# **Child Care Search Tool Efficiency and Redesign Massachusetts Department of Early Education and Care (EEC)**

# Problem Statement

We want to build a search webpage that is easily found, provides definitions for information that is important to users and displays default search results with useful and accurate information including hours, age, reviews, availability, cost, and distance. This will build **trust** in the data and minimize the amount of **time** families spend searching for child care.

# About EEC

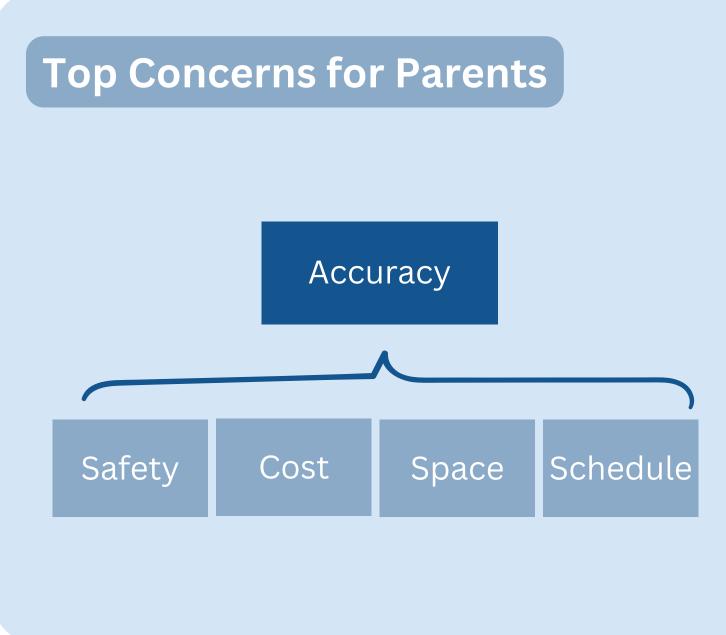
The Department of Early Education and Care's mission is to support the healthy growth and development of all children by providing high quality programs and resources for families and communities.

Updates to EEC's technical systems are part of a statewide initiative in response to Governor Healey's Future Tech Act

# **Our Experience Goals**

We want to build a child care search webpage that

- Is easily found from the home page
- **Provides definitions** on information that is important to users
- **Displays default search results** with useful and accurate information



The cycle of poverty is a two-generation problem: parents need child care to work, and children need safe, supportive environments to thrive.





# Why Accuracy?

• Without accurate information, details like cost, safety, availability, and schedule lose value. Accuracy helps families cut through the noise, making confident choices that support both their kids' growth and their own stability.



## **Team Members**



Emma Mascillaro



Karina Lamoreux



Brooklyn Wakefield



Oates





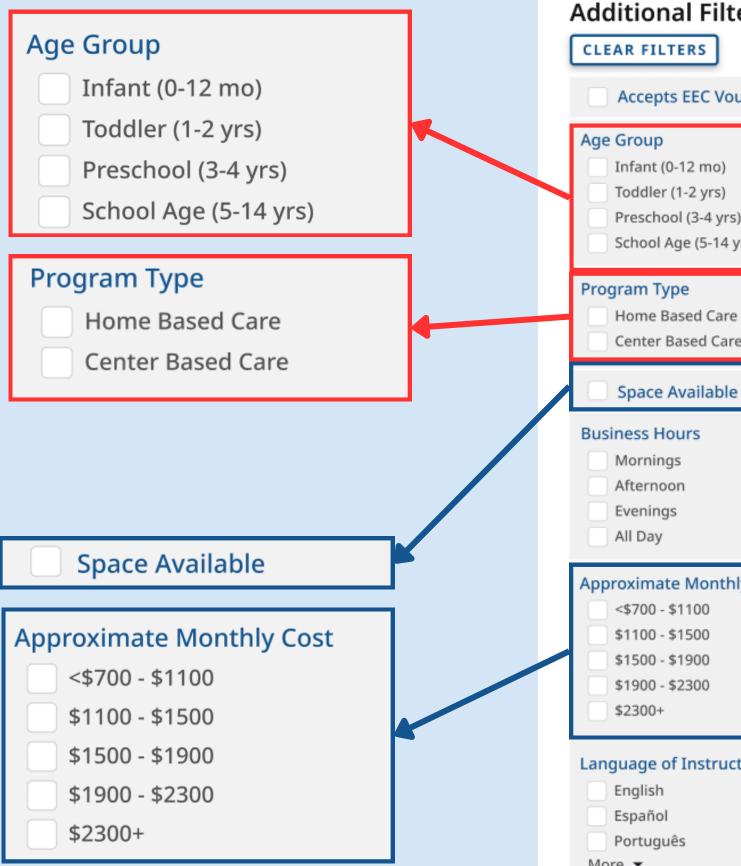




# Our Prototype

# Terminology

More friendly terminology prevents confusion for parents and therefore saves time.



# **Reliable Information**

Allowing parents to filter by cost eliminates time spent and allows them to focus on their work and taking care of their child(ren).

## Mass.gov

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WORKING 💙

LEARNING 💙

## Licensed Child Care Search

The Department of Early Education and Care publishes a geographically-searchable online directory of licensed child care programs across the state. If a program you are researching does not appear in your search results, you may call the EEC regional licensing office for your area to confirm whether the program is licensed by EEC. EEC can provide information about restrictions on a license, non-compliance citations, and sanctions.

## Child Care Search Tool

Primary Address	Seco
Boston, MA	Can
Search along route	

# **Additional Filters**

Accepts EEC Vouchers

je	Group
	Infant (0-12 mo)
	Toddler (1-2 yrs)
	Preschool (3-4 yrs)
	School Age (5-14 yrs)

Home Based Care Center Based Care

# Approximate Monthly Cost

## Language of Instruction

More 🔻

Secondary Address	SEARCH	Search Radius (mile	es) 25mi
earch Results		Sort by: Distance $\sim$	Market Basket
ABC Child Care Center (*) Ages: Infant (0-12 mo), Toddler (1-2 yrs), Preschool (3-4 yrs) Hours: 7am - 5pm Type: Home Based Care	Monthly Cost: \$XXXX Space Available Accepts Vouchers 8		Map Satellite reachain St. MBLY JARE S Medford St CHARLESTOWN Meridian
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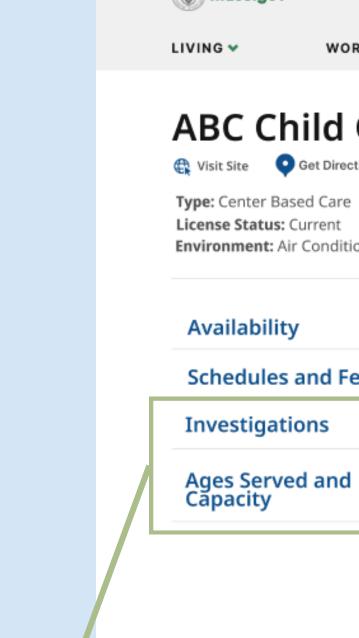
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### VISITING & EXPLORING 🗸

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## Investigations

Investigation Open Date	Non-compliance Identified?
08/14/2024	No
06/20/2023	Yes

## Ages Groups Served and Capacity

Age Group	Capacity
Infant (0-12 months)	0
Toddler (1-2 years)	0
Preschool (3-4 years)	92
School Age (5-14)	9
Infant Toddler (0-33 months)	0
Toddler Preschool (15 months-6 years)	0
Preschool (3-4 years)	0
School Age (5-14)	0

# Safety and Trust

Making the investigation reports easily visible creates trust with the parents. In addition to having information around capacity, which is a safety concern for many parents.

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WORKING 🗸

LEARNING V

VISITING & EXPLORING ¥

YOUR GOVERNMENT V

## ABC Child Care Center

💽 Get Directions 🛛 💐 (978) 555-5555 🛛 🔀 example@gmail.com

Type: Center Based Care Full-Time Care: Yes

Part-Time Care: Yes Environment: Air Conditioned; Fenced Yard; Peanut Free; Smoke Free

# Availability Schedules and Fees

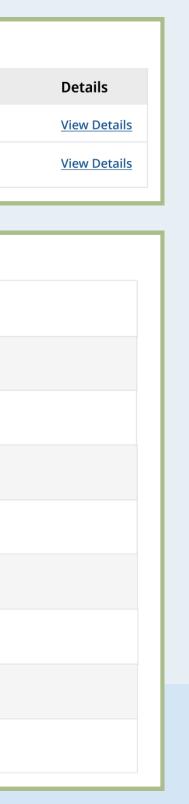
Investigations

Ages Served and Capacity

## Availability

Age Group	Average Wait Time	Space Available
Infant (0-12 months)	1 year	No Current Space 🛛 😣
Toddler (1-2 years)		No Current Space 🛛 😣
Preschool (3-4 years)	0 months	Space Available 🥥
School Age (5-14)	1 month	Space Available 🥥

## Schedules and Fees



l Year n Holidays: No Drop	In Care Avai	lable: No	Extended Da	y Options: Ye			
Fees							
	Daily		MONTHLY				
Age Group	Part	Full	Part	Full			
Preschool (3-4)		\$98.00	\$300.00	\$670.00			
School Age (5-14)		\$78.00	\$290.00	\$630.00			
Hours							
Day	Start Tin	ne	End Time				
Monday	08:45 AN	I	08:45 AM				
Tuesday	08:45 AN	1	08:45 AM				
Wednesday	08:45 AN	I	08:45 AM				
Thursday	08:45 AN		08:45 AM				

