

CASE MANAGEMENT: CONNECTING FAMILIES TO CHILD CARE AND DEVELOPMENT SERVICES

The array of choices and requirements for subsidized child care and development services is not easy for many parents or primary caregivers*. It is particularly challenging for families experiencing extraordinary stress, such as interactions with the child welfare and/or probation systems. Case management or guidance through the process of obtaining information, applying for child care and development services, enrolling in a program, and then meeting the ongoing eligibility requirements is essential to ensuring successful long term outcomes for children and their families.

The following is a list of key points in the process where support may be critical:

Identifying the Need for Child Care and Development

- What type of care is needed? Is it available? Is the family eligible? How does the family access their child care and development options?
- Use the “*Making Choices: Subsidized Child Care and Development Services*” chart to help guide the conversation about what is needed and for whom.

Contacting the Appropriate Child Care Resource & Referral Agency (R&R)

- Refer to the “*Using Child Care Resource and Referral Services*” guide to help the parents or primary caregivers have the conversation with or to engage the R&R on their behalf.

Preparing for the Call to Enroll

- Assist the parents or primary caregivers in creating a portfolio of documents needed to respond to an invitation to enroll. Use the guide, “*Registration and Enrollment: Developing a Portfolio for Child Care and Development*”.
- Check with the parents or primary caregivers periodically about whether they have received anything in the mail or received a call relating to the availability of child care and development services. If parents or primary caregivers do not respond, they may lose their opportunity to enroll their child. Encourage them to respond quickly to any contact and to keep any appointments made with a child care and development agency or to call to reschedule ahead of time.

Maintaining the Subsidized Child Care and Development Services

- Check with the families periodically to see if the child care and development services are working well for them.
- Remind the family that if their income, family size, contact information, or anything else changes to contact the child care and development program to update their information. They should also maintain the documentation portfolio to verify any changes they report.

* Primary caregiver for the purposes of this document refers to relative caregivers, foster parents or legal guardians.

