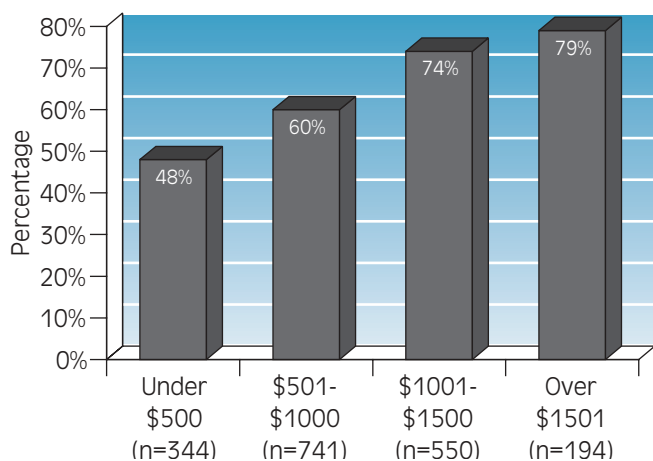




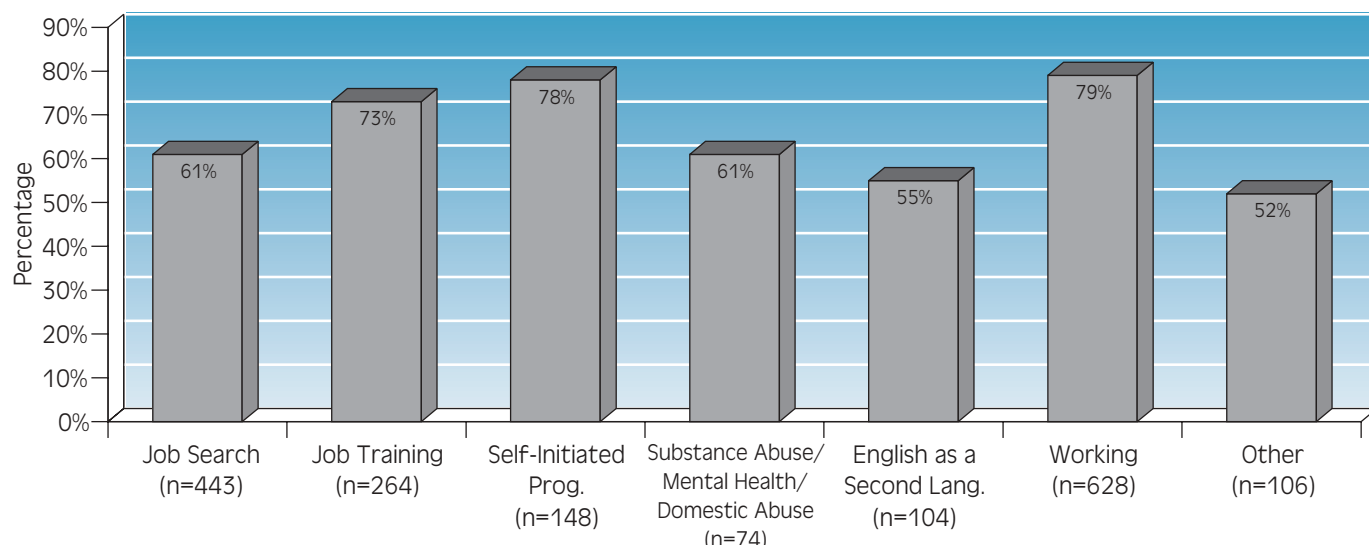
**FIGURE 8** Use of Child Care for Index Child by Age Group



**FIGURE 9** Use of Child Care for Index Child by Income



**FIGURE 10** Use of Child Care by Type of CalWORKs Activity



income may be more powerful factors in predicting the use of child care among this population of welfare-to-work clients.

Use of child care was also related to the type of CalWORKs activity in which a parent was a participant, as is shown in Figure 10. Parents were more likely to use child care if they were working (79.1%), participating in job training (73.1%) or attending school under the Self-Initiated Program designation (77.7%) than if they were looking for a job (61.4%) or participating in other CalWORKs activities.

We asked those parents who were not using child care whether they wanted to use care, and what was preventing them from using care. The majority of parents not using child care did not want to use child care. Indeed, of those currently *not* using child care for the index child, less than one-third (28.7%) indicated any interest in using care. There were differences in parents' interest in using care between those talking about older or younger children. Almost 45 percent (44.6%) of respondents not using care preferred to use child care for an index child aged 2 and under, and half of those whose index child was age 2-5 were interested in using care. However only 22.8% of those not using care for an index child aged 6-13 wanted care for that child.

In the response to the open-ended question about what was preventing parents from using child care, almost half (46.6%) of those not using care

indicated that they did not need it, while only 12.3% brought up cost or subsidy concerns as a barrier to using child care. Fewer than 10% said that they were not able to find care or use the child-care system (8.7%), had problems around transportation or location of care (6.4%), or that there wasn't care available to them (6.4%) (see Appendix C for more detail).

In the population of non-child care users, Asian respondents were least likely to want care (11.8%) while African American participants were most interested (48.1%), followed by Latinos (40%) and Whites (37.2%).

### What type of care do survey respondents use?

Kith and kin care was used by the vast majority of respondents.<sup>7</sup> Two-thirds (66.9%) reported using family members and 12.1% used friends or other individuals. Licensed care was used for almost 30% of the children and 20.8% of the respondents used a child-care center, Head Start or school-based program, and finally, 8.4% used a family child-care home (FCCH).

There were, however, differences in the type of care selected by Vietnamese speakers versus English and Spanish-speakers. Vietnamese speakers overwhelmingly used family members (85%) to care for their children, while English-speakers relied on a mix of family (60%), center-based care<sup>8</sup> (28%), friends/license-exempt individuals (14%) and FCCHs (10%). Spanish-speakers used more family members (62%)

than English speakers, and relied on non-relative license-exempt individuals (23%) more than either English or Vietnamese speakers. (see Figure 11).<sup>9</sup>

Type of care used also varied when broken out by ethnic group, as Figure 12 shows. Whites were most likely of the ethnic groups to use center care (33.6%), while Asians were least likely (5.5%).

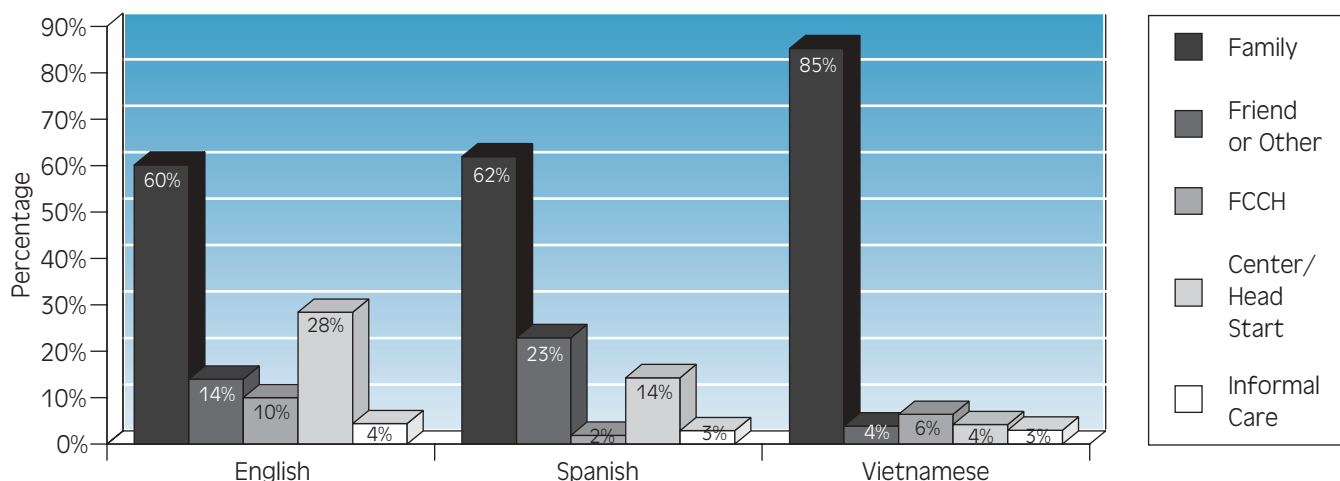
The type of care was also linked to the age of the index child, with parents choosing center-based care for younger children more often (29.1%) than for older children (15.4%), as is shown in Figure 13.

There was virtually no difference in the types of child-care providers used by parents who were working and earning income and those who were not working (though who may have been participating in other CalWORKs activities). Most of the survey population (89.3%) reported using only one child care provider. Less than 10 percent (9.1%) used two providers, and only a handful used three or more.

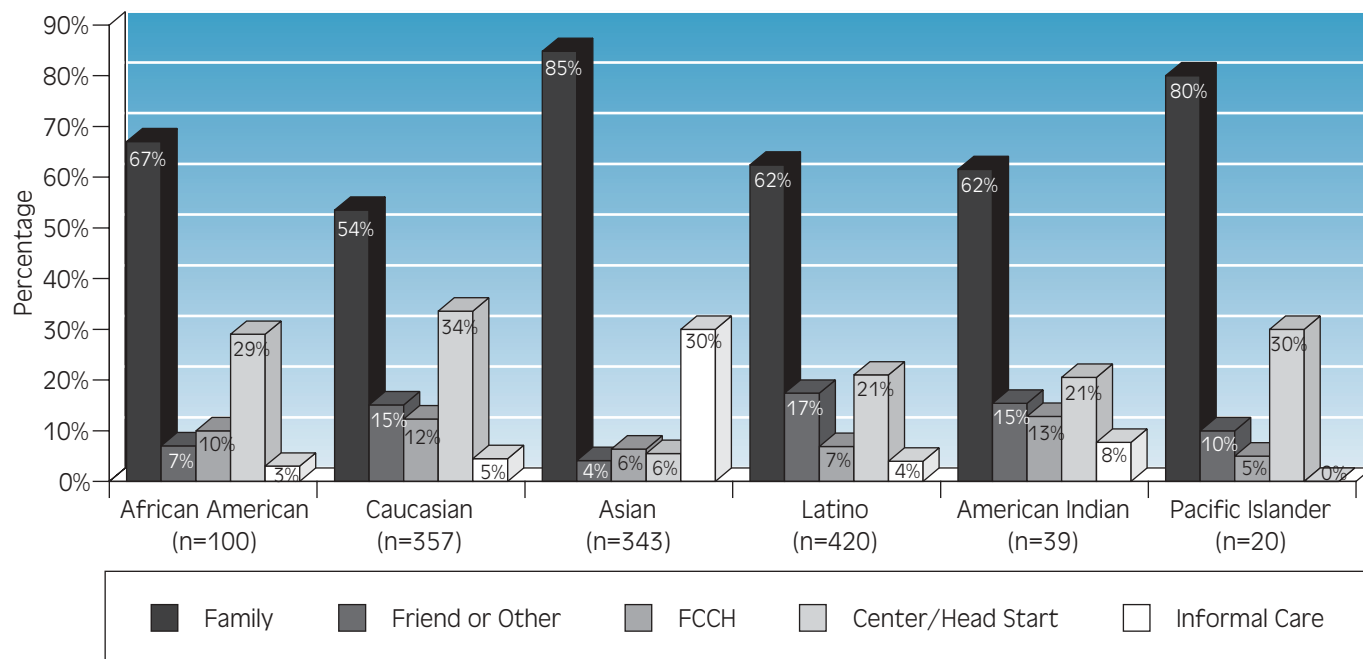
### How do parents find their providers?

We asked the respondents how they found their child-care provider. As shown in Figure 14, the majority (70%) already knew their care provider, whether they were a friend, relative or co-worker. The next largest group (15%) reported using informal sources, e.g., finding their place of care in the neighborhood or where they work. Just under 10 percent (9%) found their provider via a CalWORKs caseworker.<sup>10</sup> Only a small fraction (3%) used a resource & referral agency.

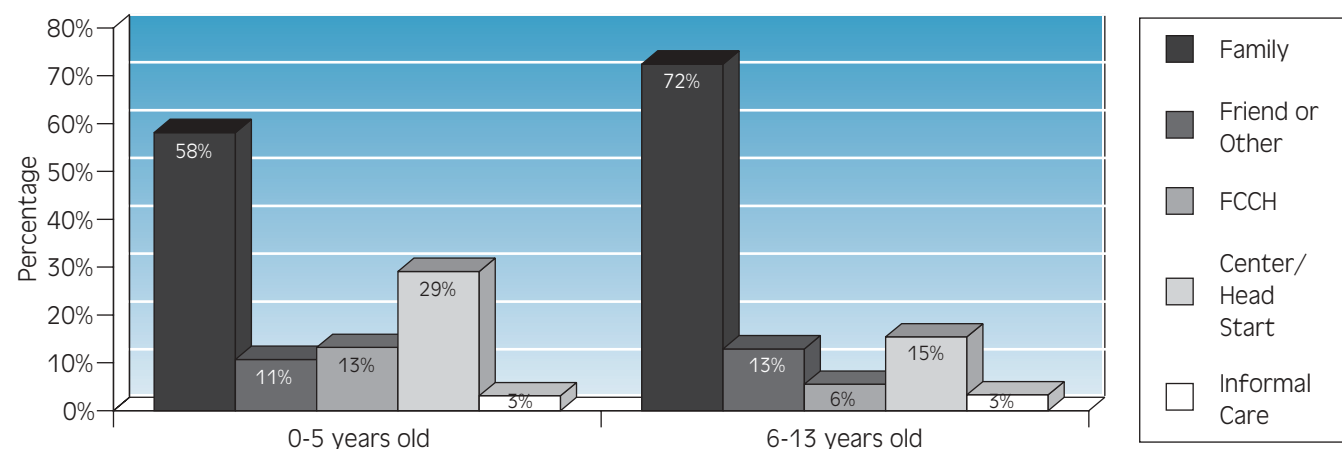
**FIGURE 11** Type of Provider Used by Language Spoken, All Respondents Using Child Care



**FIGURE 12** Type of Child Care by Ethnicity



**FIGURE 13** Type of Child Care by Age of Child

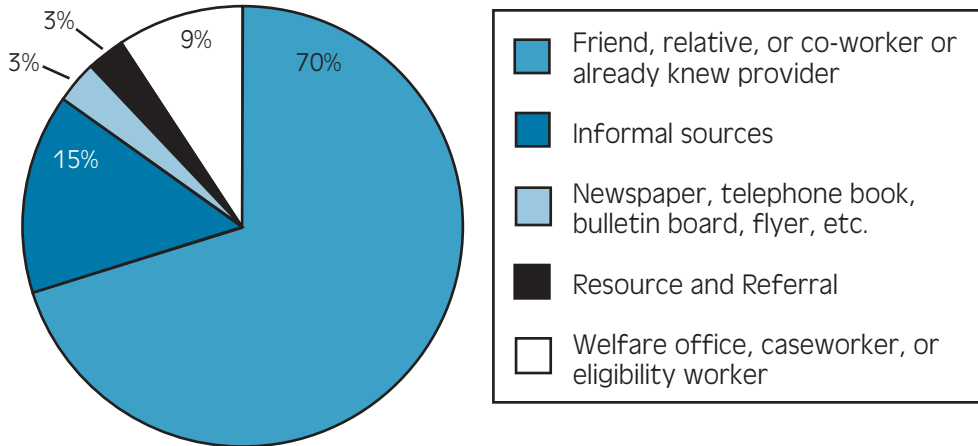


One of our open-ended questions asked parents to tell us the reasons they chose their current child-care provider. They were encouraged to give more than one answer if they preferred. The responses they gave mirrored those of parents in other studies done by PACE; the top reasons included the following: wanting to use a relative or family member, issues of trust and safety; location and transportation constraints and quality. Table 2 shows the top five responses to this question, aggregated from more detailed answers (see Appendix C for more details).

### Familiarity with the CalWORKs Child-Care Subsidy System

In addition to asking parents about their usage of child-care subsidies, we asked about their knowledge about subsidies, and how they gained this information. Overall, 84.9% of respondents knew that CalWORKs could help pay for their child care. Almost two-thirds (61.8%) of respondents knew that CalWORKs could help pay for their child care up to 2 years after they started working.

**FIGURE 14** How Found Child Care Provider



More English-speaking respondents (89.3%) than Spanish-speaking (80.8%) or Vietnamese-speaking (82.2%) respondents were aware that CalWORKs could help pay for their child care. Likewise, significantly more English-speaking respondents (66.7%) as compared to Spanish-speaking (45.5%) or Vietnamese-speaking respondents (57.0%) knew that CalWORKs could pay for their child care up to 2 years after they started working (see Figure 15).

The majority (59.7%) of those who knew that CalWORKs would pay for their child care reported that they learned this information from their caseworker. Of the others, 11.9% learned this from their

CalWORKs orientation, 8.5% from their child-care provider or an AP agency, 7.3% from a friend or family member and 6.3% from a flier.

Vietnamese-speaking (27.0%) and Spanish-speaking respondents (26.3%) were significantly more likely than English-speaking respondents (11.5%)

to report that the welfare office materials were somewhat or very difficult to read.

In the open-ended questions, we asked participants to tell us what the welfare office told them about *finding* child care and about *paying* for child care. There was a wide range of responses to both of these questions, and aggregating the responses was a difficult task. The top six answers to each question are presented in Tables 3 and 4. In both cases, it is clear that the majority of respondents were told at least some of the information they needed to know regarding finding and paying for child care, and many described specific assistance that they received. It is of concern, however, that in response to both questions a fairly sizeable number of clients (17.7%) said they received no information (which is different from those parents who did not remember what they were told). Additional analysis of the open-ended questions is needed to understand these responses, and who gave them, in a more complete way.

**Child-Care Payment and Subsidy Use**

Survey participants were asked whether they paid for child care, and if they were receiving assistance for child-care costs. If they did pay for care, they were then asked how much they paid. If these parents received help paying for care (whether or not they were also contributing to the cost of their care), they were asked to name the agency or person providing this help.

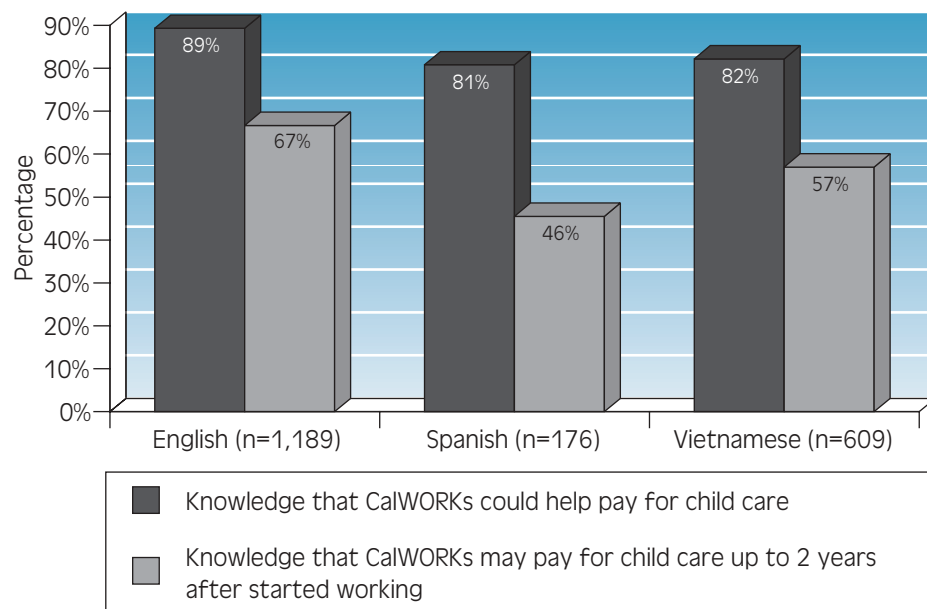
Of the respondents in the survey that reported using child care, less than twenty percent (18.7%)

**TABLE 2** Reasons Chose Current Child Care Provider, Top 5 Responses (n=1,221)

Code	Count	% of Cases
Child care provider is a relative/ family member	497	40.7%
Safety/trust child care provider	394	32.3%
Location/transportation	333	27.3%
Quality of child care	240	19.7%
Cares for own child/ doesn't have a provider	99	8.1%

Notes: Responses referring to parents' choice of care for quality reasons included the experience of the provider, the training and education of the provider, that the provider is licensed, the curriculum used, the number of children cared for and the quality of the provider, unspecified.

**FIGURE 15** Knowledge that CalWORKs Could Help Pay for Child Care



reported that they or their family paid out of pocket for services (parents paying out-of-pocket for child care expenses may also be receiving a subsidy). Asian parents were least likely to pay for care; only 11.9% paid, while African-American parents were most likely to pay—22.2% paid at least part of the cost of care. In addition, of the population using child care for the index child, almost half (48.2%) reported receiving help paying for child care. Of the parents who reported

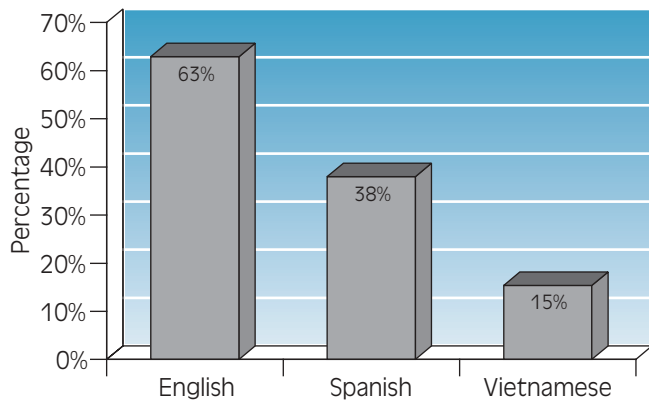
**TABLE 3** While Receiving Cash Aid/ Assistance, What did the Welfare Office Tell You about *Finding* Child Care, Top 6 Responses (n=1,184)

Code	Count	% of Cases
Case worker helped me find care or get assistance	316	26.7%
Told that CalWORKs would pay for child care/specified rules for reimbursement	252	21.3%
Given referrals to R&Rs	211	17.8%
Given no information/no help was offered	209	17.7%
Did not need/want assistance/already had a provider at the time	148	12.5%
Given some information about child care	143	12.1%

**TABLE 4** What did Welfare Office Tell You about *Paying for* Child Care, Top 6 Responses (n=1,119)

Code	Count	% of Cases
They would help pay for my child care	361	32.3%
They told me I needed to meet certain requirements for a subsidy	308	27.5%
They told me nothing	156	13.9%
They referred me to an agency/AP program	104	9.3%
Was told about payment, co-payment, time limits, age limits, stages, waiting lists	70	6.3%
Not interested in it/did not need/did not apply/not eligible	56	5.0%

**FIGURE 16** Have You Received Any Kind of Help Paying for Child Care by Language



receiving financial assistance for child-care expenses, the vast majority (94.2%) were receiving subsidies from either CalWORKs or an AP program.

The data cited above indicates that some portion of the population used unpaid child care. While we did not ask specifically whether parents were receiving care for free, we can see from the open-ended questions that

of those parents using child care and not accessing child-care subsidies from CalWORKs, almost 39% (38.7%) did not have to pay for child care (see Table 5).

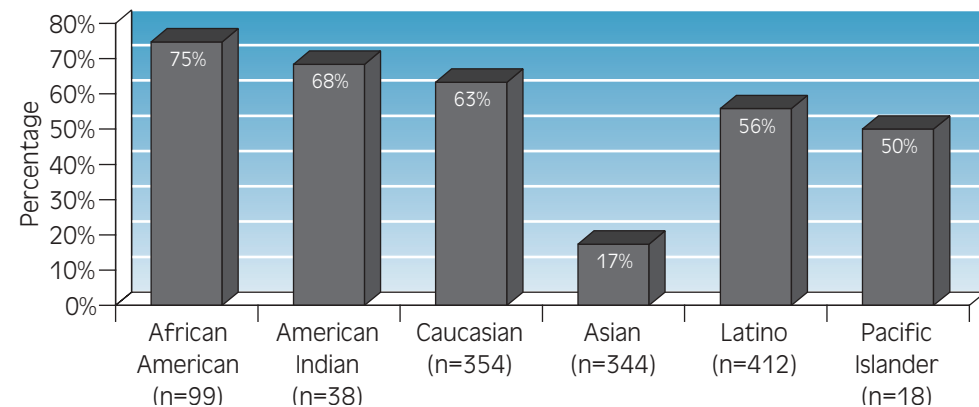
Of those parents who did have out-of-pocket expenses for child care, one-third (31.7%) paid \$100 or less per month. Another twenty percent (21.1%) paid between \$101 and \$200, and over one-third, (34.4%) paid between \$201 and \$500 per month. Almost ten percent (9.2%) reported paying between \$501 and \$1000 for care each month.

English-speaking respondents (62.9%) were significantly more likely to receive help paying for child care for their index child than either Spanish-speaking (38.0%) or Vietnamese-speaking respondents (15.4%) (see Figure 16). This does not imply that non-English speaking parents did not know about subsidies; indeed our data shows that these parents do know about them (see p. 17). The use of child-care subsidies is correlated with the type of care used in our data, with subsidy use being lowest for care by family members, as Figure 19 shows. Vietnamese-speaking and Spanish-speaking

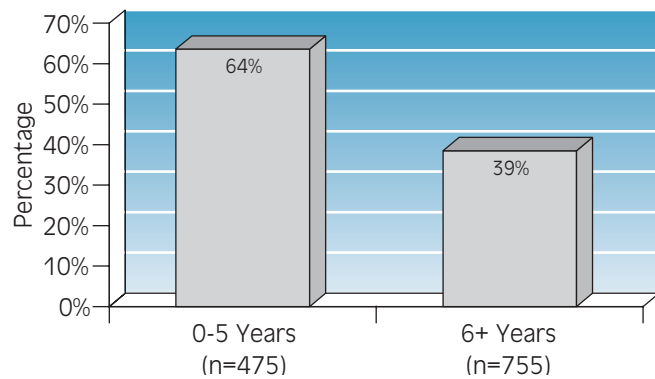
**TABLE 5** Primary Reasons why CalWORKs is Not Paying for Child Care, Top 5 Responses (n=1,146)

Code	Count	% of Cases
Don't have to pay for child care	444	38.7%
Is not working/not enrolled in school/off CalWORKs	249	21.7%
Didn't want it, did not apply	167	14.6%
Wants to keep child at home with family/doesn't trust others/special needs child	91	7.9%
Another program pays for child care (including APP, CalWORKs)	82	7.2%

**FIGURE 17** Have You Received Any Type of Help Paying for Child Care by Ethnicity



**FIGURE 18** Received Help Paying for Child Care by Age of Index Child



parents in our sample used kith and kin care at higher rates than English speakers, so they would not be expected to use subsidies at a high rate.

There were differences in the use of child-care subsidies by ethnicity as well as by language, as is

shown in Figure 17. African-American parents were more likely to receive assistance paying for child care than any other group (74.7%) while Asians were least likely to access this help (17.4%). Latinos (55.8%) and Whites (63.3%) fell in the middle. Again, as noted above, the type of care used is related to subsidy use, and also is correlated with ethnicity, so care should be taken in interpreting these data.

The age of the index child was also related to receiving assistance in paying for child care. Parents were more likely to be using subsidies for younger children age 0-5 (63.6%) than for older children age 6-13 (38.5%), as is shown in Figure 18.

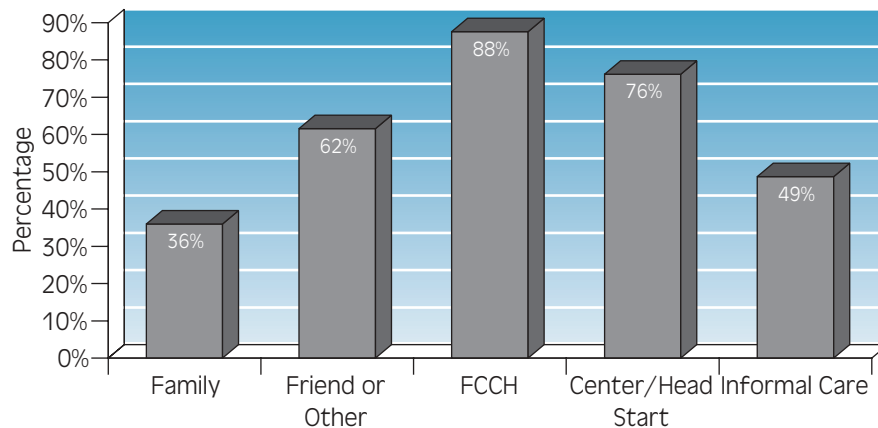
The type of care used by parents also appears correlated to the use of subsidies, as is shown in Figure 19. Parents received assistance paying for licensed care in over three-quarters of those cases; 87.6% of those choosing family child-care homes used subsidies while

76.2% of parents choosing centers received assistance for these costs. However, less than half (43.5%) of parents using license-exempt providers for their children received payment assistance.

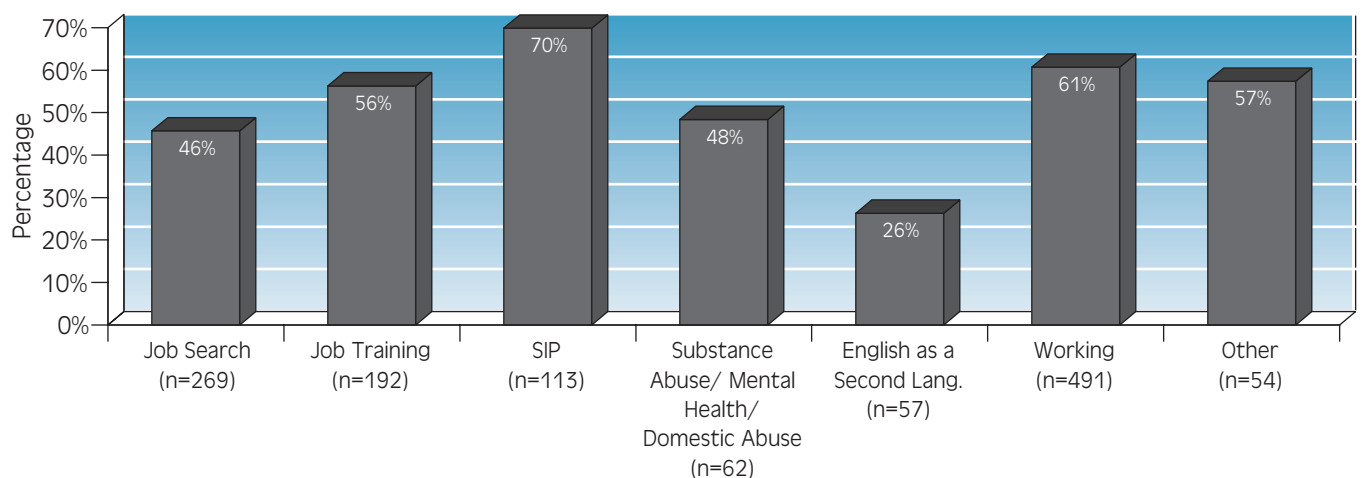
Finally, the type of CalWORKs activity a parent participated in was also related to the use of child-care subsidies, as Figure 20 demonstrates.

It is not possible to know definitively whether access to

**FIGURE 19** Received Help Paying for Child Care by Type of Child Care



**FIGURE 20** CalWORKs Activity by Received Assistance Paying for Child Care





---

subsidies influences the choice of care, or whether the choice of care dictates whether subsidies are wanted or needed. The open-ended responses do give some insight into this. When asked the primary reason why they were not using a subsidy, over one-third of the parents (38.9%) responded that they did not have to pay for their child care. Another large group were not participating in eligible activities at the time of the survey, and some just did not want to use the subsidies. The top five aggregated responses appear in Table 5 (see Appendix C for details).

Still, among the respondents who did not use child-care subsidies, over two-thirds (69.1%) did express interest in having CalWORKs pay for child care if they were eligible. It is not possible to know whether those respondents who did not pay for care but were interested in CalWORKs subsidies use providers who are eligible for payment via subsidies, even if they currently do not charge for care. Further study of this issue is needed.

---

## Discussion

When we developed this survey, there were a number of questions that we hoped to answer with our data. Among others, we wanted to know what kind of care parents in CalWORKs were choosing, why they chose the care they used, whether they used subsidies of any kind to pay for child care, and perhaps most importantly, why parents who were eligible for subsidies were not using them. The survey offers a glimpse into how some CalWORKs parents are making these decisions. As we noted earlier, the findings are not generalizable to the state as a whole, but rather provide a picture of what is happening in three counties that represent some of the diverse communities around California.

The data presented in this report offers some good news to state and county child-care planners who are concerned about the use of subsidies by CalWORKs participants. For the most part, parents in our study did know about CalWORKs child-care subsidies.

Moreover, many of those who were not using subsidies had child care providers who did not require payment.

However, the story is a bit more complicated than this summary might indicate. For one, it is not possible to know whether parents would change their behavior and choices if different options were available to them. For example, would Vietnamese or Spanish-speaking parents choose to use licensed care more if there were more licensed providers who spoke their language and shared their cultural and ethnic heritage? Would this lead to greater subsidy utilization? If trust and safety are among the most important concerns, would an increase in the supply of licensed care affect their choice? Or would parents continue to choose family and friends? Given that CalWORKs parents are choosing exempt care in large numbers, should there be a focus on increased training for exempt care providers, or on getting these providers licensed?

Also, while we asked parents whether they knew that CalWORKs would pay for child care, we didn't ask how well they knew the rules of the system. Do these parents understand all of the rules regarding child-care subsidies, including that their license-exempt family members may be eligible to be paid by CalWORKs to take care of their children, if they meet certain criteria? Would these parents use subsidies more if they had a better understanding of how the system works? Unfortunately, we cannot answer these and similar questions with this research. This data does, however, begin to point out the next set of questions that state and local child-care planners may wish to explore.

It also is difficult to uncover causal effects from the correlations we found. The influences on subsidy use and child-care selection among Vietnamese speakers are especially difficult to tease out. This population was comprised primarily of two-parent families. They lived in only two of the three counties that we studied, they didn't use subsidies for the most part, and they used family-based care almost uniformly. It is hard to determine whether the child-care and subsidy choices made by these parents can be explained by factors such as language, marital status, ethnic identification, or community with the level of analysis conducted for this report. However, with additional analyses and different methods, the survey data that we collected may be able to answer some of these questions.



---

We also found a relationship between income and the use of child care. However, the causal relationship between these factors is not clear. Does higher income lead to greater use of child care, or does the use of child care enable parents to find employment that pays better?

PACE researchers are beginning to do this work. We expect that as we delve further into it, this survey data will provide us with an even richer and more complete understanding of the descriptive results presented in this report.

## Endnotes

<sup>1</sup> One additional influence on our selection of counties is the statewide evaluation of the CalWORKs program. We made sure that the counties we studied were not involved directly in that evaluation, to avoid conflicting with that project, and potentially burdening CalWORKs participants with multiple surveys.

<sup>2</sup> Kern County Social Services Agency CalWORKs Monthly Report, August 2001.

<sup>3</sup> County of Santa Clara Social Services Agency, data on CWES enrollees by ethnicity and language as of July 31, 2001.

<sup>4</sup> Refusal Rate 1 (REF1) is calculated with the following equation,  $REF1 = R / ((I + P) + (R + NC + O) + (UH + UO))$  with I = Complete interview, P = Partial interview, R = Refusal and break-off, NC = Non-contact, O = Other, UH = Unknown if household/occupied, UO = Unknown, other.

<sup>5</sup> Some of the percentages and totals reported in the text may look slightly different from those in the appendixes. In the findings presented in the text, the responses that fell into the “don’t know,” “missing” and “refused” categories were omitted from the calculations. These responses are reported in the frequencies in the appendixes.

<sup>6</sup> The population of index children does not mirror exactly the total population of children in the households we surveyed. However, we would not expect a perfect correspondence even with random sampling, as the children are unevenly distributed among families. Some might have four children and others only one, and this impacts what the final sample of index children looks like. The overall population of children in the families we surveyed were 555 under age 2, representing 13.8% of the total number, 1,051 ages 2-5, comprising 26.13%, and 2,416 age 6-13, making up 60.07%.

<sup>7</sup> This was a multiple response category, and the total number of responses is over 100%. Around 5.5% of the respondents used both center care and kith & kin care. Kith and kin care refers to family members and friends. Kith and kin child care is often referred to as license-exempt care, although these individuals may possess a child care license but be choosing not to operate a home. Also, license-exempt care includes the use of individuals who are not necessarily family or friends of the parent.

<sup>8</sup> Center/Head Start care includes school-based programs. Informal care includes park recreation programs, dropping the child at the library, and unsupervised after-school playground time.

<sup>9</sup> This count includes multiple responses. Some parents reported using multiple providers.

<sup>10</sup> It is possible that some of these “welfare caseworkers” may be Resource & Referral staff who are co-located at a CalWORKs office; it is hard to confirm whether the respondent differentiated between them.

## Appendix A: Letter of Recruitment and Interview Instrument in English



<Date>

Dear <First Name> <Last Name>,

I am writing to tell you about an important study being conducted by the University of California at Berkeley for the California Department of Social Services (CDSS). The purpose of the study is to learn about parents' experiences with child care while participating in CalWORKs or after going off CalWORKs. Results from this study will help improve the CalWORKs program for working parents.

For this study, you may get a call from Freeman, Sullivan & Co. (FSC), a research firm in San Francisco, asking you to participate in a 20-minute interview on the telephone. If you receive a call from FSC, this means that your name was chosen at random from a list of people who are or were in the CalWORKs program.

Your decision to participate in this study is voluntary and will not affect your CalWORKs benefits. You may refuse to answer any questions you are not comfortable answering and you can stop the interview at any time.

*If you complete an interview, your responses will be kept confidential and will not be connected to your name.* Your responses will be put together with the responses of others who complete an interview. Your responses will not be shared with the county CalWORKs staff.

To thank you for completing the interview, you will be paid \$10 by FSC.

Should you have any questions or concerns about this study, you may call Diane Hirshberg collect at (510) 642-7223.

Sincerely,

Bruce Fuller  
Associate Professor  
School of Education  
University of California at Berkeley

Diane Hirshberg  
Project Manager  
School of Education  
University of California at Berkeley

Para la version en Espanol, de le vuelta a la pagina.  
Cho m'au ti%ong viEt xin gi<sup>a</sup> qua m'yt sau.

Les estamos escribiendo para contarles de un estudio importante que esta conduciendo la Universidad de California Berkeley para el Departamento de Servicios Sociales de California (CDSS). El proposito de este estudio es para aprender de las experiencias de los padres en el cuidado de sus hijos mientras activamente participando en el programa CalWORKS. O despues de aver participado en CalWORKS. Los resultados de este estudio sirven para mejorar el programa CalWORKS para los padres trabajadores.

Para este estudio, es posible que recivan una llamada de parte de Freeman, Sullivan & Co. (FSC), una empresa de averiguacion ubiqada en San Francisco, que pedira su participacion en una entrevista por telefono que tardara 20 minutos. Si usted recibe esta llamada de parte de FSC, esto quiere decir que su nombre fue seleccionado entre personas cuyo activamente participan o participaron en el programa CalWORKS.

Su Decision en participar en este estudio es de su voluntad, y no afectara sus beneficios de CalWORKS. Usted puede negar contestar qualqier pregunta que no se sienta comodo contestando, y puede terminar la entrevista a cualquier momento.

Si usted termina la entrevista, sus respuestas seran completamente confidencial, y no estaran conectadas con su nombre. Sus respuestas seran colocadas con las respuestas de otros que terminen la entrevista. Sus respuestas no seran repartidas entre los funcionarios de CalWORKS.

Para una muestra de gracias por terminar la entrevista usted sera pagado \$10 por FSC.

Si tiene preguntas or preocupaciones acerca de este estudio, puede llamar a Diane Hirshberg, llamela A collectar (510) 642-7223.

---

Trödøng Ñaïi Hoïc California taïi Berkeley ñang tham khaïo moät cuoäc nghiêän cöu voä cuøng quan troïng cho Sôu Xaõ Hoäi (The California Department of Social Services, CDSS). Muïc ñích cuïa cuoäc nghiêän cöu naøy laø muoán tìm hieäu theâm kinh nghiêäm cuïa nhöøng baäc cha meï veä vieäc giöø treù khi tham gia vaøo chöông trình CalWORKs hoaëc sau khi khoâng coøn tham gia nöõa. Nhöøng keát quaü töø cuoäc nghiêän cöu naøy seõ giuùp chöông trình CalWORKs ñöôïc caùu thieän toát hôn cho nhöøng baäc cha meï ñang laøm vieäc.

Vaø cho cuoäc nghiêän cöu naøy, quyù vò coù theå nhaän moät cuù ñieän thoaiï töø Coâng Ty Freeman, Sullivan & Co. (FSC), moät coâng ty chuyeän veä nghiêän cöu taïi San Francisco, seõ hoüi quyù vò tham gia phöông vaän khoâng 20 phuüt treân ñieän thoaiï. Khi quyù vò nhaän ñöôïc cuù ñieän thoaiï töø FSC, ñieäu ñiöu coù nghóa laø teän cuïa quyù vò ñöôïc choïn moät caùch ngaãu nhieän töø danh saùch cuïa nhöøng ngöðøi trong chöông trình CalWORKs.

Söi quyèát ñönh tham gia vaøo cuoäc nghiêän cöu cuïa quyù vò laø töï nguyeän vaø seõ khoâng bò aùnh hööung ñieän quyèän löiï veä CalWORKs. Quyù vò coù theå töø choái traü löøi baát cöu caäu hoüi naøo quyù vò khoâng vöøa loøng, vaø coù theå göng cuoäc phöông vaän baát cöu luïc naøo.

Taát caù caùc caäu traü löøi cuïa quyù vò seõ ñöôïc giöø kín cuøng nhö seõ khoâng ñöôïc tieát loaï vöüi nhaän vieän CalWORKs. Teän cuïa quyù vò seõ khoâng ñöôïc nhaéc töü. Taát caù caùc caäu traü löøi cuïa nhöøng ngöðøi ñaõ tham döï vaøo cuoäc nghiêän cöu naøy seõ ñöôïc nhaäp chung laïi ñeä coù moät keát quaü toång quaüt.

FSC xin taëng 10 ñoä la ñeä caùm taï söi hoïp taùc cuïa quyù vò.

Neäu quyù vò coù theåc maëc hoaëc coù caäu hoüi gì, xin vui loøng lieän laïc baø Diane Hirshberg taï soá (510) 642-7223.

# CDSS-PACE Child Care Planning Project

## Child Care Subsidy Interview

### 5/30/01

**Intro1.** Hello. My name is \_\_\_\_\_ and I'm calling on behalf of the University of California at Berkeley. May I speak with \_\_\_\_\_?  
(CalWORKs participant)

1. Yes
2. No

IF PARTICIPANT IS NOT AT HOME:

**CB.** What would be a good time to call back?

IF PARTICIPANT IS AT HOME:

**. The interview will take about 20 minutes. Is this a good time for you?**

1. Yes
2. No *(Thank participant and terminate interview)*
3. No, not a good time *(Schedule callback)*

**INTRO 4. In which language would you like to be interviewed?**

1. English

**INTRO2.** We are calling to ask you questions about your experience with the CalWORKs welfare program and about your child care arrangements. You may remember getting a letter from us recently. The information you provide will help improve the CalWORKs program for other parents. To thank you for completing the interview, you will be paid \$10.

Your name was chosen at random from a list of similar parents. Your decision to participate in this interview is voluntary and will not affect your CalWORKs benefits.

Your responses will be kept confidential and will not be connected to your name. Your responses will never be shared with the county. You may refuse to answer any questions that you like and you can stop the interview at any time.

1. INTRO3Spanish
1. Vietnamese

## SCREENING QUESTIONS

Before we begin the interview, we need to confirm the following information.

**1. Have you ever participated in CalWORKs, or what used to be called the AFDC or GAIN program?**

- 1. Yes
- 2. No *(Sorry you are not eligible for the study. Thank you for your time).*
- 8. Don't Know** *(Sorry you are not eligible for the study. Thank you for your time).*
- 9. Refused** *(Sorry you are not eligible for the study. Thank you for your time).*

**2. Do you have a child age 13 or younger?**

- 1. Yes
- 2. No *(Sorry you are not eligible for the study. Thank you for your time).*
- 8. Don't Know** *(Sorry you are not eligible for the study. Thank you for your time).*
- 9. Refused** *(Sorry you are not eligible for the study. Thank you for your time).*

**3. Do you live in one of the following counties: Kern, Orange, or Santa Clara County?**

- 1. Kern County
- 2. Orange County
- 3. Santa Clara County
- 4. **None** *(Sorry you are not eligible for the study. Thank you for your time).*
- 8. Don't Know** *(Sorry you are not eligible for the study. Thank you for your time).*
- 9. Refused** *(Sorry you are not eligible for the study. Thank you for your time).*

**4a. Are you now receiving cash aid or cash assistance from CalWORKs?**

- 1. Yes *(Go to Question #5)*
- 2. No
- 8. Don't Know**
- 9. Refused**

**4b. How many months has it been since you stopped receiving cash aid or cash assistance from CalWORKs?**

\_\_\_\_\_ *(Go to Question #5)*

- 88. Don't Know**
- 99. Refused** *(Go to Question #5)*

**4c. Would you say:**

- 1. Less than 3 months
- 2. 3 to 6 months
- 3. More than 6 months
- 8. Don't Know**
- 9. Refused**

**5. Are you currently working and earning income?**

- 1. Yes
- 2. No
- 8. Don't Know**
- 9. Refused**

*Direction: If respondent answered "no" to Question #4a and Question #5, then say "Sorry you are not eligible for the study. Thank you for your time."*

**CHILD CARE ARRANGEMENTS**

**Now we would like to ask about your child care arrangements.**

**6. How many of your children who live with you are:**

<u>Age of child</u>	<u># of children</u>
Under 2 years old	_____
2-5 years old	_____
6-13 years old	_____
14 years and older	_____

**88. Don't Know** *(Those were all the questions I had. Thank you for your time. Go to #42 to confirm address)*

**99. Refused** *(Those were all the questions I had. Thank you for your time. Go to #42 to confirm address)*

**CATI Randomly Selects Index Child**

Based on the total number of children in the household, the CATI system will pick one child at random by asking for the  $n^{\text{th}}$  oldest child (e.g., “the 2<sup>nd</sup> oldest child”). This “index child” will be referred to in subsequent questions.

Now, we would like to find out about the child care arrangements you used over the last 6 months for one of your children.

7a. What is the name of your < $n^{\text{th}}$  oldest child> \_\_\_\_\_?

8. Don't Know (Probe)

9. Refused (Probe)

(Probe: It's okay if you don't want to give us a name. Let's just pick a name for the following questions.)

7b. How old is <index child>? \_\_\_\_\_

88. Don't Know

99. Refused

8. During the past 6 months, did anyone beside you regularly take care of <index child> 10 or more hours per week? (Probe: This can be any individual in your home or in their own home, including a parent, or in a family child care home or child care center.)

1. Yes

2. No (Go to Question #10)

8. Don't Know

9. Refused

9. In a typical week during the past six months, about how many hours per week did <index child> receive child care from these child care providers?

\_\_\_\_\_ (Go to Question #12)

88. Don't Know

99. Refused

10. Would you like to use child care for <index child>?

1. Yes

2. No (Go to Question #20)

8. Don't Know

9. Refused

**11. What is preventing you from using child care for <index child>? (Go to Question # 20) (multiple response)**

**8. Don't Know**

**9. Refused**

**12. Which of these following types of child care provider(s) did you use for <index child> in the past 6 months? (read responses, multiple response)**

- |   |                         |
|---|-------------------------|
| 1. Family member  | (Go to Question #12a)   |
| 2. Child care center, which includes church or other religious child care center, YMCA center | } (Go to Question #13)  |
| 3. A Family Child Care Home (FCCH)  |                         |
| 4. Head Start/Early Head Start  | } (Go to Question #12b) |
| 5. School   |                         |
| 6. Friend or other individual   | (Go to Question #12c)   |
| 7. A sports team, club, or recreational park program, or supervised playground                | } (Go to Question #13)  |
| 8. Sending the child to the public library_   |                         |
| 9. Other _____  |                         |
| 10. N/A (child cares for self)  |                         |
| <b>11. Don't Know</b>   |                         |
| <b>12. Refused</b>  |                         |

**12a. Which family member takes care of <index child>? (read responses, multiple response) (Go to Question #13)**

1. The child's father/mother
  2. Your current partner or spouse
  3. The child's older brother or sister
  4. Grandparent
  5. Another relative
  6. Other (specify) \_\_\_\_\_
- 8. Don't Know**
- 9. Refused**

**12b. What type of school does <index child> attend? Is it a: (read responses, multiple response) (Go to Question #13)**

1. Nursery school/pre-school
  2. Extended day care program, before or after school care at the child's school
  3. Other (specify) \_\_\_\_\_
- 8. Don't Know**
- 9. Refused**



**12c. Is this friend or individual who takes care of <index child>:** (read responses, multiple response) (*Go to Question #13*)  
(FYI – It's okay for providers to not have a license...)

- 1. An unlicensed provider in your home
- 2. A licensed provider in your home
- 3. An unlicensed provider in his/her own home
- 4. A licensed provider in his/her own home
- 5. Other (specify) \_\_\_\_\_
- 8. Don't Know**
- 9. Refused**

**13. Do you or your family pay for child care for <index child>?**

- 1. Yes
- 2. No (*Go to Question #16*)
- 8. Don't Know** (*Go to Question #16*)
- 9. Refused** (*Go to Question #16*)

**14. How much do you or your family usually pay for child care per month for <index child>?** \$ \_\_\_\_\_

(Probe: You said...)

- 1. Per month
- 2. Per week
- 3. Per hour
- 8. Don't Know**
- 9. Refused**

**15. Of that, is some portion a required co-payment?**

- 1. Yes
- 2. No (*Go to Question #16*)
- 8. Don't Know** (Probe: Does the child care agency or your child care center require that you make a small payment for <index child's> child care?) (*Go to Question #16 if probe does not work*)
- 9. Refused** (*Go to Question #16*)

**15a. How much is your co-payment?** \$ \_\_\_\_\_

(Probe: Is that...)

- 1. Per month
- 2. Per week
- 8. Don't Know**
- 9. Refused**

**16. Many families need help paying for child care. Have you received any kind of help paying for child care for <index child> over the last 6 months?**

- 1. Yes
- 2. No (Go to Question #18)
- 8. Don't Know** (Go to Question #18)
- 9. Refused** (Go to Question #18)

**17. Who has provided this help?** (read responses, multiple response)

- 1. CalWORKs or GAIN
- 2. Head Start/Early Start Center
- 3. APP (Alternative Payment Program) <CATI will fill in names of AP programs>
- 4. Before-/after-school care
- 5. The child care center or agency provides it or pays for it
- 6. Child care is provided for or paid for by an employer
- 7. Child care is paid for by the other parent
- 8. Child care is paid for by my partner or spouse (not the other parent)
- 9. Child care is paid for by a relative
- 10. CalWORKs community college child care
- 11. Religious organization/place of worship
- 12. Child care is traded for/exchanged/or bartered
- 13. Other (specify) \_\_\_\_\_
- 15. Don't Know**
- 16. Refused**

**18. While you were receiving cash aid or cash assistance, what did the welfare office tell you about finding child care?** (multiple response)

(Probe: Is there anything else?)

- 8. Don't Know**
- 9. Refused**

**19. What did the welfare office tell you about paying for child care?** (multiple response)

- 8. Don't Know**
- 9. Refused**

## CaWORKs CHILD CARE SUBSIDIES

**20. Did you know that CalWORKs could help pay for your child care?**

1. Yes
2. No
- 8. Don't Know**
- 9. Refused**

**21. Did you know that CalWORKs or <insert AP program name> may continue to pay for your child care for up to 2 years after you started working?**

1. Yes
2. No
- 9. Refused**

*If the respondent answered "no" to Questions #20 and #21, then if respondent uses child care, go to Question #24, if not, go to Question #27*

*Based on response to Question #17, if respondent has used a CalWORKs child care subsidy or APP in the past 6 months, go to Question #23.*

**22. What are the primary reasons why CalWORKs is not paying for your child care?**  
(multiple response)

- 8. Don't Know**
- 9. Refused**

**23. How did you find out that CalWORKs would pay for your child care?** (read responses, multiple response)

1. Your case worker
2. Child's other parent
3. A relative or friend
4. Child care provider or <insert APP list>
5. Employer/job training
6. Welfare rights advocacy group
7. Never found out you were eligible
8. CalWORKs/GAIN/AFDC orientation
9. Fliers sent to my home
10. Other (specify) \_\_\_\_\_
- 11. Don't Know**
- 12. Refused**

*If respondent uses child care, go to Question #24, if not, go to Question #27*

**24. How did you find your current child care provider(s) for <index child>? Was it through:** (read responses, multiple response)

- 1. A friend, relative, or co-worker
- Your neighborhood
- The place where you work
- 4. A school
- 5. A church, synagogue or other place of worship
- A newspaper, phone book, a public bulletin board, a flyer, or other advertisement
- 7. A toll-free number/a child care agency/<insert county R&R name> (Go to #25)
- The welfare office, a welfare caseworker, or eligibility worker <or did you>
- Already know the child care provider
- Other (specify) \_\_\_\_\_
- 11. Don't Know
- 12. Refused

(Go to Question #26)

**25. How did you find out about the child care agency/<insert county R&R name>?** (multiple response)

- 8. Don't Know
- 9. Refused

**26. What are the reasons you chose your current child care provider for <index child>? You can give more than one reason if you would like** (multiple response)  
(Probe: Why did you pick this child care provider?)

- 8. Don't Know
- 9. Refused

**27. If you found out that you were still eligible for a CalWORKs child care subsidy, would you be interested in having CalWORKs pay for your child care?**

- 1. Yes (Go to Question #28)
- 2. No
- 8. Don't Know**
- 9. Refused** (Go to Question #28)

**27a. Can you tell me why you would not be interested in having CalWORKs pay?**  
(multiple response)

**28. In the past year, did you find it hard to find or keep a job, go to school, or participate in training because you were unable to arrange child care?**

- 1. Yes
- 2. No
- 8. Don't Know**
- 9. Refused**

### CalWORKs PARTICIPATION

**29. Which of the following CalWORKs activities are you participating in?** (read responses, multiple response)

- 1. Job search activities
  - 2. Job training and vocational education
  - 3. Self-Initiated Program (SIP) to earn an A.A./B.A. degree
  - 4. Substance abuse services
  - 5. Mental Health Services
  - 6. English as a second language (ESL)
  - 7. Domestic abuse services <or are you>
  - 8. Working (part-time or full-time)
  - 9. Other (specify) \_\_\_\_\_
  - 10. Don't Know**
  - 11. Refused**
- } (Go to Questions #30 and #34)
- } (Go to Questions #30 thru #34)
- } (Go to Questions #30 and #34)

**30. How many total months or years have you participated in CalWORKs?**

- \_\_\_\_\_
- 1. Months
  - 2. Years
  - 8. Don't Know**
  - 9. Refused**

31. What type of work are you doing? \_\_\_\_\_

7. Not working (Go to Question #35)

8. Don't Know

9. Refused

32. About how many hours do you work in a typical week? \_\_\_\_\_

8. Don't Know

9. Refused

33. What shift(s) do you usually work? (read responses, multiple response)

1. Days

2. Evenings

3. Nights

4. Weekends

5. Rotating/variable

8. Don't Know

9. Refused

34. What is your total monthly income before taxes? Please include salary, wages, tips, alimony, child support, and cash assistance.

\$ \_\_\_\_\_

(Probe: Is that...)

1. Per hour (Go to Question #35)

2. Per week (Go to Question #35)

3. Per month (Go to Question #35)

8. Don't Know

9. Refused (Go to Question #34a)

*CATI will calculate monthly earnings based on responses to Questions #34 using per hour and per week figures.*

34a. Even a rough estimate would be helpful. Would you say that your total monthly income is:

1. Under \$500 per month

2. \$501-\$1000 per month

3. \$1001-\$1500 per month

4. Over \$1501 per month

8. Don't Know

9. Refused

## ABOUT YOU

I have a few final questions that will help us describe the people who completed this interview.

### 35. What is the highest grade in school you completed?

1. Grade school or less
2. Some junior high
3. Junior high
4. Some high school
5. High school
1. Some college
1. 2-year college
8. 4-year college
9. Other (specify) \_\_\_\_\_

**10. Don't Know**

**11. Refused**

### 36. What is your current marital status?

1. Single-never married
2. Single-living with a partner
3. Married
4. Separated
5. Divorced
1. Widowed

**8. Don't Know**

**9. Refused**

### 37. To which of these groups do you belong? (multiple response, read responses)

1. African American or Black
2. American Indian
3. Caucasian or White
4. Asian
5. Latino or Hispanic
6. Pacific Islander
7. Other (specify) \_\_\_\_\_

}

*(Go to Question #40)*

*(Go to Question #37a)*

*(Go to Question #38)*

}

*(Go to Question #40)*

**8. Don't Know**

**9. Refused**

**37a. Are you:** (multiple response, read responses)

- 1. Vietnamese
- 2. Chinese
- 3. Hmong
- 4. Japanese
- 5. Korean
- 6. Laotian
- 7. Other (specify) \_\_\_\_\_
- 8. Don't Know**
- 9. Refused**

(Go to Questions #39)

(Go to Question #40)

**38. What language(s) do you speak at home?** (Go to Question #41)

- 1. Only Spanish
- 2. Mostly Spanish
- 3. Both Spanish and English
- 4. Mostly English and some Spanish
- 5. Only English
- 6. Other (specify) \_\_\_\_\_
- 8. Don't Know**
- 9. Refused**

**39. What language(s) do you speak at home?**

- 1. Only Vietnamese
- 2. Mostly Vietnamese
- 3. Both Vietnamese and English
- 4. Mostly English and some Vietnamese
- 5. Only English
- 6. Other (specify) \_\_\_\_\_
- 8. Don't Know**
- 9. Refused**

**40. How easy or difficult was it to read the materials given to you by the welfare office**

**or your case worker?** (read list)

- 1. Very easy
- 2. Somewhat easy
- 3. Somewhat difficult
- 4. Very difficult
- 8. Don't Know**
- 9. Refused**



**41. Do you have any additional comments you would like to make about your child care arrangements?**

**In appreciation for completing this interview, we would like to offer you \$10. But first I need to check your mailing address.**

*<CATI inserts address from database>*

*Interviewer reads address to respondent.*

**42. Is this address correct?**

- 1. Yes
- 2. No *(fill in correct address below)*
- 8. Don't Know**
- 9. Refused**

*If respondent answered "yes" to Question #27, state "You mentioned that you might be interested in seeing whether CalWORKs would pay for your child care. Let me give you the toll-free number for your county."*

**THANK YOU VERY MUCH FOR PARTICIPATING IN THIS INTERVIEW.**

## Appendix B: Telephone Interview Frequencies

# CDSS-PACE Child Care Planning Project Child Care Subsidy Interview

County:

	Count	Percentage
Kern County	673	34.1%
Orange County	797	40.4%
Santa Clara County	504	25.5%
Total	1974	100.0%

### SCREENING QUESTIONS

4a. Are you now receiving cash aid or cash assistance from CalWORKs?

	Count	Percentage
Yes	1724	87.3%
No	249	12.6%
Don't Know	1	0.1%
Total	1974	100.1%

4b. How many months has it been since you stopped receiving cash aid or cash assistance from CalWORKs?

	Count	Percentage
Less than 3 months	107	43.1%
3 to 6 months	107	43.1%
More than 6 months	34	13.7%
Total	248	99.9%

5. Are you currently working and earning income?

	Count	Percentage
Yes	1207	61.1%
No	767	38.9%
Total	1974	100.0%

## CHILD CARE ARRANGEMENTS

Now we would like to ask about your child care arrangements.

6. How many of your children who live with you are:

**Under 2 years old**

	Count	Percentage
0	1477	74.8%
1	441	22.3%
2	54	2.7%
3	2	0.1%
Total	1974	99.9%

**2-5 years old**

	Count	Percentage
0	1131	57.3%
1	669	33.9%
2	151	7.6%
3	19	1.0%
4	2	0.1%
5 or more	2	0.1%
Total	1974	100.0%

**6-13 years old**

	Count	Percentage
0	523	26.5%
1	778	39.4%
2	473	23.9%
3	147	7.4%
4	35	1.8%
5 or more	18	0.9%
Total	1974	99.9%

**14 years and older**

	Count	Percentage
0	1383	70.1%
1	345	17.5%
2	170	8.6%
3	54	2.7%
4	18	0.9%
5 or more	4	0.2%
Total	1974	100.0%

**CATI Randomly Selects Index Child**

Based on the total number of children in the household, the CATI system will pick one child at random by asking for the  $n^{\text{th}}$  oldest child (e.g., “the 2<sup>nd</sup> oldest child”). This “index child” will be referred to in subsequent questions.

Now, we would like to find out about the child care arrangements you used over the last 6 months for one of your children.

**7b. How old is <index child>?**

	Count	Percentage
Under 2	170	8.7%
2-5 years old	477	24.3%
6-13 years old	1316	67.0%
Total	1963	100.0%

**8. During the past 6 months, did anyone beside you regularly take care of <index child> 10 or more hours per week?** (Probe: This can be any individual in your home or in their own home, including a parent, or in a family child care home or child care center.)

	Count	Percentage
Yes	1250	63.4%
No	721	36.6%
Total	1971	100.0%

**9. In a typical week during the past six months, about how many hours per week did <index child> receive child care from these child care providers?**

	Count	Percentage
0-10	172	14.7%
11-20	223	19.0%
21-30	189	16.1%
31-40	379	32.4%
41-50	150	12.8%
51+	58	5.0%
Total	1171	100.0%

**10. Would you like to use child care for <index child>?**

	Count	Percentage
Yes	205	28.4%
No	509	70.6%
Don't Know	7	1.0%
Total	721	100.0%

**11. What is preventing you from using child care for <index child>? (Go to Question # 20) (multiple response)**

--

**8. Don't Know**

**9. Refused**

**12. Which of these following types of child care provider(s) did you use for <index child> in the past 6 months? (multiple response) N= 1253**

	Count	Percentage of Responses	Percentage of Cases
Family member	837	59.3%	66.8%
Child care center, which includes church or other religious child care center, YMCA center	174	12.3%	13.9%
A Family Child Care Home (FCCH)	105	7.4%	8.4%
Head Start/Early Head Start	19	1.3%	1.5%
School	85	6.0%	6.8%
Friend or other individual	151	10.7%	12.1%
A sports team, club, or recreational park program, or supervised playground	9	0.6%	0.7%
Sending the child to the public library	3	0.2%	0.2%
Other	23	1.6%	1.8%
N/A (child cares for self)	5	0.4%	0.4%
Total	1411	99.8%	

**12a. Which family member takes care of <index child>? (multiple response) (Go to Question #13) N= 837**

	Count	Percentage of Responses	Percentage of Cases
The child's father/mother	362	38.1%	43.2%
Your current partner or spouse	24	2.5%	2.9%
The child's older brother or sister	111	11.7%	13.3%
Grandparent	311	32.7%	37.2%
Another relative	140	14.7%	16.7%
Other (specify)	3	0.5%	0.4%
Total	951	100.2%	

**12b. What type of school does <index child> attend? Is it a:** (multiple response) (Go to Question #13) N= 84

	Count	Percentage of Responses	Percentage of Cases
Nursery school/pre-school	17	20.0%	20.2%
Extended day care program, before or after school care at the child's school	36	42.4%	42.9%
Other (specify)	32	37.6%	38.1%
Total	85	100.0%	

**12c. Is this friend or individual who takes care of <index child>:** (multiple response) (Go to Question #13) N = 151  
(FYI – It's okay for providers to not have a license...)

	Count	Percentage of Responses	Percentage of Cases
An unlicensed provider in your home	67	42.7%	44.4%
A licensed provider in your home	9	5.7%	6.0%
An unlicensed provider in his/her own home	53	33.8%	35.1%
A licensed provider in his/her own home	24	15.3%	15.9%
Other (specify)	4	2.5%	2.6%
Total	157	100.0%	

**13. Do you or your family pay for child care for <index child>?**

	Count	Percentage
Yes	231	18.7%
No	1006	81.3%
Total	1237	100.0%

**14. How much do you or your family usually pay for child care per month for <index child>?**

	Count	Percentage
\$0-\$100	69	31.7%
\$101-\$200	46	21.1%
\$201-\$500	75	34.4%
\$501-\$1000	20	9.2%
\$1000+	8	3.7%
Total	218	100.1%

**15. Of that, is some portion a required co-payment?**

	Count	Percentage
Yes	52	22.5%
No	178	77.1%
Don't Know	1	0.4%
Total	231	100.0%

**15a. How much is your co-payment?**

	Count	Percentage
\$0-\$50	11	23.4%
\$51-\$100	14	29.8%
\$101-\$150	4	8.5%
\$151-\$200	8	17.0%
\$201-\$300	4	8.5%
\$301+	6	12.8%
Total	47	100.0%

**16. Many families need help paying for child care. Have you received any kind of help paying for child care for <index child> over the last 6 months?**

	Count	Percentage
Yes	597	48.2%
No	641	51.7%
Don't Know	1	0.1%
Total	1239	100.0%

**17. Who has provided this help? (multiple response) N = 596**

	Count	Percentage of Responses	Percentage of Cases
CalWORKs or GAIN	292	42.5%	49.0%
Head Start/Early Start Center	4	0.6%	0.7%
APP (Alternative Payment Program)	325	47.3%	54.5%
Before-/after-school care	5	0.7%	0.8%
The child care center or agency provides it or pays for it	7	1.0%	1.2%
Child care is provided for or paid for by an employer	0	0.0%	0.0%
Child care is paid for by the other parent	0	0.0%	0.0%
Child care is paid for by my partner or spouse (not the other parent)	0	0.0%	0.0%
Child care is paid for by a relative	4	0.6%	0.7%
CalWORKs community college child care	6	0.9%	1.0%
Religious organization/place of worship	1	0.1%	0.2%
Child care is traded for/exchanged/or bartered	0	0.0%	0.0%
Other (specify)	11	1.6%	1.8%
Don't Know	3	0.4%	0.5%
Refused	29	4.2%	4.9%
Total	687	99.9%	

**18. While you were receiving cash aid or cash assistance, what did the welfare office tell you about finding child care? (multiple response)**

(Probe: Is there anything else?)

- 8. Don't Know**
- 9. Refused**

**19. What did the welfare office tell you about paying for child care? (multiple response)**

- 8. Don't Know**
- 9. Refused**



**CalWORKs CHILD CARE SUBSIDIES**

**20. Did you know that CalWORKs could help pay for your child care?**

	Count	Percentage
Yes	1262	84.9%
No	211	14.2%
Don't Know	13	0.9%
Total	1486	100.0%

**21. Did you know that CalWORKs or <insert AP program name> may continue to pay for your child care for up to 2 years after you started working?**

	Count	Percentage
Yes	1218	61.8%
No	753	38.2%
Total	1971	100.0%

*If the respondent answered "no" to Questions #20 and #21, then if respondent uses child care, go to Question #24, if not, go to Question #27*

*Based on response to Question #17, if respondent has used a CalWORKs child care subsidy or APP in the past 6 months, go to Question #23.*

**22. What are the primary reasons why CalWORKs is not paying for your child care?**  
(multiple response)

- 8. Don't Know**
- 9. Refused**

**23. How did you find out that CalWORKs would pay for your child care?** (read responses, multiple response) N = 600

	Count	Percentage of Responses	Percentage of Cases
Your case worker	395	56.1%	65.8%
Child's other parent	3	0.4%	0.5%
A relative or friend	48	6.8%	8.0%
Child care provider or APP	56	8.0%	9.3%
Employer/job training	10	1.4%	1.7%
Welfare rights advocacy group	5	0.7%	0.8%
Never found out you were eligible	1	0.1%	0.2%
CalWORKs/GAIN/AFDC orientation	79	11.2%	13.2%
Fliers sent to my home	42	6.0%	7.0%
Other (specify)	23	3.3%	3.8%
Don't Know	20	2.8%	3.3%
Refused	22	3.1%	3.7%
Total	704	99.9%	

*If respondent uses child care, go to Question #24, if not, go to Question #27*

**24. How did you find your current child care provider(s) for <index child>? Was it through:** (read responses, multiple response) N = 1238

	Count	Percentage of Responses	Percentage of Cases
A friend, relative, or co-worker	578	42.4%	46.7%
Your neighborhood	60	4.4%	4.8%
The place where you work	9	0.7%	0.7%
A school	66	4.8%	5.3%
A church, synagogue or other place of worship	13	1.0%	1.0%
A newspaper, phone book, a public bulletin board, a flyer, or other advertisement	40	2.9%	3.2%
A toll-free number/a child care agency	32	2.3%	2.6%
The welfare office, a welfare caseworker, or eligibility worker	111	8.1%	9.0%
Already know the child care provider	269	19.7%	21.7%
Other (specify)	43	3.2%	3.5%
Don't Know	62	4.5%	5.0%
Refused	81	5.9%	6.5%
Total	1364	99.9%	

**25. How did you find out about the child care agency/<insert county R&R name>?**  
 (multiple response)

- 8. Don't Know
- 9. Refused

**26. What are the reasons you chose your current child care provider for <index child>? You can give more than one reason if you would like** (multiple response)  
 (Probe: Why did you pick this child care provider?)

- 8. Don't Know
- 9. Refused

**27. If you found out that you were still eligible for a CalWORKs child care subsidy, would you be interested in having CalWORKs pay for your child care?**

	Count	Percentage
Yes	1506	76.4%
No	408	20.7%
Don't Know	56	2.8%
Total	1970	99.9%

**27a. Can you tell me why you would not be interested in having CalWORKs pay?**  
 (multiple response)

**28. In the past year, did you find it hard to find or keep a job, go to school, or participate in training because you were unable to arrange child care?**

	Count	Percentage
Yes	738	37.7%
No	1219	62.3%
Total	1957	100.0%

## CalWORKs PARTICIPATION

**29. Which of the following CalWORKs activities are you participating in?** (multiple response) N = 1974

	Count	Percentage of Responses	Percentage of Cases
Job search activities	443	17.9%	22.4%
Job training and vocational education	265	10.7%	13.4%
Self-Initiated Program (SIP) to earn an A.A./B.A. degree	148	6.0%	7.5%
Substance abuse services	8	0.3%	0.4%
Mental Health Services	47	1.9%	2.4%
English as a second language (ESL)	104	4.2%	5.3%
Domestic abuse services	19	0.8%	1.0%
Working (part-time or full-time)	629	25.4%	31.9%
Other (specify)	106	4.3%	5.4%
None	594	24.0%	30.1%
Don't Know	8	0.3%	0.4%
Refused	103	4.1%	5.2%
Total	2474	99.9%	

**30. How many total months or years have you participated in CalWORKs?**

	Count	Percentage
0-6 Months	1484	75.2%
7-12 Months	390	19.8%
13-24 Months	87	4.4%
25 and more Months	13	0.7%
Total	1974	100.1%

**31. What type of work are you doing?** \_\_\_\_\_

- 7. Not working (Go to Question #35)
- 8. Don't Know
- 9. Refused

**32. About how many hours do you work in a typical week?**

	Count	Percentage
0-10 Hours	28	4.5%
11-20 Hours	65	10.5%
21-30 Hours	89	14.3%
31-40 Hours	390	62.7%
41-50 Hours	38	6.1%
51 + Hours	12	1.9%
Total	622	100.0%

**33. What shift(s) do you usually work? (read responses, multiple response) N = 622**

	Count	Percentage of Responses	Percentage of Cases
Days	457	60.1%	73.5%
Evenings	86	11.3%	13.8%
Nights	57	7.5%	9.2%
Weekends	51	6.7%	8.2%
Rotating/Variable	108	14.2%	17.4%
Refused	1	0.1%	0.2%
Total	760	99.9%	

**34. What is your total monthly income before taxes? Please include salary, wages, tips, alimony, child support, and cash assistance.**

	Count	Percentage
Under \$500 per month	344	18.8%
\$501-\$1000 per month	741	40.5%
\$1001-\$1500 per month	551	30.1%
Over \$1501 per month	195	10.6%
Total	1831	100.0%

## ABOUT YOU

I have a few final questions that will help us describe the people who completed this interview.

### 35. What is the highest grade in school you completed?

	Count	Percentage
Grade school or less	183	9.3%
Some junior high	135	6.8%
Junior high	79	4.0%
Some high school	427	21.6%
High school	632	32.0%
Some college	272	13.8%
2-year college	137	6.9%
4-year college	63	3.2%
Other (specify)	36	1.8%
Don't Know	9	0.5%
Refused	1	0.1%
Total	1974	100.0%

### 36. What is your current marital status?

	Count	Percentage
Single-never married	593	30.0%
Single-living with a partner	107	5.4%
Married	805	40.8%
Separated	209	10.6%
Divorced	226	11.4%
Widowed	33	1.7%
Refused	1	0.1%
Total	1974	100.0%

**37. To which of these groups do you belong? (multiple response) N = 1974**

	Count	Percentage of Responses	Percentage of Cases
African American or Black	154	7.6%	7.8%
American Indian	55	2.7%	2.8%
Caucasian or White	505	24.8%	25.6%
Asian	641	31.5%	32.5%
Latino or Hispanic	625	30.7%	31.7%
Pacific Islander	32	1.6%	1.6%
Other (specify)	14	0.7%	0.7%
Don't Know	2	0.1%	0.1%
Refused	8	0.4%	0.4%
Total	2036	100.1%	

**37a. Are you: (multiple response) N = 640**

	Count	Percentage of Responses	Percentage of Cases
Vietnamese	603	86.9%	94.2%
Chinese	68	10.0%	10.6%
Hmong	1	0.1%	0.1%
Japanese	2	0.3%	0.3%
Korean	0	0.0%	0.0%
Laotian	3	0.4%	0.5%
Other (specify)	17	2.4%	2.7%
Total	694	100.1%	

**38. What language(s) do you speak at home? (Go to Question #41)**

	Count	Percentage
Only Spanish	91	14.8%
Mostly Spanish	49	8.0%
Both Spanish and English	182	29.6%
Mostly English and some Spanish	113	18.4%
Only English	179	29.1%
Other (specify)	1	0.2%
Total	615	100.1%

**39. What language(s) do you speak at home?**

	Count	Percentage
Only Vietnamese	438	77.4%
Mostly Vietnamese	84	14.8%
Both Vietnamese and English	18	3.2%
Mostly English and some Vietnamese	5	0.9%
Only English	2	0.4%
Other (specify)	19	3.4%
Total	566	100.1%

**40. How easy or difficult was it to read the materials given to you by the welfare office or your case worker?**

	Count	Percentage
Very easy	946	47.9%
Somewhat easy	655	33.2%
Somewhat difficult	226	11.4%
Very difficult	112	5.7%
Don't Know	35	1.8%
Total	1974	100.0%

**41. Do you have any additional comments you would like to make about your child care arrangements?**

**In appreciation for completing this interview, we would like to offer you \$10. But first I need to check your mailing address.**

*<CATI inserts address from database>*

*Interviewer reads address to respondent.*

**42. Is this address correct?**

	Count	Percentage
Yes	1573	79.7%
No	399	20.2%
Refused	1	0.1%
Total	1974	100.0%

**LANG. In which language was the interview completed?**

	Count	Percentage
English	1189	60.2%
Spanish	176	8.9%
Vietnamese	609	30.9%
Total	1974	100.0%



## Appendix C: Open-Ended Questions Index of Frequencies

Table #	Title
1	Preventing you from Using Child Care (Q11)
2	While Receiving Cash Aid/Assistance, what did the Welfare Office tell you about <u>Finding</u> Child Care (Q18)
3	What did Welfare Office tell you about <u>Paying</u> for Child Care (Q19)
4	Primary Reasons why CalWORKs is not Paying for Child Care (Q22)
5	Reasons Chose Current Child Care Provider (Q26)
6	Why Not Interested in Having CalWORKs Pay (Q27a)

Table1: Preventing you from Using Child Care (Q11)\* n=219

Code	Count	% of Cases
Does not need care	102	46.6%
Cost/subsidy issues	27	12.3%
Don't know where/have time to find care/don't know system	19	8.7%
Prefer to use other parent/partner/relative/child	16	7.3%
Location/transportation issues	14	6.4%
Availability (openings, hours, won't take all children, won't take certain ages, language, special needs)	14	6.4%
Wants to care for child themselves	10	4.6%
Quality or trust issues	8	3.7%
Now looking for child care provider	8	3.7%
Other	28	12.8%
Total	246	

\*Multiple response question.

Table 2: While Receiving Cash Aid/Assistance, what did the Welfare Office tell you about Finding Child Care (Q18)\* n=1,184

Code	Count	% of Cases
Case worker helped me find care or get assistance	316	26.7%
Told that CalWORKs would pay for child care/specified rules for reimbursement	252	21.3%
Given referrals to R&Rs	211	17.8%
Given no information/no help was offered	209	17.7%
Did not need/want assistance/already had a provider at the time	148	12.5%
Given some information about child care	143	12.1%
Told to find care themselves	128	10.8%
Informed that they could choose any type of care	120	10.1%
Told did not qualify for assistance or needed to have other family/parent care for child, or certain providers were denied	44	3.7%
System was difficult, had problems getting assistance	27	2.3%
Referred to another agency or organization (not R&R)	17	1.4%
Given or understood incorrect information about child care choice and subsidies	15	1.3%
Told to look for a provider that took CalWORKs vouchers/charged right amount	12	1.0%
Other	33	2.8%
Don't remember	29	2.4%
Total	1,704	

\*Multiple response question.

Table 3: What did Welfare Office tell you about Paying for Child Care (Q19)\*  
n=1,119

Code	Count	% of Cases
They would help pay for my child care	361	32.3%
They told me I needed to meet certain requirements for a subsidy	308	27.5%
They told me nothing	156	13.9%
They referred me to an agency/AP program	104	9.3%
Was told about payment, co-payment, time limits, age limits, stages, waiting lists	70	6.3%
Not interested in it/did not need/did not apply/not eligible	56	5.0%
Was given specific information regarding who they could use as a provider	43	3.8%
Was denied payment/had problems for various reasons/too complicated/too much paperwork	36	3.2%
Respondent was told or understood incorrect information/case worker did not explain well/had to ask about it	23	2.1%
Was told to find child care first then go back to welfare office to arrange payment	16	1.4%
Was told CalWORKs will not pay for spouse/parent at home	8	0.7%
Respondent received help finding child care	7	0.6%
Provider won't take CalWORKs subsidies/reimbursement rates are too low	6	0.5%
Other	20	1.8%
Does not remember/does not know/did not pay attention	60	5.4%
Total	1,274	

\*Multiple response question.

Table 4: Primary Reasons why CalWORKs is not Paying for Child Care (Q22)\*  
n=1,146

Code	Count	% of Cases
Don't have to pay for child care	444	38.7%
Is not working/not enrolled in school/off CalWORKs	249	21.7%
Didn't want it, did not apply	167	14.6%
Wants to keep child at home with family/doesn't trust others/special needs child	91	7.9%
Another program pays for child care (including APP, CalWORKs)	82	7.2%
Bad experience	57	5.0%
Did not know they were eligible/know about subsidies or how program works	54	4.7%
Thought they were not eligible for various reasons	46	4.0%
Has not found a provider	38	3.3%
Unwilling to change provider/provider not eligible/won't accept subsidy	35	3.1%
Paperwork issues	24	2.1%
Language barrier	1	0.1%
Don't know	48	4.2%
Total	1,336	

\*Multiple response question.

Table 5: Reasons Chose Current Child Care Provider (Q26)\* n=1,221

Code	Count	% of Cases
Child care provider is a relative/family member	497	40.7%
Safety/trust child care provider	394	32.3%
Location/transportation	333	27.3%
Quality of child care	240	19.7%
Cares for own child/doesn't have a provider	99	8.1%
Provider offered/willing/likes my children/children like provider/nice atmosphere	64	5.2%
Cost of child care	59	4.8%
Hours care is available	52	4.3%
Child care provider took all of my children/served special needs/infants	40	3.3%
Only/best provider available/no time to look	26	2.1%
Language/socio-cultural background of provider	24	2.0%
Provider needed the work/money	6	0.5%
Other	63	5.2%
Total	1,897	

\*Multiple response question.

Table 6: Why Not Interested in Having CalWORKs Pay (Q27a)\* n=427

Code	Count	% of Cases
Parent cares for child themselves	99	23.2%
Other parent takes care of child	61	14.3%
Child is too old for subsidy or for care/takes care of self	48	11.2%
Does not need/want a subsidy	40	9.4%
Wants family member as provider	33	7.7%
Does not need child care	30	7.0%
Paperwork burden	23	5.4%
Not working	23	5.4%
Another program pays for child care	22	5.2%
Special needs child/lack of infant care/problems finding care	21	4.9%
Bad experiences/problems with program/don't want county involved	18	4.2%
Earns enough to pay for care/too much for subsidy/doesn't pay or pays very little	18	4.2%
Likes current provider/afraid to switch/concerned about quality of those who take subsidies	12	2.8%
Problems with eligibility of provider, self, future eligibility concerns	10	2.3%
Didn't know about/understand program	8	1.9%
Subsidy inadequate	5	1.2%
Not using subsidy so others who need it more can have it	4	0.9%
Language barrier	2	0.5%
Other	12	2.8%
Total	489	

\*Multiple response question.

Policy Analysis for California Education PACE  
University of California, Berkeley  
and Stanford University  
3653 Tolman Hall  
Berkeley, CA 94720-1670  
Telephone: (510) 642-7223  
<http://pace.berkeley.edu>

---