



2018-2019 Parent Surveys

General Child Care, State Preschool, CalWORKS Stage 2, & Alternative Payment Program

A photograph of a young child sitting at a table in a classroom, playing with small objects. The child is wearing a dark shirt and is focused on the activity. The table is covered with a white cloth and has several small objects on it. The background shows a classroom setting with a chair and a table.

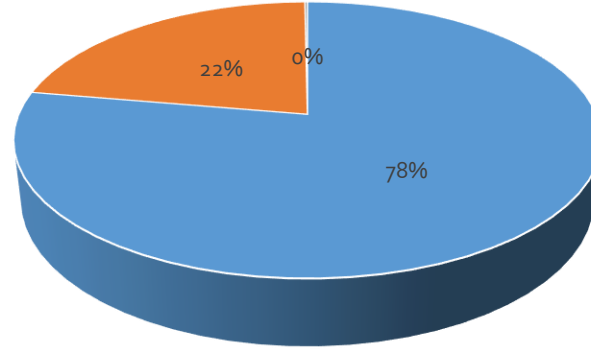
Methodology

- Each year CSB's parents are asked to complete a survey to gauge families' satisfaction levels with our services
- Parent Surveys are distributed to all CSB's state programs:
 - General Child Care (CCTR)
 - State Preschool (CSPP)
 - CalWORKS Stage 2 (C2AP)
 - Alternative Payment Program (CAPP)
- The results are reviewed by staff to determine what we are doing well and where are areas we can improve

How satisfied are you with the overall quality of the program?

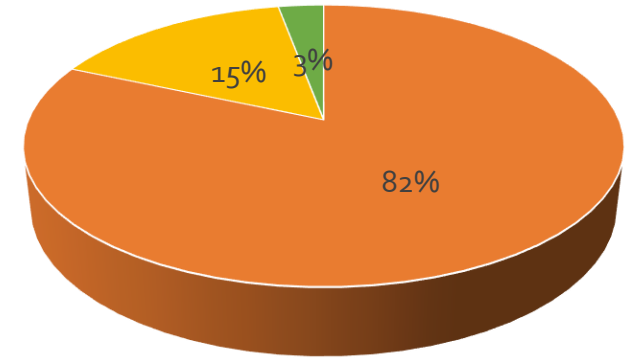


State Preschool



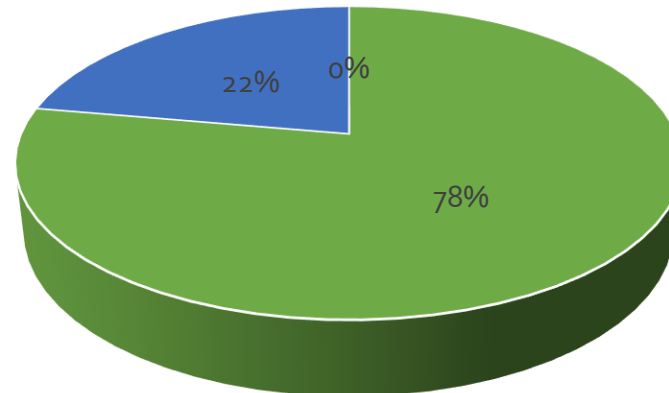
■ Very Satisfied ■ Satisfied ■ Not Satisfied

General Child Care



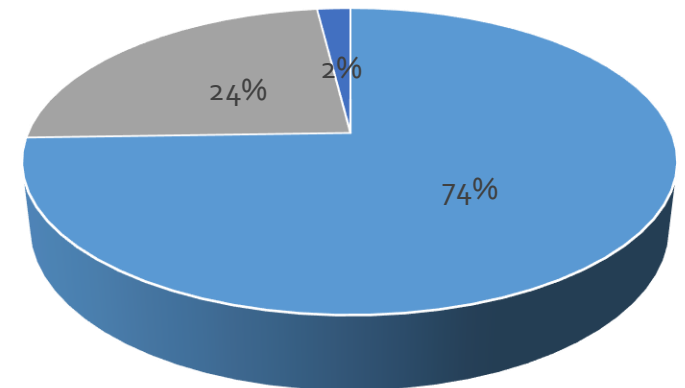
■ Very Satisfied ■ Satisfied ■ No Response Provided

Alternative Payment Program



■ Very Satisfied ■ Satisfied ■ Not Satisfied

CalWORKS Stage 2



■ Very Satisfied ■ Satisfied ■ Not Satisfied

Do you feel that your child is safe and happy in the program?

General Child Care

Safe

•100%

Happy

•100%

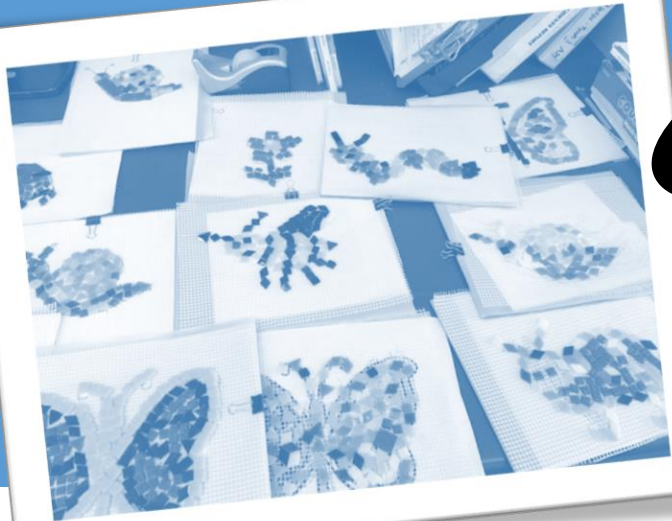
State Preschool

Safe

•99%

Happy

•100%



General Child Care

Have you received information from the program about the following?

100%

How child is growing and developing

How child is doing in the program

How parent can get involved with your child's program

99%

What parents can do to help their child learn and develop

98%

How children develop at different ages (e.g., walk, talk, etc.)

97%

Schedule of daily activities

Where to report health or safety concerns and complaints

Experience and training of program staff

Discipline procedures

96%

How to find other services in the community (e.g., employment and training opportunities, parenting classes, health care)

95%

Parenting skills

State Preschool

Have you
received
information
from the
program about
the following?

99%

How child is
doing in the
program

What
parents can
do to help
their child
learn and
develop

97%

How
children
grow and
develop

How
parents
can get
involved
with child's
program

96%

Schedule
of daily
activities

Parenting
skills

95%

How children
develop at
different ages
(e.g., walk,
talk, etc.)

94%

How to find other
services in the
community (e.g.,
employment and
training
opportunities,
parenting classes,
health care)

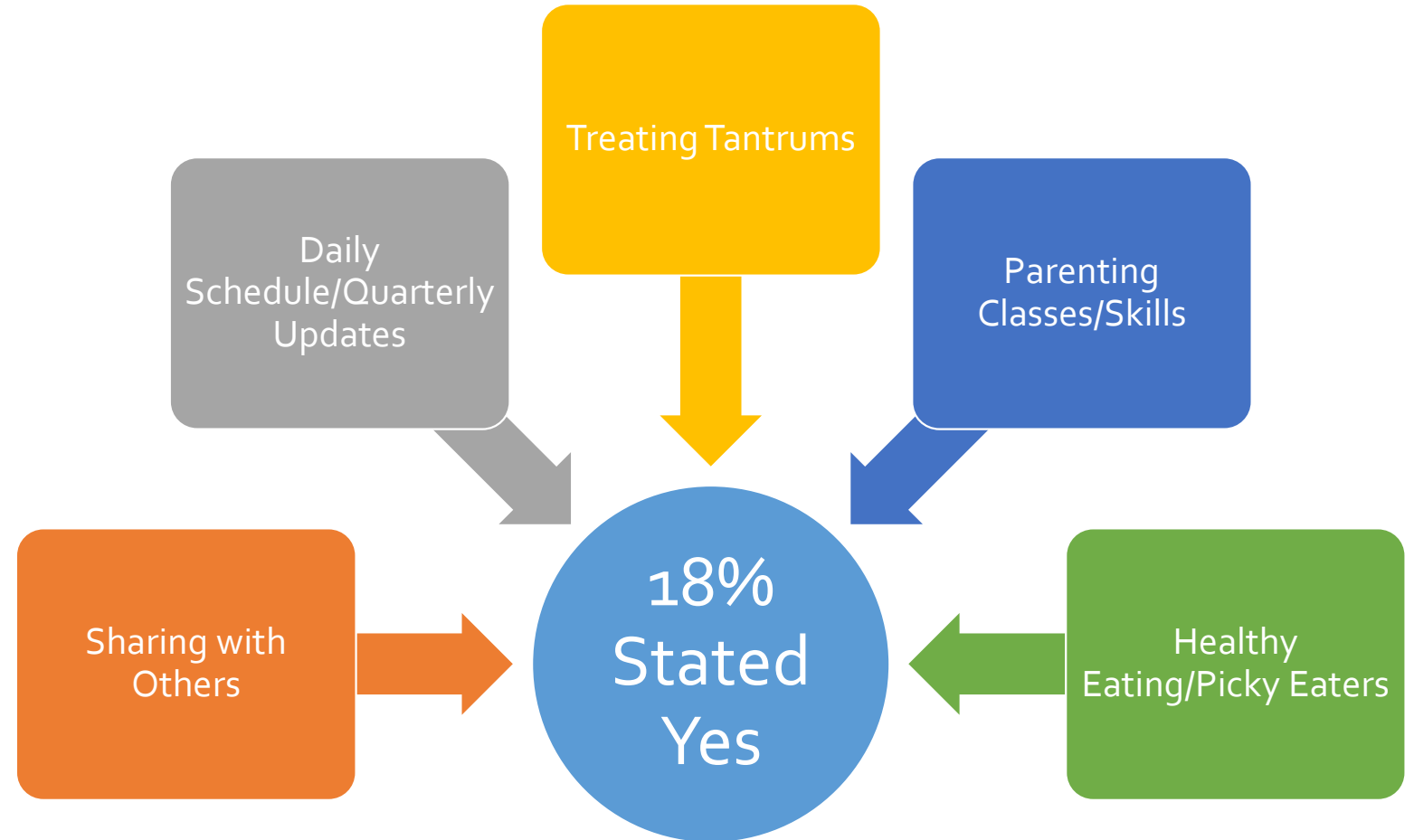
Where to report
health or safety
concerns and
complaints

Experience and
training of
program staff

Discipline
procedures

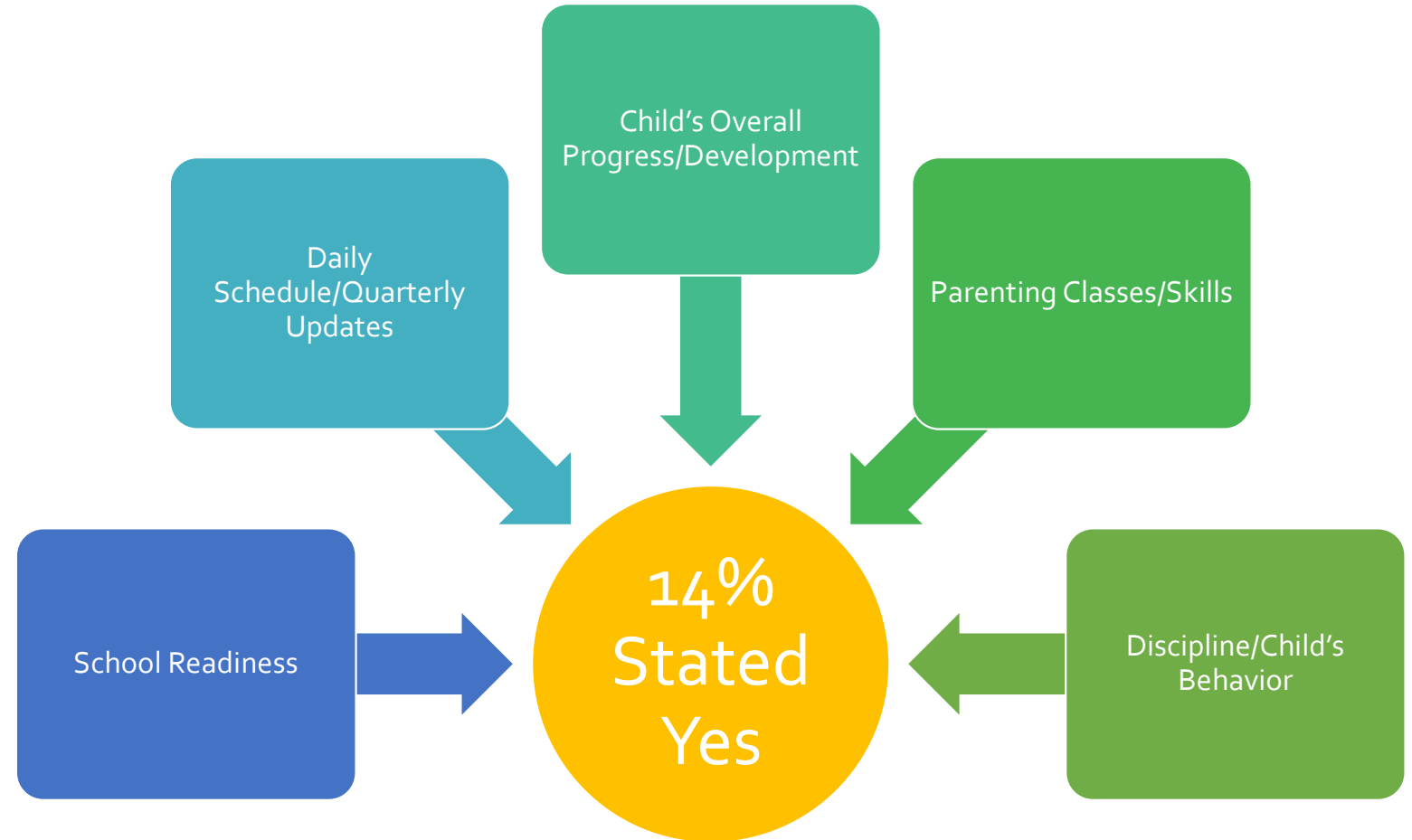
General Child Care

Would you like more information about any topics related to your child's care and development?



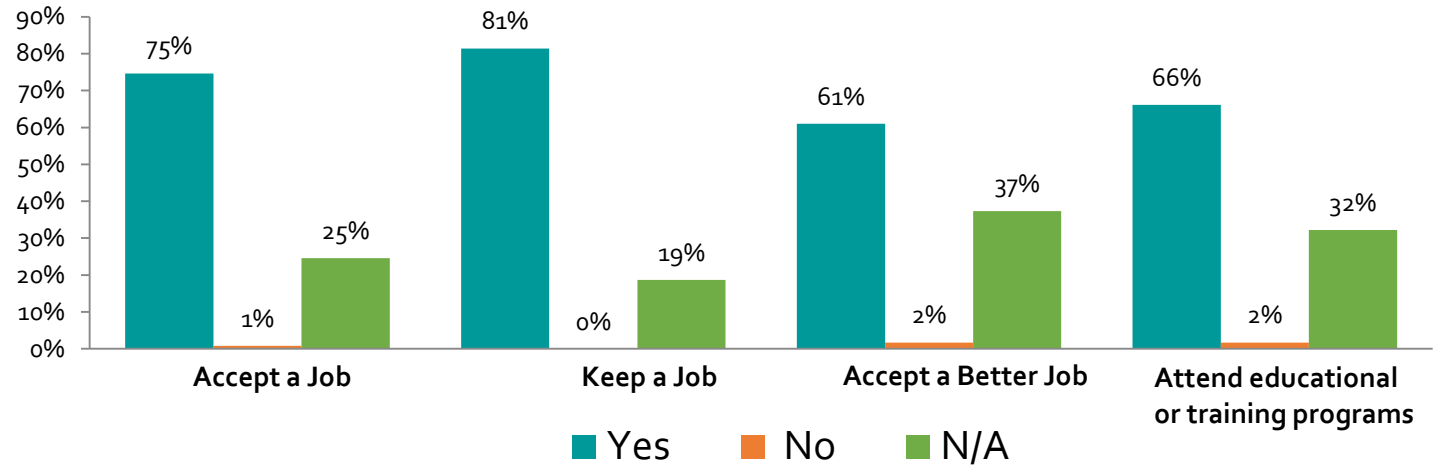
State Preschool

Would you like more information about any topics related to your child's care and development?

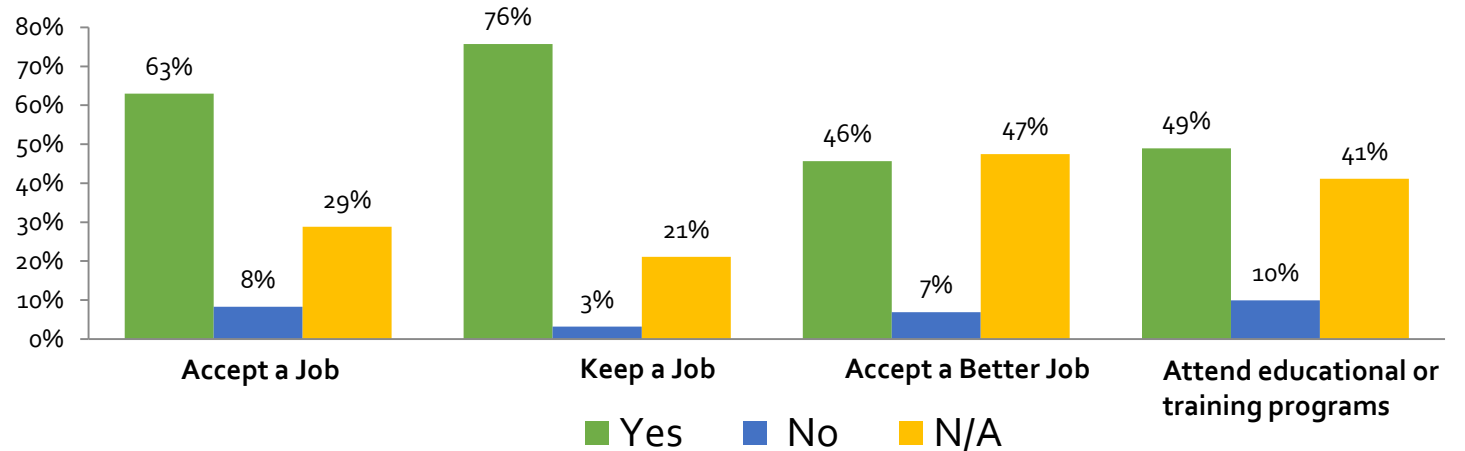


Has your child's enrollment in this program made it easier for you to:

General Child Care

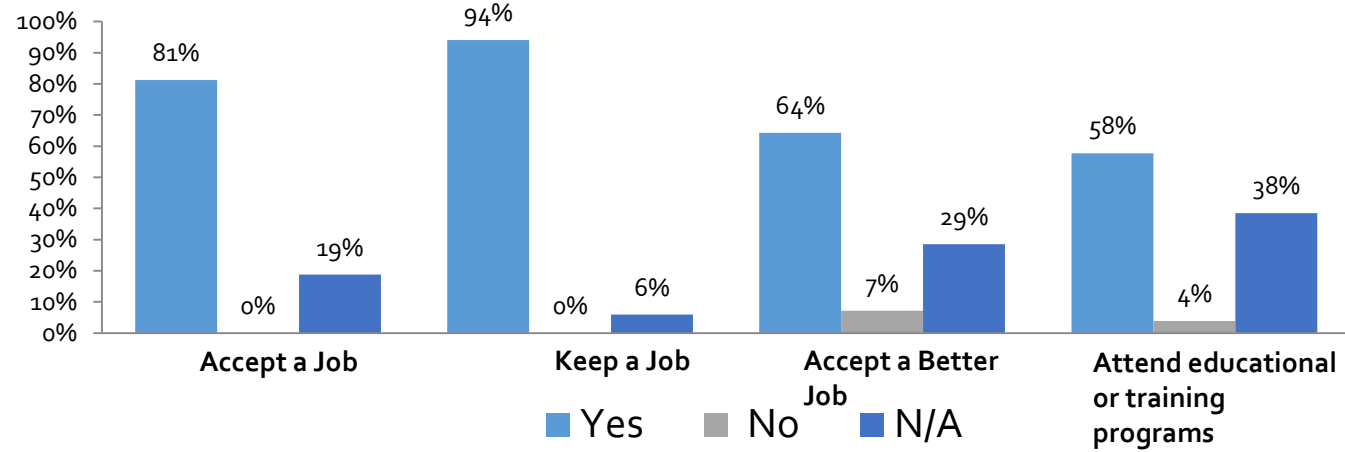


State Preschool

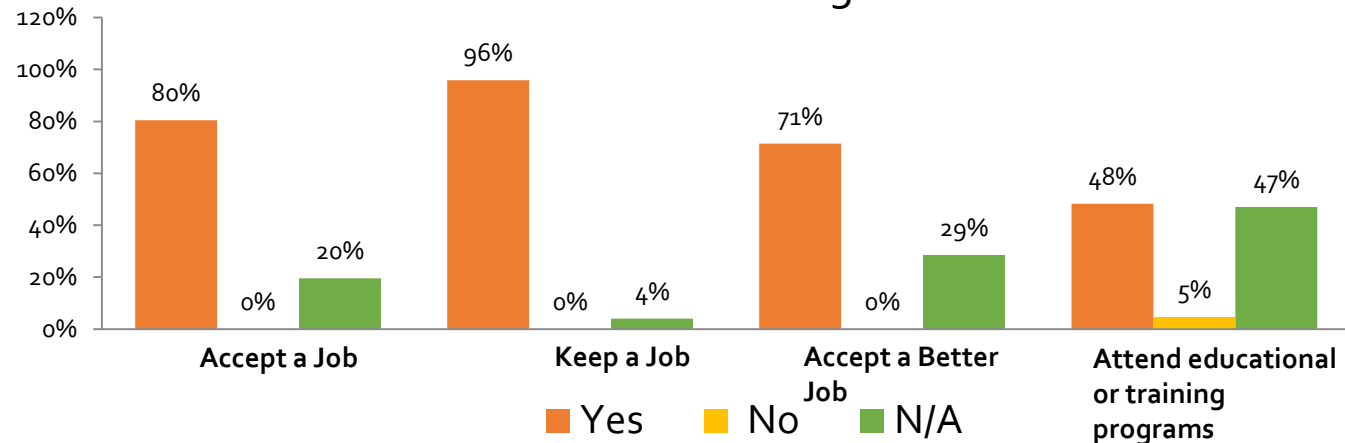


Has your child's enrollment in this program made it easier for you to:

Alternative Payment Program



CalWORKs Stage 2



How satisfied are you with these characteristics of your child's program?

General Child Care

100%	99%	98%	97%
<ul style="list-style-type: none"> • Location of program • Background and experience of staff • Languages spoken by staff • Meeting the individual needs of the child • Interaction between staff and children • Parent involvement • Cultural activities 	<ul style="list-style-type: none"> • Number of adults working with children • How program staff communicate with parents • Interaction with other parents • Parent involvement • Daily activities • Nutrition • Health and safety policies and procedures 	<ul style="list-style-type: none"> • Equipment and materials • Cultural activities 	<ul style="list-style-type: none"> • Hours of operation

State Preschool

100%	99%	98%
<ul style="list-style-type: none"> • Location of program • Background and experience of staff • Equipment and materials • Daily activities • Environment • Health and safety policies and procedures • How the program promotes your child's learning and development 	<ul style="list-style-type: none"> • Number of adults working with children • Languages spoken by staff • How program staff communicate with you • Parent involvement • Cultural activities • Nutrition 	<ul style="list-style-type: none"> • Hours of operation • Interaction between staff and children • Interaction with other parents

How satisfied are you with these characteristics of your child's program?

CalWORKs Stage 2

100%	98%	92%	90%
<ul style="list-style-type: none"> Supporting you to meet the individual needs of your obligation 	<ul style="list-style-type: none"> Courtesy of program staff Background and experience of staff 	<ul style="list-style-type: none"> How program staff communicate with you 	<ul style="list-style-type: none"> Location Hours of program office

Alternative Payment Program

100%	88%
<ul style="list-style-type: none"> Supporting you to meet the individual needs of your obligation Courtesy of program staff 	<ul style="list-style-type: none"> Background and experience of staff Location Hours of program office

Is there anything else you would like to say about how this program meets your family's needs?

"This has been a tremendous experience for my son. It has helped me to advance myself into my second career. Thank you to the kind and helpful staff at this location"

"I have noticed a great change in my daughter. Especially socializing"

"Without this program, it would be so much more difficult"

"I love the center and staff they are great"

"This program has helped my daughters overall development and life skills that she needs for her every day use. It has brought her out of her comfort zone and made a difference on how she approaches challenges"

"Beyond grateful for Stage 2"

Do you have any suggestions about how this program could be improved?

"Continue with the benefits for Stage 2. Paying for childcare is expensive"

"More staff"

"Meals - better options"

"Field Trips to the zoo or museum"

"Larger Parking Lot"

"Digital timecard/sign in sheets would help a ton"

"I am happy with the staff but if school will open at 6:00 to 6:00 would be perfect"

"Only more support. May this program never end, because it's amazing & loved from all my family"

Thank You!

