

How to Answer **Hard-To-Answer** Questions

Q: “What number am I on the waitlist?”

A: “We are consistently assessing our available funding, number of children served, and the priority placements regulated by legislation. Unfortunately, priority placements cause the timeline to shift on a daily basis. We understand the frustration you may have because of an extended wait time. Let me explain the priorities to you:

Priority 1: Customers receiving temporary cash assistance

Priority 2: Children at risk to abuse, neglect, or abandonment

Priority 3: Working families

If an influx of Priority 1 and 2 children complete applications, the process will slow down for all Priority 3 families.”

Q: “What do I do while I wait?”

A: CCR&R Trained Staff — Offer options while parents are waiting.

(E.g., Early/Head Start, Provider Scholarships, Sibling Discounts, Bartering)

A: General Staff — Say: “Would you like for a Child Care Resource and Referral Specialist to follow up with you about some possible options?” If the answer is “yes,” refer to a CCR&R Trained Staff member.

Q: “I JUST clicked submit. What’s next?”

A: “If you submitted your application less than 20 days ago, it is still too early. You should receive an email soon. That email will let you know whether or not you are eligible based on the information you provided. If you are eligible, your child will be placed on the waitlist. If you are not eligible, an email will explain why your application was rejected.”