# PARENT SURVEY DOCUMENTS AND INSTRUCTIONS

## A. FORMS AND TOOLS

- CCIS Parent Survey CD122 and CD122-S (WORD Documents)
- OCD Parent Survey CD123 and CD123-S (PDF Documents)
- CCIS Parent Survey Monthly Tally Sheet (WORD Document)
- CCIS Parent Survey Report for Program Year 2006 – 2007 (EXCEL Document)

### CCIS Parent Survey CD122 and CD122-S

The CCIS Parent Survey CD122 and CD122-S is for CCIS use and is composed of ten questions that solicit "YES" or "NO" responses from parents about their experiences at the CCIS with regard to:

- Hours of access
- Staff knowledge and professionalism
- Timely response to contacts
- Information-sharing on program rules, care choices and the importance of quality care.

The survey requires parents to identify the CCIS and encourages them to provide comments as appropriate and to submit questions or concerns with the expectation of follow up.

OCD recommends that the CCIS attempt to obtain the completed survey from the parent prior to the conclusion of the face-to-face interview. If the parent is not able or willing to provide the completed survey prior to departing the face-to-face interview, the CCIS may make other arrangements for return of the survey.

### OCD Parent Survey CD123 and CD123-S

The OCD Parent Survey CD123 and CD123-S is for OCD use. When OCD has direct contact with parents, they will offer parents the opportunity to provide feedback to the local CCIS by completing a Parent Survey. The survey will be available for OCD staff to send as a hard copy document with instructions to return the survey directly to the local CCIS. This option will be offered to parents without Internet access.

The OCD Parent Survey CD123 has been made available to Internet users on-line at the Department of Public Welfare's website. Both the hardcopy and the on-line versions afford the parent a more anonymous opportunity to provide feedback and to submit questions and concerns.

To access the OCD Parent Survey CD123 on-line:

- Go to www.dpw.state.pa.us and click:
  - "Services for Children in Pennsylvania"
  - "Early Education and Care"
  - "CCIS Parent Survey"
  - Or do a keyword search "parent-survey".

The user must identify the CCIS they have had contact with, complete the questionnaire using the drop down menus and comment boxes, and click submit. Upon completion, the survey is

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sent directly by e-mail to OCD. OCD will distribute surveys completed on-line to the identified CCIS for follow up with parents, as appropriate, and for inclusion in monthly statistics.

**CCIS Parent Survey Monthly Tally Sheet**

The CCIS Parent Survey Monthly Tally Sheet is used to manually track the number of surveys distributed during the calendar month, the number of completed surveys returned to the CCIS during the calendar month, and the number of "YES" and "NO" responses for each question from the completed surveys. At the end of the calendar month, the totals are transferred to the CCIS Parent Survey Report (EXCEL Document).

**CCIS Parent Survey Report for the Program Year 2006 – 2007**

The CCIS Parent Survey Report is used to enter manually collected totals from the CCIS Monthly Tally Sheet for the designated calendar month. NOTE: At this time, OCD is requiring use of the tally sheet and the report for quarterly outcome reporting for parent surveys delivered at the face-to-face interview only.

Monthly totals from the tally sheet must be entered into the EXCEL application:

- Quarter-to-date (QTD) and year-to-date (YTD) totals are automatically calculated for:
  - Number of surveys distributed ("Out").
  - Number of completed surveys returned ("In").
  - Number of "YES" and "NO" responses for each question on the completed surveys.
- Year-to-date (YTD) percentages are automatically calculated for:
  - Rate of return.
  - Rate of "YES" response for each question.
  - Rate of "NO" response for each question.

**B. DISTRIBUTION**

The required method of distribution of the Parent Survey is at the face-to-face interview. Every parent/caretaker must be asked to complete a survey prior to conclusion of the interview.

The CCIS must:

- Assign staff to be available to answer questions about the survey and to assist with completion, if requested.

- Assign primary responsibility for recording daily distribution/collection of Parent Surveys to designated staff.

- Designate a primary collection point for completed surveys and date-stamp them as they are returned to the CCIS.

- Implement procedures that enable a daily count of the number of surveys distributed and returned. NOTE: Surveys completed on-line and forwarded to the CCIS by OCD should be included in the monthly count.

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- Assign staff to provide follow-up responses to parents seeking further contact and assistance. Responsible staff should record additional feedback obtained during the follow-up contact on the returned survey and attach additional sheets if needed.

In addition to the required face-to-face interview method, the CCIS may make the survey available to parents at other times and by other methods at their own discretion. **However, in order to preserve continuity and consistency of statewide data, tracking and compilation of parent survey data obtained by methods other than the face-to-face interview should be maintained separately.**

**C. REPORTING AND RETENTION**

Distribution of the Parent Survey at every face-to-face interview begins October 1, 2006.

- At the end of October 2006 and every month thereafter, record on the Monthly Tally Sheet:
  - The number of surveys distributed at the face to face meeting.
  - The number of completed and returned surveys.
  - The number of "YES" and "NO" responses for each question on the completed surveys.

- At the end of October 2006 and every month thereafter, transfer the totals from the Monthly Tally Sheet to the Parent Survey Report:
  1. Locate the calendar month.
  2. Enter the total number of surveys distributed at the face to face interview in "OUT".
  3. Enter the total number of completed surveys in "IN".
  4. Enter the total number of "YES" responses for Question 1 under "YES".
  5. Enter the total number of "NO" responses for Question 1 under "NO".
  6. Repeat 4 and 5 for Questions 2 through 10.

  NOTE: The total of the "YES" responses and the "NO" responses for each question cannot exceed the total number of completed surveys returned and entered in "IN". Also, to facilitate analysis, the report will automatically calculate:
  - QTD and YTD totals for completed surveys and "YES" and "NO" responses.
  - YTD percentages for rates of return, "YES" responses, and "NO" responses.

- Beginning January 31, 2007 and on a quarterly basis thereafter, submit, by e-mail to the subsidy coordinator, the completed Parent Survey Report for the quarter October, November, December 2006. Include a brief written analysis of the data in the body of the e-mail.

- Submit reports for subsequent quarters by the end of the calendar month following the end of the quarter.

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- Analyze QTD and YTD totals and percentages, review comments from individual surveys, and incorporate this information into over-all evaluations of local CCIS business practices where and when appropriate. This step satisfies the Performance Standard Customer Service 4(b).

- If the data entered into the Parent Survey Report (Excel document) realizes a negative response rate of 25% or greater for any survey question at the end of the quarter, construct and implement a corrective action plan. The corrective action plan must be submitted to the subsidy coordinator with the Parent Survey Report and must:
  - Identify the survey question(s) with the negative response rate of 25% or greater.
  - List the steps that will be taken to correct the problem.
  - Identify a target date for the realization of a negative response rate less than 25%.

  NOTE: OCD reserves the right to request a corrective action plan at any time deemed appropriate based on negative response rate.

- To insure comprehensive data collection and evaluation, retain completed surveys until the end of the program year.

- To facilitate comparisons of annual trends, progressions and/or regressions, retain the Parent Survey Report for a minimum of three years.

**D. OCD PROCESS AND UTILIZATION**

The Subsidy Coordinator will:

- Compile data from the "Parent Survey Report for the CCIS" from their assigned CCIS agencies to complete a regional "Parent Survey Report".
- Forward the report to headquarters to enable compilation of a state level report.
- Contact the CCIS to confirm and monitor corrective action plans implemented to address negative response rates in excess of 25% for any survey question.

OCD will issue an annual state level report for all Parent Survey data.

**E. ADDITIONAL INFORMATION**

Any CCIS currently utilizing their own customer service survey may continue to do so at times other than the face to face interview.

The Parent Survey is not a substitute or replacement for the CCMIS Resource & Referral customer survey.

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