

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.

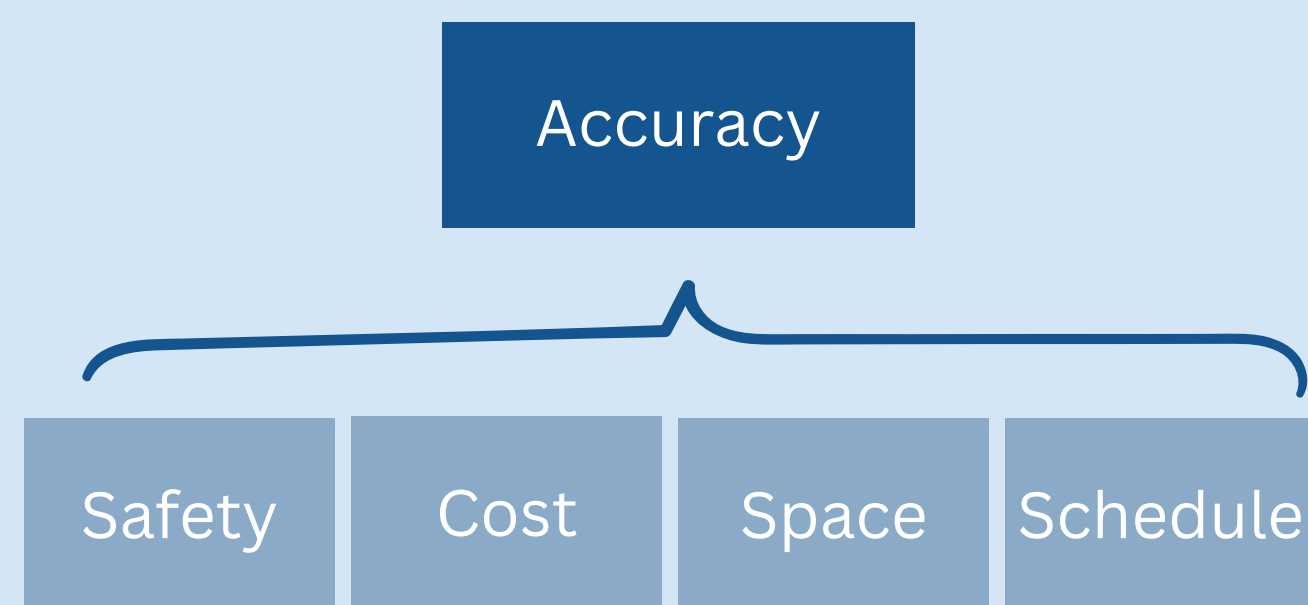
Updates to EEC's technical systems are part of a statewide initiative in response to Governor Healey's Future Tech Act

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

Top Concerns for Parents



Why Accuracy?

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

- 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



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Our Prototype

Terminology

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

Age Group

☐ Infant (0-12 mo)

☐ Toddler (1-2 yrs)

☐ Preschool (3-4 yrs)

☐ School Age (5-14 yrs)

Program Type

☐ Home Based Care

☐ Center Based Care

☐ Space Available

Approximate Monthly Cost

☐ <\$700 - \$1100

☐ \$1100 - \$1500

☐ \$1500 - \$1900

☐ \$1900 - \$2300

☐ \$2300+

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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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

Boston, MA

Secondary Address

Cambridge, MA

SEARCH

Search Radius (miles)

25mi

Additional Filters

CLEAR FILTERS

Accepts EEC Vouchers

Age Group

Program Type

Space Available

Business Hours

Approximate Monthly Cost

Language of Instruction

Search Results

Sort by: Distance

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

(978) 555-5555

585 Central Ave

Needham, MA 02492

3 miles away

Childcare Center 2

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

(978) 555-5555

585 Central Ave

Needham, MA 02492

3 miles away

Childcare Name

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

(978) 555-5555

585 Central Ave

Needham, MA 02492

3 miles away

Childcare Name

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

(978) 555-5555

585 Central Ave

Needham, MA 02492

3 miles away

Map

Satellite

Market Basket

Boston

Find out how much financial aid you can qualify for through the The Department of Early Education and Care. Eligibility will be determined based on income eligibility and not a guarantee or application to determine financial assistance. It serves as a rough estimating tool.

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ABC Child Care Center

Visit Site

Get Directions

(978) 555-5555

example@gmail.com

Type: Center Based Care

License Status: Current

Environment: Air Conditioned; Fenced Yard; Peanut Free; Smoke Free

Full-Time Care: Yes

Part-Time Care: Yes

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

Full Year

Open Holidays: No

Drop In Care Available: No

Extended Day Options: Yes

Fees

	Daily	MONTHLY	
Age Group	Part	Full	Part
Preschool (3-4)		\$98.00	\$300.00
School Age (5-14)		\$78.00	\$290.00

Hours

Day	Start Time	End Time
Monday	08:45 AM	08:45 AM
Tuesday	08:45 AM	08:45 AM
Wednesday	08:45 AM	08:45 AM
Thursday	08:45 AM	08:45 AM

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.

