

CASE STUDY | UNITED STATES ARMY RESERVE PARENT

How U.S. Army Reserve Families Use Upwards for Childcare



Upwards changes the lives of military families with reliable, accessible childcare*

Introduction

Kadine Thompson, a U.S. Army Reserve Specialist E-4, faced the challenge of securing reliable childcare during drill weekends. As a single mom, recently separated and lacking family support in the area, she struggled to balance her military career and childcare responsibilities.

*Upwards (formerly WeeCare) helps reserve soldiers secure childcare during drill weekends, battle assemblies, and emergency deployments through the U.S. Army Childcare Pilot Program, a partnership between the U.S. Army, the city of West Liberty, IA, Clay County, MO, and Upwards.

AT A GLANCE:

Challenges:



- Childcare costs
- Limited options
- Impact on work
- Stress and burnout

Results:



- Ample support
- Improved retention
- Improved focus
- Deployment readiness



Navigating the Challenge

Kadine Thompson faced chaotic and stressful drill weekends, with no affordable and trustworthy childcare options. Traditional services were prohibitively expensive, pushing her to rely on makeshift arrangements with limited support that created constant distractions for her during drills.

“Sometimes I’ve gotten to the point where I’m like, ‘Is staying in the Army worth it?’ I really want to be a part of this duty, but when I go, all I can think about is hurrying up and leaving, because I know my children are not being taken care of properly.”



Kadine Thompson
U.S. Army Reservist

Life-Changing Solution

Specialist Thompson discovered Upwards through a fellow Army Reserve member’s recommendation. Upwards connected her with a high-quality childcare provider for her two boys, ages 2 and 9, during drill weekends.

With the help of an Upwards’ care specialist, the entire process became

straightforward for Kadine Thompson, and she was matched with the provider in 2 days. Kadine was thrilled to learn that the cost of care was fully subsidized* by the program.

“It was like a big burden came off my shoulders,” Thompson said. “I was able to focus and just be at work for the first time.”



*The cost of care during drill weekends is fully covered by the program for families in the pilot areas

“If I continue to have reliable childcare for drill weekends, I will not think of leaving when my time is up. When my contract expires, I will want to renew it.”

Kadine Thompson

U.S. Army Reservist

Childcare no Longer Means Stress

The impact on Kadine Thompson’s military career and personal life was profound. Upwards provided a sense of relief, allowing her to focus on her duties without the excessive worry about her children’s well-being. Her children thrived in a supportive environment, and Specialist Thompson found renewed enthusiasm for her important military service.

Confidence in the Future

Kadine Thompson’s experience highlights how Upwards has positively influenced her ability to balance military service and parenting. With the assurance of reliable childcare during drill weekends, she now contemplates extending her Army contract.

This shift reflects the tangible impact of Upwards on workforce retention, allowing military personnel like Kadine to focus on career growth without the burden of childcare concerns.



If you’re interested in learning more about no-cost drill childcare in your area, register at upwards.com/benefits/military, email us at heroes@upwards.com or call **(816) 670-3286** to connect with a care manager. We’re here to help! Sign up to get started today!

