COVID-19 CSAW CHILD CARE REQUEST MANAGEMENT

UPDATED: 04/16/2020
Information about workflow

• Essential workers request child care through the Child Care Finder public web page. This data flows into CSAW. You are here.

• From this point, you will work your caseload by searching for requests to process in CSAW. Cases will be distributed by county/zip code. Your lead worker or supervisor will communicate with you about your case distribution.

• Once you identify the first case to work, you will immediately update the status to “In Progress” and put your name and date in the Comment field in CSAW and modify the case.

• You will be using CSAW to look up what a particular family’s need is. You will use the COVID Map to find care located where the family said they need care.

• Once you identify a provider using the map, you will contact the provider to begin the process of securing a spot.

• Next, the family needs to communicate with the provider to arrange the schedule and payment details.

• You will instruct the family and provider to follow up with you when the spot is secured and finalized.

• Next, you will need to go into the Child Care Provider Portal and update their slot availability.

• Once you have confirmation that the spot is secured, update the status in CSAW to Parent Request Fulfilled, and enter comments “MATCHED TO (provider number).

Note: the current system has been updated for assisting both health care workers and other essential workers. Priority is for those needing urgent child care, then those in health care fields.

⚠️ If you need help or have questions, please send an email to: DCFDECEBOPTraining@wisconsin.gov
Accessing CSAW

1. Systems Gateway
   You can get to the Systems Gateway web page two ways:

   **Visit cares.wisconsin.gov to access the Systems Gateway in your browser.**

   **OR**

2. From the DCF Partners tab on the DCF Internet page:

   3. CSAW
      Click CSAW from the Gateway page to access Child Care Statewide Administration (Web).

   ! Note: it may be helpful to log in to the Child Care Provider Portal at the same time, in case you need to make updates while on the phone with a provider. See Step 20 for instructions on logging in to the Provider Portal.
4. Log In
Enter your CSAW User Name and Password. Click Log In.

⚠️ If you have trouble logging in to CSAW, send an email to:
DCFDECEBOPIT@wi.gov
5. Select Child Care Request Search
The Child Care Request Search can be accessed from the Emergency – Authorizations drop-down from the top blue menu.

This brings up the Emergency Child Care Request search. Facilitators may search for requests in a number of different ways. If your workload is divided by zip code, enter it here to see all of the requests that are looking for care in a certain zip code.
Emergency Child Care Request Search

6. Searching for a Request
You can search by:

Request Status – for example, Follow Up Required, Requested, etc.
For more details on Request Status, see Appendix B
Request ID – The parent Request ID
Primary Person First Name (starts with) – Parent’s first name
Primary Person Last Name (starts with) – Parent’s last name
Phone Number
Child Care Preference – this filters whether the parent requested only in-home, or regulated, or both
Urgency – 48-72 hrs., Next 7 days, or Uncertain
County
City
Zip code (starts with)
Requested Date – to search for a specific date or range of dates
Follow-up Date – to search for cases with a specific date flagged for follow-up
Last updated by me – shows only the records updated by the user who is logged in.

Using Dates for Case Management
Requested Date and Follow Up Date can be useful to ensure cases are being worked efficiently. For example, leave the Status field blank, check “Last Updated by Me” and enter a follow-up end date (leave the start date of the range blank) to see all of your cases with a follow-up date.
7. Search Results

Your search results will display in order of urgency (need care within the next 24-72 hours, next 7 days, uncertain), then by health care worker requests, and then by oldest modified request to most recent modified requests.

- **Follow-Up Date** displays a date if the facilitator indicated a date that the case should be followed-up on. You should monitor this column for case that are due for follow-up.
- **Updated Date** indicates the date that the case was last updated. If the case has not yet been worked on, the date will reflect the date the request was received.

Click the pencil icon to edit the record.

Cases will be distributed to facilitators by county/zip code. Your lead worker or supervisor will communicate with you about your caseload.

You must work cases that indicate Urgency first. Prioritize cases in this order:

- 48 – 72 Hours
- Next 7 Days
Emergency Child Care Request Details

The first 6 fields are fixed (Request ID through Address) and cannot be modified. If you discover that any of this information is incorrect, note the correct information in the Comment Text box.

When communicating with a parent, update any of the other fields if you learn that they are not accurate. This is especially important for Zip Code because that is used for finding potential matches.

Emergency Child Care Request Details Tasks
This page will be used to:
1. Search for child care matches
2. Update request details
3. Update request status
Update Status and Modify

8. Update Status and Modify Case

Once you have identified the case to work, immediately update the status from “Requested” to “In Progress,” enter your name and date in the “Comment Text” box, and click “Modify.” This will ensure that two facilitators are not working on the same case. You may want to copy the Request ID into a spreadsheet to help you keep track of the cases you are working on.

Search for Your Case

Go back to Child Care Request Search to find the case that you just modified. Click Last Updated by Me and click Search to see your list of cases. You can also search by Request ID.

Be sure to change the Request Status to In Progress to filter your results. For example, if you leave that to the default “Requested” you will not see the case that you just modified to “In Progress.”
Open COVID Map and Edit Record

A. COVID Map
Click **COVID Map**. This link will open in a new tab. If the map does not automatically open in a new tab, right click and select “Open Link in a New Tab.” Then go back to the **CSAW** system tab.

B. Click the Pencil Icon
Click the **Pencil Icon** to Edit this record.

9. Request Details
Review the needs that the families have indicated in their request. For example, location and types of child care they prefer. Additionally, they may indicate which time is best to contact them, the urgency of their need for care, and if the child or children have any special needs. **COPY** the Request ID to use for the next step.
Select your browser tab containing the Click COVID Map. This will likely show as a second EBT CSAW tab.

10. Searching for the Case You Are Working On

Select Request ID and paste the Request ID in the Enter Search Value box. Click Enter.

You can also search by:
Primary Phone Number
Zip Code
County

*Note* – Searching by Request ID or Primary Phone Number will pull zip code information from the database.
11. Searching for a Matching Provider

A. Select the case that you are working in.
B. This will update the map to show which programs are located nearby.
C. De-select “All” from the Available Providers dropdown, and select only “CC Providers.”
D. Click the information icon on the right side on the parent request row for additional details.
12. Searching for a Matching Provider

Compare the parent request details to the provider availability.

Once you have compared the information from the results map to the parent request details, it’s time to contact the provider if you see a potential match.

You can find contact information for the provider and the parent by hovering over the information icon in the search results.

**Copy provider name and number** to paste into CSAW comments section in the next step.
Contacting the Provider

Call and/or email the provider to see if they have any available slots. If so, let them know that the family will be contacting them to work out the details.

Also let the provider know that there is a comment box on the Provider Portal that they can use to let us know if they are in need of essential supplies. See Appendix B for sample script to use when contacting providers. Explain that we cannot guarantee that supplies will be delivered at this time, but we will continue to advocate for materials.

If you are working an Urgent case, attempt to make direct contact with a provider before leaving a message.

13. Comment Text in CSAW

Make comments in the Comment Text box in CSAW to note your contact with the provider. Paste provider name and number. Be sure to provide detailed information about the communication.

Ask the provider to contact you if a match is secured using this matching process. Let them know that you will update the Provider Portal to reflect the match and update capacity.
Contacting the Provider

If No Direct Contact with Provider
(If you do have direct contact with the provider, go to step 15.)

NOTE: If contact with provider was through voicemail or email, provider has 24 hours to respond. If no response by the follow-up date, you will move on to next provider.

14. Update Fields in CSAW

- **Status** If you were unable to reach a provider directly and left a voicemail or email, leave status as *In Progress*

See Appendix A for more information about status types.

- **Dates**
  - **Follow-up Date** – the date that you need to follow up with the provider, usually 24 hrs.
  - **Provider Contacted** – the date you sent an email or left a voicemail for the provider

- **Comment Text** – enter details about communication attempts and paste provider name and number

- **Modify** – to save updates
If Provider is Closed

When communicating with the provider, if you learn that they are no longer open, ask them if they would like you to update the Provider Portal for them. If yes, go to the Provider Portal and make the update. (See Step 20 for instructions on logging in and updating the Provider Portal). If you are unable to log in to the Provider Portal at that time, ask the following questions so you can enter comments in CSAW and update the Provider Portal. Ask the provider to also contact their licensor or certifier to report the closure.

- Dates of Closure from:
- Date of closure to: (if known)
- Primary Closure Reason (select one)
  - Exposure of staff to COVID-19
  - Exposure of child(ren) to COVID-19
  - Business decision
  - Lack of families
  - Lack of staff
  - Lack of supplies
  - Other
  - Other (not related to COVID-19)
- Comments: (for example, if closure is due to lack of supplies, what essential supplies are needed)

Enter Comment Text in CSAW

Make comments in the Comment Text box in CSAW to note your contact with the provider.

Send an email to DCFDECEBOPIT@wi.gov

Include full provider name and number (XXXXXXXXXXX XXX) and comments about the closure.

Update the Provider Portal

See Step 20 for instructions to log in and update the Provider Portal.
Contacting the Family

Once you have made initial contact with the provider and entered comments in CSAW, it’s time to reach out to the primary person that requested child care. Give the primary person the contact information for the provider. The parent or caretaker will need to work out any details, including times and payment.

15. Comment Text in CSAW
Make an additional comment in CSAW to note your contact with the requestor. Copy the Provider Name and Provider Number (XXXXXXXXXX XXX) from the COVID Map and place it in the Comment Text box.

Ask the primary person who requested care to contact you if a match is secured using this matching process. Let them know that you will need to update our system to reflect the placement.
Contacting the Family

**NOTE:** If you are unable to contact the parent, you must make at least **three attempts** to contact them within **48 hours** before you update the status to: **Cannot Contact.** Contact attempts should occur at **different times of day/evening** and use **both phone and email**, if available.

**16. Update Fields in CSAW**
- **Status** – update status to **Follow Up Required**
  See Appendix A for more information about status types.
- **Dates**
  - **Follow-up Date** – the date that you need to follow up with the family, usually 24 hrs.
  - **Provider Contacted** – the date you sent an email or left a voicemail for the provider – this should already be filled in
  - **Parent Contacted** – the date of initial parent contact
- **Comment Text** – enter details about communication attempts
- **Modify** – to save updates
After a Match is Confirmed

After a match is confirmed and the parent request has been fulfilled, there are additional steps to take to mark the case as complete.

17. Update Status
Update status to **Parent Request Fulfilled**

18. Enter Provider Number in Comment Text box
**MATCHED TO PROVIDER XXXXXXXXXX-XXX**
(Copy provider number so you can easily paste it into the **Provider Portal** for the next step.)

19. Modify
Click **Modify** to update the Emergency Child Care Request Details page.

⚠️ These steps are essential for keeping our systems and call lists accurate.

**STATUS -> MATCHED TO (X) -> MODIFY**
20. Update Provider Portal

Go to the Provider Portal to update availability after the match. To do this, point your web browser at: dcf.wisconsin.gov Click the DCF Partners tab, and select Systems Gateway.

From the Gateway page, select Child Care Provider Portal.

Enter your User ID and Password, and click the Login button.
21. Provider Portal Provider Search
Enter the provider number and click *Search* (if you copied the provider number from CSAW, you can paste it here). Click *View*.

22. Update Openings
Update quantities to reflect the match.

Be sure to choose the correct age ranges when updating available slots **AND update the Total Available Slots.** Click *Save*. 
If you learn that a provider is no longer open, mark No in the “Is this location currently open” field. Change all open slots and Total available slots to 0 and send an email to DCFDECEBOPIT@wi.gov.

23. Saving Your Update
When you have finished updating the available slots, click Save and the Add Closure Schedule Page will display.
If Provider is Closed

Add Closure Schedule
Enter information about the closure:
- Dates of Closure from:
- Date of closure to: (if known)
- Primary Closure Reason (select one)
  - Exposure of staff to COVID-19
  - Exposure of child(ren) to COVID-19
  - Business decision
  - Lack of families
  - Lack of staff
  - Lack of supplies
  - Other
  - Other (not related to COVID-19)
- Comments (enter your name, date, and other details here)

Saving Your Update
When you have finished entering closure details, click Submit and the Facility Short Term Closure message will display.

Facility Short Term Closure
Reporting this information is for Wisconsin Shares Child Care Subsidy and it does not take the place of the reporting requirements for Licensing or Certification. For example, Licensed center closures that exceed three weeks must be reported to the Licensing Specialist.

Due to the COVID-19 health emergency, you can help DCF understand when you are closed and open. Please update your closure period here and also contact your licensor or certifier.

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Closure Schedule Type</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/14/20</td>
<td></td>
<td>COVID-19 Lack of staff</td>
<td>I am was also out of many essential supplies, such as cleaning products, baby food, and wipes.</td>
</tr>
</tbody>
</table>
If There is No Provider Availability to Meet the Needs of the Request

If there are no available providers, ask the requestor if they would like to remain on the list.

If the requestor would like to remain on the list, make notes in the *Comment Text* box indicating which providers have been contacted. Change the status to “**In Progress**.”

**Review the case daily if possible**, to look for additional openings. This should be done after working through any urgent requests and other open cases on your caseload.
If There is No Provider Availability to Meet the Needs of the Request

If there are no available providers, ask the requestor if they would like to remain on the list. If yes, change the status to “In Progress.” Use Follow-up Date and Comments to document details about the case.

Update Fields in CSAW
- **Status:** Change status to “In Progress”
- **Follow-Up Date:** Enter follow-up date for the next day.
- **Comments:** Add detailed comments about the case, including information about all communications. Be sure to indicate which providers have been contacted.

Case Management
- **Review the case daily, if possible,** to look for additional openings. This should be done after working through any urgent requests and other open cases on your caseload.

- **Follow up** with the parent after a period of searching. Use your discretion based on communications with the parent and providers in the area. A general guideline would be to reach out to the parent after 1 week of daily checking for availability. Send and email or call the parent to let them know the status of the case.

  Hello (name of requestor). I just wanted to check in with you on your request for child care. You indicated that you would like to remain on our list. I have been checking for available providers daily, and unfortunately I have not identified any open slots at this point. I will continue searching and update you on a weekly basis. Please do not hesitate to contact me with any questions, or if your situation changes and you no longer need care.
Parent Does Not Need Care Now, but Will in the Future

If the parent indicates that they don’t need care now, but they will in the future, leave the status as “In Progress.” Use Follow-up Date and Comments to document details about the case.

Update Fields in CSAW

Status: Leave status as “In Progress”
Follow-Up Date: If the parent identified a certain date that they will need care, enter that date as the follow-up date. If the specific date is unknown, enter a follow-up date of one week.
Comments: Add detailed comments about the case, including information about all communications.

Case Management

Reach out to the parent according to the follow-up dates (either weekly or on a particular date indicated by the parent).
If you are unable to reach the parent to confirm that they still need care, follow the same guidelines for Cannot Contact status. If you are still unable to reach the parent, be sure that your communication indicates that their case will be closing (contact #2), and that their case is closed (contact #3) before closing the case out with the status of Cannot Contact.

Cannot Contact: Facilitator has been unable to reach the parent through phone or email. There must be a minimum of 3 attempts within 48 hours to contact the parent. Contact attempts should be made during different time periods and use different methods of communication, if possible. See Call Center SharePoint site for templates and further guidance on Communications.
Appendix A

Request Status

When modifying a case in CSAW, choose the most appropriate status from the list below. Be sure to include detailed comments in the Comment Text box (time, method, if message was left, etc.).

• **Cannot Contact:** Facilitator has been unable to reach the parent through phone or email. There must be **a minimum of 3 attempts within 48 hours** to contact the parent. Contact attempts should be made during **different time periods** and use **different methods of communication**, if possible. See [Call Center SharePoint site](#) for templates and further guidance on Communications.

• **Follow-Up Required:** Facilitator is waiting for follow-up from either the provider or the family. For example, a potential match is in progress, and the facilitator needs confirmation that the child is in attendance in order to update the status of the case.

• **In Progress:** A facilitator has picked up the case and started research. This status is also used if you have not reached a provider directly on initial contact, and have not yet reached out to the parent with a potential match. Comments must include your name and date.

• **No Longer Need Help:** The parent may decide that child care is no longer needed, or they found care outside of this matching process. This status indicates that no placement was made using this process, and that no more effort is needed to facilitate the connection. This is a final status.

• **Parent Request Fulfilled:** This status is used once the match is confirmed. **Comments must include MATCHED TO (provider number and location number XXXXXXXXXX-XXX).** It is a final status, and the request no longer needs to be modified.

• **Requested:** The parent has entered information requesting child care. The facilitator has not yet done anything for this parent. This is the first status.
Hello, I am _____ calling from the Department of Children & Families. I am calling because you have indicated that you have (x number) available spots at your location to provide child care. Is this still correct?

**Yes**

**No**

I understand. We will need to update that information in the Provider Portal so you are not contacted for potential matches.

[Log into Provider Portal, see blue box.]

Thank you for your time. Have a good day.

Is your location still operating?

**Yes**

**No**

Are you at capacity for this age group?

**Yes**

**No**

Return to the first box, and follow the "Yes" path

What are your slot openings right now for:

- For Children Under 2 Years
- For 2 and 3 year-olds
- For 4 and 5 year-olds
- For 6 year-olds and older?

Update this information in the Provider Portal.

This information will now have to be updated in the Provider Portal and notify BOP via email DCHCEBOPIT@wisconsin.gov so the provider can be marked Temporarily closed in WISSCRS.

Excellent! I will forward your information to the family so they can set this up with you. Please let me know if a match has been confirmed with (name of requestor), and I will update that information in the Provider Portal to keep your available child care slot information up-to-date. One last thing, the Provider Portal now has a comment box where you can let us know if you are in need of supplies. If you have not filled that out yet, we can talk about that now. (Refer to the next slide to update the comments section). Thank you and have a good day!

Be sure to refer to the FAQ for any follow-up questions.

Thank you for your time. I will update your information in the Provider Portal. Have a good day.

My apologies. Thank you for your time. Have a good day.

Thank you for your time. Please let us know if you have any questions or concerns, or if this match does not work and you are still in need of child care. Have a wonderful day.

Be sure to refer to the FAQ for any follow-up questions.

Hello, my name is ____, I am calling because you have indicated you are in need of child care services for (x number) of children ages # and #. Is this still correct?

**Yes**

**No**

Wonderful! I have matched you with a potential child care provider. They currently have (x number) available spots. Here is the contact information (name of facility, location, phone number & email). You should contact this child care provider to set this up. Availability is limited, so please contact the provider right away. Please get back to me to let me know if this arrangement is confirmed so I can update your case. If not, let me know and we can search for alternatives. You can reach me at (X phone) or (X email). Thank you.

Be sure to refer to the FAQ for any follow-up questions.

Thank you for your time. Please let us know if you have any questions or concerns, or if this match does not work and you are still in need of child care. Have a wonderful day.

Be sure to refer to the FAQ for any follow-up questions.

Hello, my name is ____, I am calling from the Department of Children & Families. May I speak with _____?

**Yes**

**No**

My apologies. Thank you for your time. Have a good day.

Thank you for your time. I will update that information so you do not receive anymore calls like this from DCF. Thank you and have a nice day.

Be sure to refer to the FAQ for any follow-up questions.

Hello, I am _____ calling from the Department of Children & Families. I am calling because you have indicated that you have (x number) available spots at your location to provide child care. Is this still correct?

Yes

No

We have potentially matched you with a family, (name of contact), in need of child care for (x number) of child(ren) ages # & #. Would it be alright for DCF to provide this family with your contact information so they can discuss this with you?

Yes

No

Just to confirm my information is correct. You currently have (x number) of spots available for ages # & #?

Yes

No

What are your slot openings right now for:

- For Children Under 2 Years
- For 2 and 3 year-olds
- For 4 and 5 year-olds
- For 6 year-olds and older?

Update this information in the Provider Portal.

This information will now have to be updated in the Provider Portal and notify BOP via email DCHCEBOPIT@wisconsin.gov so the provider can be marked Temporarily closed in WISSCRS.

Excellent! I will forward your information to the family so they can set this up with you. Please let me know if a match has been confirmed with (name of requestor), and I will update that information in the Provider Portal to keep your available child care slot information up-to-date. One last thing, the Provider Portal now has a comment box where you can let us know if you are in need of supplies. If you have not filled that out yet, we can talk about that now. (Refer to the next slide to update the comments section). Thank you and have a good day!

Be sure to refer to the FAQ for any follow-up questions.

Thank you for your time. I will update your information in the Provider Portal. Have a good day.

My apologies. Thank you for your time. Have a good day.

Thank you for your time. Please let us know if you have any questions or concerns, or if this match does not work and you are still in need of child care. Have a wonderful day.

Be sure to refer to the FAQ for any follow-up questions.
Updating the Comments Section/Provider in Need of Supplies

Provider Search
Page ->
Search Results ->

Click “View.”

Update/confirm all fields while you are on the phone with the provider.

*Also ask the provider how many staff are needed to increase or meet capacity.

Enter your name and date in the supplies needed box to indicate who entered the information. Make sure to save your changes.
Enter “No” for the question ‘Is this location currently open.’ and click “Save.”

Ask the provider:
- When did they close?
- When do they plan to reopen?
- What is their primary reason for closing?
- Comments: Enter your name and date. Make any additional relevant notes. For example, if the closure was due to lack of supplies, you could enter the supplies needed here.

After you click “Submit,” this message will display. **Ask the provider to also contact their lischer or certifier to report the closure.**
Hello, my name is (your name) calling from Wisconsin Department of Children and Families, and we are working to secure child care for essential worker families. You indicated that you have (x number) of spots available for children (ages # to #). Do you still have availability? I have a family, (name of family contact), who is in need of child care for (x number) of children (ages # and #). Can I give (name of family contact) your center’s contact information so that they can discuss the details and determine if this match will meet their child care needs? If you have secured a spot with (name of family contact), please notify me via phone or email so we can update that information. You can reach me via phone at (xxx)xxx-xxxx, or you can email me at youremail@wisconsin.gov. If I get confirmation that you have finalized this placement, I will update your availability in the Provider Portal, so we know that your child care slot openings are correct. We ask that you monitor the Provider Portal to ensure that your numbers are accurate and up-to-date. I also wanted to mention that there is a comment box available in the Provider Portal where you can let us know if you are in need of essential supplies. We cannot guarantee that supplies will be received at this time, but we will continue to advocate for materials. Thank you and have a wonderful day!
Hello,
I am emailing on behalf of Wisconsin Department of Children and Families, and we are working to secure child care for essential worker families. You indicated that you have (x number) of spots available for children (ages # to #). Do you still have availability? I have a family, (name of family contact), who is in need of child care for (x number) of children, (ages # & #). Would it be alright if I forwarded (name of family contact) your center’s contact information so that they can discuss the details and determine if this match will meet their child care needs? If you have secured a spot with (name of family contact), please notify me via phone or email so we can update that information in the Provider Portal. You can reach me via phone at (xxx)xxx-xxxx, or you can email me using this email address.

Thank you,

Provider Email Template - Follow-up

Hello,
Thank you very much. I have forwarded your contact information to (name of family contact). Please contact me if this match is confirmed and I will update the Provider Portal to reflect the match. You can reach me via phone at (xxx)xxx-xxxx, or you can email me using this email address. Additionally, there is a comment section in the provider portal available to notify us if you are low on/require supplies that you need to operate. If you have not filled out this section and are in need of supplies, please log into the provider portal and update this information.

Thank you,
Family Voicemail Script

Hello, (name of parent or guardian). My Name is (your name) calling from Wisconsin Department of Children and Families. I have been in contact with (the name of the center). They do have an opening for (x number) child/of children (age #/ages # and #). The center’s phone number is (xxx)xxx-xxxx, and their email address is realcenter@gmail.com. I will email this information to you as well. Please contact (the name of the center) to discuss information such as times and payment details, to determine if this arrangement will work for you. Availability is limited, so please contact this provider right away. If this match will work, please let me know so I can update your information. If for some reason this is not a good fit, please let us know so we can search for alternatives. If your situation has changed and you no longer require child care, please notify me so I can update that information. You can reach me via phone at (xxx)xxx-xxxx, or you can email me at youremail@wisconsin.gov. Thank you so much. Please do not hesitate to reach out with any questions or concerns.

Family Email Template

Hello, (name of parent or guardian) I am contacting you on behalf of Wisconsin Department of Children and Families. I have been in contact with (the name of the center), and they do have (x number) opening(s). The center’s phone number is (xxx)xxx-xxxx, and their email address is realcenter@gmail.com. Please contact (the name of the center) to discuss hours and payment information so you can determine if this arrangement will work for you. Availability is limited, so please contact the provider right away.

• If this match is confirmed, please let me know so I can update your information and remove you from our call list.

• If for some reason this is not a good fit, please let us know so we can search for alternatives.

• If your situation has changed and you no longer require child care, please notify me so I can update that information and remove you from our call list. You can reach my via phone at (xxx)xxx-xxxx, or you can email me at this email address. Please do not hesitate to reach out with any questions or concerns. Thank you!
Appendix B

Sample Script for Calling Providers

Hello, I am ______ calling from the Department of Children & Families. I am calling because you have indicated that you have (x number) available spots at your location to provide child care. Is this still correct?

I have a family, Jane Jones, who is in need of child care for (x number of children). Can I give Jane your phone number and email address to contact you discuss the details to see if this may be a match for her child care need? Excellent! I will forward your information to the family so they can set this up with you. Please let me know if a match has been confirmed with (name of requestor), and I will update that information in the Provider Portal to keep your available child care slot information up-to-date. One last thing, the Provider Portal now has a comment box where you can let us know if you are in need of supplies. If you have not filled that out, we can talk about that now. (refer to slide “Updating Provider Comments – Supplies Needed).

Thank you very much.
Hello Jane. I have been in contact with Ramona at ABC Child Care. She does have an opening for (x). The center’s phone number and email are (X). I will email this information to you as well.

Please contact Ramona at ABC to discuss information such as times and payment details, to determine if this arrangement will work for you. Availability is limited, so please contact the provider as soon as possible.

Please follow up with me. I will need to know if you have secured care for your children, or if we need to look at other options. You can reach me at (X phone or X email).

Thank you so much. Please do not hesitate to reach out with any questions.