



COVID-19 Emergency Child Care Matching Process

***Note – the current system has been designed with priority for health care workers. There will be more communication and information about next steps for other essential workers coming soon.**

Overview: The first steps of the matching process began mid-March. In the beginning, data was collected through Survey Monkey. Surveys were sent out to health care workers (these are the ‘need’ surveys) and asked health care workers things like – do you need child care, how many children, times, contact information, etc. Surveys were also sent out to providers (these are the ‘availability’ surveys) and asked providers things like – are you remaining open, do you have availability, would you be willing to take additional children. These survey responses grew very quickly. We received a great deal of data with a need to efficiently match health care workers with available providers.

Now: The ‘need survey’ is posted on the [Child Care Finder website](#) and asks healthcare workers do you need care for your children. The ‘availability’ survey now directs providers to update their availability in the [Child Care Provider Portal](#). The Need data is flowing directly into **CSAW**. The Availability data is flowing directly into the **Provider Portal** and the **map**. CSAW and the map were also loaded with the survey data that came from those initial survey monkeys.

Matching process: Facilitators (WECA, SFTA, licensors, others) look at need and facilitate matches. Facilitators use CSAW (all of the need data is going in there), and work cases (individual need requests from families). They use the map (the availability data is going in there) to find care near the request. The facilitator will contact the provider – *do you have availability?* And contact the family – *there is a potential slot at ABC Child Care - contact them to work out the details*. The provider and/or family is instructed to contact the facilitator after the slot is confirmed. The facilitator will then go into CSAW to update the status of the case, and into the Provider Portal to update available slots after the match. Updating the Provider Portal will update the map for availability. Providers are asked to monitor the Provider Portal to ensure that their facility capacity and openings are up to date.

Important note for licensors

- When matches are made through the above ‘matching process,’ the facilitator needs to know about it. It is the facilitator’s responsibility to update the Provider Portal to reflect the match and decrease the number of slots available.
- Licensors may hear of other matches – or know how to help coordinate other matches outside of the above process. When licensors are communicating with providers, it’s important that they let the provider know they **must** update their availability on the Provider Portal. Remember, the Provider Portal information is feeding into the map feature that facilitators use to make matches. It’s essential that the Provider Portal remains as up to date as possible so that the matching system can run smoothly and efficiently to get health care workers the care that they need.