



	REPORT No.: 2019-06
MEETING DATE: FEBRUARY 20, 2019	DATE PREPARED: FEBRUARY 6, 2019
SUBJECT: 2018 CHILD CARE WAITLIST SURVEY RESULTS	

RECOMMENDATION

For information only.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with summary results from the Child Care Waitlist Survey, conducted in September 2018.

BACKGROUND

In discussions with the Child Care and Early Years' team, the Research and Social Policy team created a survey designed to gather feedback from parents currently waiting on the child care waitlist. The survey was specifically designed to obtain data on what child care arrangements have been made in the interim, while parents wait for a space to be offered at a licensed child care centre, and their comments with regards to the waitlist.

The questions asked included:

- a) What are you currently doing for child care? (Select all that apply)
- b) Why are you currently on the child care waitlist? (Select all that apply)
- c) Have you ever been offered a space in a child care centre? (yes/no)
 - 1. If yes, did you refuse it?
 - 2. Why did you refuse it? (select all that apply)
- d) Do you have any other comments regarding the waitlist?

A contact list was created from the August 2018 child care waitlist report. Only parents with an anticipated start date of October 1, 2018 or earlier were selected in order to get a picture of what parents are doing for child care while they are waiting, given that parents who had selected a future start date are not in immediate need of child care. A total of 1,390 parents were identified for the contact list.

The survey was conducted online using the SimpleSurvey software. A link to the survey was sent out to the contact list via email from the childcare.waitlist@tbdssab.ca email

address. An incentive draw for two \$25 gift cards was offered in the email, along with a contact number for any further questions

COMMENTS

A total of 421 completed surveys were received, representing a 30.3% response rate. 62 emails bounced back, marked as spam (4.5%), and these were not re-sent. Nonetheless, the results of the survey are statistically significant 99% of the time, +/- 5.5%. The statistically significant response rate indicates that the results can be regarded as a representative sample size, and as such, may reasonably be applied to all of the people that are in the "currently waiting" group on the waitlist.

Some key findings identified from the 2018 Child Care Waitlist Survey responses are as follows:

- 31.8% (+/- 5.5%) of people on the waitlist have a placement in licensed child care (home or centre).
- 13.5% (+/- 5.5%) of people on the waitlist are not working because they do not have child care
- 3.3% (+/- 5.5%) of people on the waitlist are modifying their work hours because they do not have child care.
- 51.3% (+/- 5.5%) of people on the waitlist have been offered a space in a licensed child care centre, and 21.9% have refused a space (42.6% of those who had been offered a spot).
- The main reason for refusal is location. The second reason for refusal is that it was not their preferred centre.

The results of the 2018 Child Care Waitlist Survey will help to inform evidence-based decision-making in 2019 and beyond. Steps that have already been undertaken to address issues identified in the survey include advocacy to the Minister of Education regarding the recruitment and retention of qualified Early Childhood Educators (ECEs), as well as discussions with Confederation College, in order to formulate solutions to the shortage of qualified ECEs. In addition, Administration has been exploring opportunities to address the management of the current waitlist system by looking into other software that is better suited to TBDSSAB service system needs. Finally, Administration is in the early stages of developing a Child Care and Early Years' Service System Plan for Board review and approval. This plan will identify key priorities – including, but not limited to, program design and child care centre location – that are responsive to TBDSSAB efforts at broader service system engagement, such as this survey.

FINANCIAL IMPLICATIONS



There are no financial implications related to this report.

CONCLUSION

It is concluded that the 2018 Child Care Waitlist Survey addresses the TBDSSAB Strategic Plan, following the strategy to Enhance Communication with Clients, as a method to highlight accomplishments and identify issues for improvement. Further, the information gathered will help form the basis for evidence-based decision-making in 2019 and beyond.

REFERENCE MATERIALS ATTACHED

Attachment 1: [2018 Child Care Waitlist Survey Results Summary](#)

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The District of Thunder Bay Social Services Administration Board
Child Care Wait List - Survey Results
Statistically Significant - 99% of the time, +/- 5.5%

Surveys Sent	1,390	
Bounced Back	62	4.5%
Responses	421	
Response Rate (All)	30.3%	
Response Rate (delivered)	31.7%	

Note - responses will add to >100% because multiple answers were allowed.

What are you currently doing for child care?			
	#	% of respondents	Chart
Child care centre	123	29.2%	
Licensed home child care	11	2.6%	
Private home	103	24.5%	
Nanny/babysitter	26	6.2%	
Family/friends	164	39.0%	
Other program	7	1.7%	
Not working	57	13.5%	
Other:	41	9.7%	
Modifying work hours	14	3.3%	
Maternity Leave	11	2.6%	
Stay at home parent	6	1.4%	
Parents on opposite shifts	4	1.0%	
Not actually needed yet	2	0.5%	
School	2	0.5%	
Opened own daycare	1	0.2%	
Social worker (on behalf of parent)	1	0.2%	
No Response	1	0.2%	

Of parents not working: 57			
Offered a spot	18	31.6%	
Refused a spot	8	14.0%	
Times inconvenient	3	37.5% of those who are not working but refused a spot	
Schedule didn't work	2	25.0% of those who are not working but refused a spot	
Location didn't work	1	12.5% of those who are not working but refused a spot	
Wanted part time, but offered full time	4	50.0% of those who are not working but refused a spot	
Not my preferred centre	2	25.0% of those who are not working but refused a spot	
Not enough spaces	2	25.0% of those who are not working but refused a spot	
Other reasons	3	37.5% of those who are not working but refused a spot	

Of parents modifying work hours 14			
Offered a spot	9	64.3%	
Refused a spot	3	21.4%	
Schedule didn't work	1	33.3% of those who modify their hours but refused a spot	
Wanted part time but offered full time	1	33.3% of those who modify their hours but refused a spot	
Other	1	33.3% of those who modify their hours but refused a spot	

Child Care Wait List - Survey Results

Statistically Significant - 99% of the time, +/- 5.5%

Why are you currently on the child care waitlist?

I don't have child care	151	35.9%	
I want a more convenient location	120	28.5%	
I need more affordable child care	68	16.2%	
Different type	98	23.3%	
special needs	10	2.4%	
Other:	77	18.3%	
Keeping options open or replacing family	22	5.2%	
I shouldn't be, I'm placed	18	4.3%	
Looking for a reliable/steady/constant source of care	8	1.9%	
Family members unavailable	8	1.9%	
Need a spot for sibling/get kids at same location	6	1.4%	
Family/centre moving	4	1.0%	
Unhappy with current provider	3	0.7%	
Back to work soon	3	0.7%	
Social Interaction	3	0.7%	
Foster parents	2	0.5%	
No Response	4	1.0%	

Have you ever been offered a space in a child care centre?

Yes	216	51.3%	
No	204	48.5%	
No Response	1	0.2%	

If yes, did you refuse?

Yes	92	21.9%	
No	124	29.5%	
Not applicable	204	48.5%	
No Response	1	0.2%	

Note - 42.6% of those offered a spot have refused it

Why did you refuse?

Note - % is of people who refused the offered spot

Times	19	20.7%	
Schedule	15	16.3%	
Location	25	27.2%	
Wanted part time	20	21.7%	
wanted full time	3	3.3%	
Not preferred centre	25	27.2%	
Not enough spaces	11	12.0%	
Other:	26	28.3%	
Cost prohibitive	7	7.6%	
Wait was too long, another option used	6	6.5%	
Not needed yet	4	4.3%	
Already placed	3	3.3%	
Parent on leave	3	3.3%	
Unhappy with offer	3	3.3%	
No response	1	1.1%	