



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)

The Office of Child Development wants to know about your experience with the CCIS. Please help us to provide better service by completing this survey and returning it to the CCIS or by sending it to The Office of Child Development, P.O. Box 2675 Harrisburg, Pa. 17105-2675.

What CCIS office did you contact? The CCIS of _____ County.

Answer YES or NO for each question. If you answer no to any question, please write a brief explanation on the comments line.

1. The CCIS is required to be open Monday through Friday from 8:30 AM to 5:00 PM. Are your needs met by these hours and/or any extended hours of service offered by the CCIS?

- (1) YES
- (2) NO

Comments: _____

4. The CCIS staff returns my phone calls within 2 work 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 and helps me solve problems.

- (1) YES
- (2) NO

Comments: _____

3. The CCIS staff explained what changes in my information must be reported and when I need to call the CCIS to report these changes in my circumstances.

- (1) YES
- (2) NO

Comments: _____

6. The CCIS staff clearly explained the many ways to verify information and document eligibility for subsidized child care services.

- (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

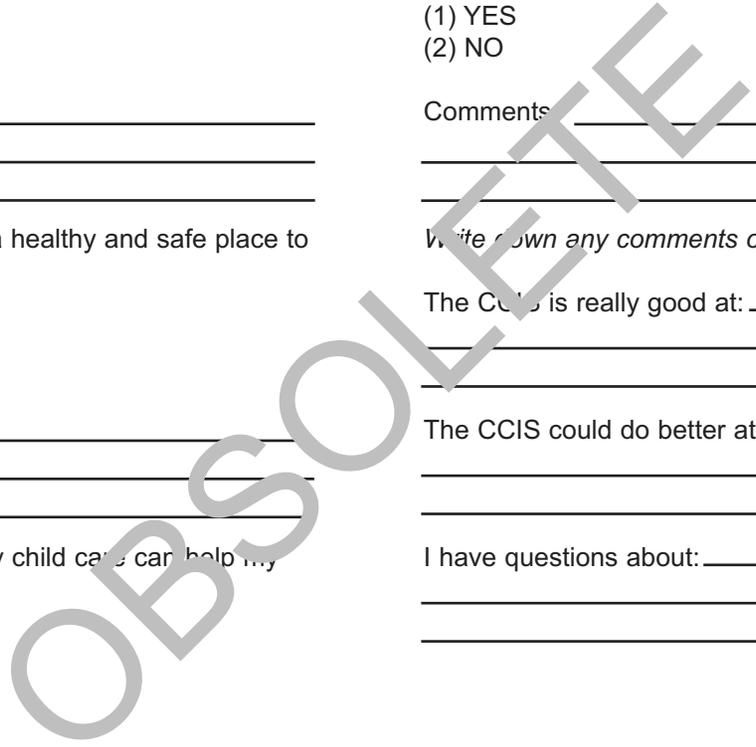
Comments: _____

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: _____

Thank You!