



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

Edward G. Rendell, Governor Estelle B. Richman, Secretary

www.dpw.state.pa.us

PARENT SURVEY FOR THE CHILD CARE INFORMATION SERVICES (CCIS) of _____ COUNTY

If you have applied for help with child care costs, we want to know about your experience with our agency. Please help us to provide better service by completing and returning this survey.

Answer YES or NO for each question. Write down any comments you want us to read.

1. The CCIS is open on days and times that meet my needs.

- (1) YES.
- (2) NO

Comments: _____

4. The CCIS staff returns my phone calls within 2 days.

- (1) YES
- (2) NO

Comments: _____

2. The CCIS staff is polite, courteous and respectful.

- (1) YES
- (2) NO

Comments: _____

5. The CCIS staff answers my questions clearly.

- (1) YES
- (2) NO

Comments: _____

3. When I need to call the CCIS about subsidized child care or to report changes in my circumstances, I know what number to call and who to contact.

- (1) YES.
- (2) NO

Comments: _____

6. The CCIS staff clearly explained the many ways to verify information and provide documentation, including a temporary self-statement and CCIS phone calls to sources of my information.

- (1) YES
- (2) NO

Comments: _____



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7. The CCIS staff explained the types of early education and school age services in my community and I understand the choices available to my child.

- (1) YES
- (2) NO

Comments: _____

8. The CCIS staff talked to me about finding a healthy and safe place to leave my children while I work.

- (1) YES
- (2) NO

Comments: _____

9. The CCIS staff explained to me how quality child care can help my child get ready for school.

- (1) YES
- (2) NO

Comments: _____

10. The CCIS gave me information about the Keystone STARS quality rating system.

- (1) YES
- (2) NO

Comments: _____

Write down any comments or questions you want us to read.

The CCIS is really good at: _____

The CCIS could do better at: _____

I have questions about: _____

I would like someone to contact me.

My name is: _____

You do not have to provide your name for someone to contact you.

You can call me at: _____

You can email me at: _____

If you do not want to provide this information but you still have questions, call us at: _____.

Thank You!