



ANNOUNCEMENT: _____
CHILD DEVELOPMENT OFFICE
COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE

Issue Date: August 25, 2006
Effective DATE: October 1, 2006

SUBJECT:	The Parent Survey
TO:	Child Care Information Services
FROM:	Harriet Dichter Deputy Secretary, Office of Child Development

Harriet Dichter

PURPOSE

This announcement is being issued to:

1. Release the Child Care Information Services (CCIS) Parent Survey (CD122) and the Spanish CCIS Parent Survey (CD122-S).
2. Announce the Office of Child Development (OCD) Parent Survey (CD123) and the Spanish OCD Parent Survey (CD123-S) for use by the Office of Child Development (OCD).
3. Announce the availability of the on-line version of the Parent Survey.
4. Implement the required use of the Parent Survey at the face to face meeting, beginning 10/1/06.
5. Release the required reporting tools CCIS Parent Survey Monthly Tally Sheet and CCIS Parent Survey Report.
6. Provide "Documents and Instructions" for use of the Parent Survey and compilation of feedback.
7. Require the CCIS to submit quarterly reports to OCD beginning January 31, 2007.

BACKGROUND

The Office of Child Development (OCD) is committed to insuring that parents participating in the subsidized child care program receive comprehensive service delivered in a professional and timely manner, and education about the impact of care choice on early child development and school readiness.

In November 2005, OCD issued Announcement S-05 #10 "Child Care Information Services Performance Standards for 2005 – 2006". The basis of the Parent Survey is rooted in Customer Service, Standard #4 which speaks to the solicitation of parent/caretaker feedback, evaluation of consumer knowledge of quality child care options, the subsidy program and CCIS service delivery. In order to achieve satisfactory performance, the CCIS must offer all parents participating in the subsidy program the opportunity to provide feedback on the identified performance criteria. The CCIS must also demonstrate evaluation of parent feedback and utilization of data to chart the path of future business practices and service models for the CCIS.

By standardizing the CCIS Parent Survey, OCD will have the opportunity to evaluate CCIS performance and progress on a statewide basis. The consistency of the questions and resulting data collection will allow for the realization of meaningful statistics, valid conclusions and appropriate planning.

DISCUSSION

OCD has determined the face-to-face interview to be the optimal point of contact for use of the Parent Survey due to accessibility of the parent and the immediacy of the contact with the CCIS. Therefore, beginning October 1, 2006, the CCIS will include the Parent Survey in the discussion with the parent/caretaker at the face-to-face interview.

The CCIS Parent Survey:

- Establishes a standard method of obtaining feedback from parents participating in the child care subsidy program.
- Enables the CCIS to determine if the parent gained knowledge about child care options, the rules of the child care subsidy program, and the impact of care choice on early learning and development.
- Creates a forum for parents to submit questions and concerns.
- Provides a basis for the CCIS to evaluate business practices.
- Satisfies the Performance Standards requirement Customer Service 4(a) to offer parent/caretakers an opportunity to provide feedback.

All CCIS agencies have received an initial shipment of the Parent Survey CD122 and will receive a supply of the Spanish version CD122-S, in the very near future. The CCIS may order additional supplies by completing a DPW Internal Requisition Form and faxing it to the Office of Child Development (ATTENTION: Forms Order) at 717-214-6575. English and Spanish versions that may be downloaded and printed are also made available to the CCIS with this announcement.

The CCIS Parent Survey Monthly Tally Sheet and CCIS Parent Survey Report documents are also being provided with this announcement. These required tools will assist both the CCIS and OCD in compiling data and measuring outcomes of the Parent Survey. See Parent Survey Documents and Instructions for more information.

NEXT STEPS

1. Beginning October 1, 2006, make the Parent Survey available to the parent/caretaker at the face-to-face interview at the CCIS.
2. Assist the parent/caretaker with completion of the survey, upon request.
3. Designate a central collection point and date-stamping process for completed returned surveys.
4. Establish procedures that enable a monthly count of surveys issued and returned by the face-to-face method.
5. Assign CCIS staff to use the Monthly Tally Sheet and the Parent Survey Report to collect, compile, summarize and analyze survey data on a regular basis.
6. Beginning January 31, 2007, submit the quarterly report to the Subsidy Coordinator. Include a brief written narrative.
7. Establish and implement corrective action plans for a negative response rate greater than 25% for any survey question.
8. Retain completed parent surveys until the conclusion of the program year.
9. Retain Parent Survey Reports for a minimum of three years.
10. Direct questions to the Subsidy Coordinator.