

# SEAMLESS SUPPORT

SERVING FAMILIES WITH CHILDREN ZERO TO THREE

PREPARED FOR IMPACT EARLY CARE AND EDUCATION FORUM

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EARLY CARE AND EDUCATION WORK GROUP (ECEW)

# SEAMLESS SUPPORT

## ZERO TO THREE

**Survey of Alexandria-based providers and organizations serving families with children 0-3 to understand:**

- The needs of and challenges faced by providers and organizations serving families with children 0-3;
- The needs of and challenges faced by families in the City with children 0-3 (as reported to providers);
- What connections already exist between providers in the City
- What connections or service gaps may exist

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## ZERO TO THREE

### **Who responded to the survey?**

A mix of organizations were represented, from non-profit organizations, city/public agencies, family daycare providers and others.

Responses also included a mix of organizational leaders, managers and direct service staff, with close to half of respondents reported working directly with families.

Responses reflect a wide range of organizations, with the largest percentage representing organizations that focus on Early Childhood and Early Intervention.

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## ZERO TO THREE

### **Top Healthcare-related concerns and challenges for families with children 0-3 reported by respondents:**

- Access to mental health services (38%)
- Access to health care (33%) and
- Case Management services and coordination of services among providers (33%)
- Safety and abuse concerns (28%)

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## ZERO TO THREE

**The biggest challenges in delivering healthcare reported by providers were:**

- Family challenges with follow through (45%)
- Families' ability to pay for services (using insurance or other means) (42%)
- Transportation to health care providers
- Families' use of the emergency room as their primary healthcare provider (24%)
- Lack of adequate mental health resources (23%)

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**Respondents believe that some of the primary challenges faced by families as they try to access early care and education services for 0-3 children are:**

- Finances/affordable housing
- Affordable child care
- Language and literacy issues
- Legal status, eligibility to work in US
- Outreach info being accessible to families/knowledge of what is available

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## ZERO TO THREE

### **The biggest challenges in delivering early care and education services reported by providers were:**

- Families' lack of awareness about the importance of child wellness (e.g., preventive care, early education, etc.) (53%)
- Income eligibility gap (i.e., family income is too high to qualify for certain programs but services are still too expensive for them) (41%)
- Families' lack of transportation (37%)
- Families' fear/concern about seeking government assistance (33%)

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### **How to address gaps in services:**

When asked what might help respondents fill in gaps in their efforts to serve this population, the most common suggestions were around:

- Additional communication and awareness (such as a centralized information source/directory; Info session/provider fair for organizations to be able to share what services they provide); and
- More coordination among service providers for children 0-3 and their families/caregivers.