

# Subsidized Child Care Family Survey

This survey is for families of children in the Subsidized Child Care Program. Your responses will help guide efforts at the statewide level to improve services and results for children and families.

*You may skip any item that does not apply to your family.*

### MARKING INSTRUCTIONS

- Use a No. 2 pencil or a blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the response completely.
- Make no stray marks on this form.

**CORRECT:** ●

**INCORRECT:** 

Very Strongly Disagree  
Strongly Disagree  
Disagree  
Agree  
Strongly Agree  
Very Strongly Agree

Staff from Child Care Information Services (CCIS)...

Gave me information about their mission, goals, policies and procedures.

1 2 3 4 5 6

Were available to talk with me at times that fit into my schedule.

1 2 3 4 5 6

Gave me information about organizations/resources that offer support to parents (such as: support groups, family centers, community agencies, parenting information, etc.)

1 2 3 4 5 6

Provided me information about community organizations, agencies and events that are of interest to families with young children.

1 2 3 4 5 6

Helped me to access other programs and/or services for my family (for example: WIC, Head Start, Pre K Counts, Early Intervention)

1 2 3 4 5 6

Understood my family's culture, beliefs and traditions.

1 2 3 4 5 6

Were honest, even if they had difficult things to discuss.

1 2 3 4 5 6

Made it easy to talk to them about my child and our family.

1 2 3 4 5 6

Asked me about how well the program is meeting the needs of my child.

1 2 3 4 5 6

Talked to me about finding a healthy and safe place to leave my child while I work.

1 2 3 4 5 6

Explained to me how quality child care can help my child be prepared for school.

1 2 3 4 5 6

Explained and helped me to understand the Keystone Stars quality rating system.

1 2 3 4 5 6

Provided information about the Keystone STARS quality rating system which caused me to choose a provider who participates in the Keystone STARS Program.

1 2 3 4 5 6

Please Complete Both Sides

Do Not Mark In This Area

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CORRECT: ●

INCORRECT: ○ ⊗ ⊘ ⊖ ⊕

Very Strongly Disagree  
Strongly Disagree  
Disagree  
Agree  
Strongly Agree  
Very Strongly Agree

Having assistance with paying for child care (Child Care Subsidy).

Has helped me to keep and/or get a job.

1 2 3 4 5 6

Has helped me to further my education.

1 2 3 4 5 6

Helped me to stay off of other welfare programs like cash assistance, food stamps.

1 2 3 4 5 6

While making my choice of child care provider, I took into account:

Mark all that apply

- Location of the child care provider
- Their reputation/a recommendation from a friend/family member
- Their participation in the Keystone STARS program
- They offer meals
- They offer transportation to/from my child's school
- Cleanliness of the location
- The learning opportunities they could provide (their curriculum, what they teach the children)
- Experience level of the teachers/staff
- The books, toys, materials available (toys, books, play equipment, outdoor area)
- I know and trust the individual that is providing care
- Provider can offer care during my work hours
- None of the above

Please Complete Both Sides