

Operations Communiqué #10-04 CCIS Family Survey

This is a message from the Bureau of Subsidized Child Care Services

Title: CCIS Family Survey

Date: April 2, 2010

Priority: **HIGH**

Category: Informational

Action Required: Yes. See "Next Steps"

Response Required: None

Purpose:

The purposes of this communiqué are to advise Child Care Information Services (CCIS) agencies of the CCIS Family Survey that will be used by the CCIS during face-to-face interviews during the months of May and June 2010. A sample of CCIS families will also receive a mailed version of the CCIS Family Survey during the same months.

Background:

The Office of Child Development and Early Learning (OCDEL) implemented the use of the CCIS Family Survey with Operations Communiqué 09-07, "The CCIS Parent Survey."

Discussion:

CCIS Family Survey for Face-to-Face Interviews

OCDEL recognizes that the face-to-face interview is a valuable opportunity to gather information from parents. OCDEL is requesting that CCIS agencies have parents complete a CCIS Family Survey during face-to-face interviews held in May and June 2010. Attached to this Communiqué is the CCIS Family Survey that will be used during the face-to-face interview. In the coming weeks, CCIS agencies will receive a shipment of CCIS Family Survey's with self-addressed postage paid envelopes. Please begin using this CCIS Family Survey's with parents on May 1, 2010.

CCIS staff conducting the face-to-face interview will fill in the child ID number of one of the children in the parent's case, the date and the CCIS location on page two of the CCIS Family Survey. CCIS staff can have the parent complete the survey in the office or allow them to take it home to complete and return using the self-addressed postage paid envelope. Please continue using the CCIS Family Survey until June 30th or until your agency runs out of CCIS Family Survey's.

During the same months, OCDEL will be mailing the CCIS Family Survey under a cover letter directly to approximately 3000 CCW families across the Commonwealth. Attached to this Communiqué are the cover letter and CCIS Family Survey that will be mailed to CCIS families. **These are being provided for your information only; please do not distribute this survey to families.** If you learn that one of your families received the survey via the mailing, encourage them to fill it out and return it in a timely fashion so sufficient data from the CCW program can be collected. Families that have questions about the survey should be referred to "CONNECT" Information Services; their contact information is included in the cover letter.

Next Steps:

1. Share this information with appropriate staff.
2. Use the CCIS Family Survey with families during face-to-face interviews conducted during May and June.
3. Direct questions to your Subsidy Coordinator.