



Frequently Asked Questions for Parents

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About Upwards

What is Upwards?

Upwards is the largest childcare network in the United States, providing access to affordable, quality childcare for all families while supporting childcare providers in operating sustainable businesses through technology.

What types of care does Upwards Provide?

Upwards's dedicated care navigators provide access to 24/7 placement services and customer support. We quickly connect parents to childcare providers with flexible schedules that include full-time, part-time, drop-in, weekend, and overnight care options. If you are looking for a specific learning environment such as Waldorf or Montessori, you will find many Upwards locations that accommodate those needs. If a childcare provider is outside of your budget, our dedicated care navigators will contact the provider and negotiate rates for you.

Essentially, Upwards helps take the burden of childcare off of your shoulders, to ensure your child is growing in a healthy, high-caliber learning environment — without breaking the bank.

Why should I sign up?

Great childcare is hard to find. Your employer is committed to providing you with Upwards's concierge services to find the right childcare provider for you. Upwards will take all of your needs into account, such as your child's age, hours of care needed, special education, and potty training. All you need to do is answer a short questionnaire to create your childcare profile, and we'll be in touch with you shortly with the perfect match. Our Care navigators have access to special providers that are not public facing on our website or our app; that's why it's so important to sign-up and speak to your dedicated childcare coordinator about your childcare needs. Even better: Upwards locations are 40% less expensive than most other preschools or childcare centers in your area. By using Upwards, you are giving your child unrivaled childcare while saving almost half of your tuition costs each month!

Once I sign up, what's next?

After signing up for your childcare benefits through Upwards, you will receive a confirmation email and text with more details. Once you are ready to find care, give us a call or message us in our app and we'll help to complete your childcare profile to start the process! Even if you do not need care immediately, you can sign up at any time, and circle back when you are ready to enroll your child.



Costs of Childcare

What does my benefit include?

Your benefits include access to 24/7 childcare services that include full-time, part-time, backup, drop-in, and overnight care options, as well as 24/7 support for finding care and managing your experience once you start care.

How much does Upwards tuition cost?

Our concierge fees to hand-pick childcare to suit your specific needs is covered by your employer, saving you 2-3 months of searching. All Upwards locations have different unique care philosophies and they are empowered to set their tuition based on age, schedule, and other factors. However, our studies have shown that Upwards tuition rates are about 40% more affordable than traditional childcare options on the market.

How do I pay for childcare?

Payments are automatically billed weekly, so you can “set it and forget it” and take one more thing off your plate! You can pay via credit, debit, and ACH.



About our Providers

How are Upwards locations vetted?

All in-network Upwards providers are licensed to provide childcare, background checked, CPR and safety certified, experienced childcare experts, and many are experienced teachers. Providers' licenses are checked and verified for quality and safety by Upwards daily.

Why are Upwards providers special?

There are many reasons that Upwards locations are uniquely qualified as childcare providers! Upwards kids receive more one-on-one attention from their caregivers because class sizes are smaller than in larger daycare centers. Upwards locations also have a highly structured curriculum to ensure your child is always growing. Since Upwards locations usually operate out of the provider's home, they are often more conveniently located to families, as they can be found in neighborhoods. In addition, our licensed childcare providers are generally about 40% more affordable than traditional childcare facilities.

How does Upwards help?

Upwards's concierge service helps match you with childcare providers that perfectly suit your needs. Once you enroll your child, we automate the provider's billing so you never have to worry about making payments. If a provider is a little out of your budget, we can reach out and negotiate rates to ensure you're getting what you need at the price you prefer. If you have any questions or last-minute needs, we have a support system ready to help you 24 hours a day, 7 days a week. There is a feature on the Upwards app called Moments that allows providers to share photos and videos of your child. Providers love showing off art projects, activities, and impressive work.



What if there are no Upwards locations in my area?

Please make sure to speak to your Care Manager since they might have other daycare options that are not available on our public site or our app. However, in the situation where there is really no option or all the options are waitlisted, just let your coordinator know. We are constantly bringing on more Upwards locations every day and will actively find the perfect childcare provider for you. Additionally, your employer-sponsored program allows your Care Manager to search for out of network options such as nannies, sitters, preschools, and childcare centers to help find the care you need.

What schedules does Upwards support?

Childcare placement services include full-time, part-time, drop-in, weekend, and overnight care options.

How quickly can Upwards find care?

Depending on the area and placement, our matchmaking team will usually present you with a few options within the first 2 business days of you contacting us for help.