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***Help us serve you better.***

Complete the following survey and return to us at:

317 West 1st St, Suite 111

Oswego, NY 13126

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State:\_\_\_\_\_\_\_\_\_ Zip:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-Mail:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Care needed for how many children?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Ages:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1) Would you use CCR&R services again or refer others to us? 🞏 Yes 🞏 No 🞏 Maybe

2) Client satisfaction with CCR&R services:

🞏 Counselor Helpful 🞏 Referrals/Information Somewhat Accurate

🞏 Counselor Somewhat Helpful 🞏 Referrals/Information Not Accurate

🞏 Counselor Not Helpful 🞏 Referrals/Information Somewhat Helpful

🞏 Referrals Helpful 🞏 Subsidy Information Helpful

🞏 Referrals Somewhat Helpful 🞏 Subsidy Information Not Helpful

🞏 Referrals Not Helpful 🞏 Subsidy Information N/A

🞏 Referrals/Information Accurate

3) Satisfaction Notes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4) Search Outcome:

🞏 Found Care 🞏 Care Not Found 🞏 Have Not Completed Search 🞏 Kept Current Provider/Arrangements

🞏 Care No Longer Needed 🞏 On Provider Waitlist

5) How did you find care?

🞏 CCR&R Referrals 🞏 Parent Portal

🞏 Other Agency 🞏 Friend/Relative Recommendation

🞏 Social Media/Provider Website 🞏 Other Referral Service

🞏 Internet/Self Search 🞏 Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6) Reason for Choosing Provider:

🞏 Child/Staff Ratio 🞏 Facility Environment

🞏 Group/Class Size 🞏 Children Appeared Happy

🞏 Family Involvement 🞏 Location

🞏 Caregiver Education 🞏 Schedule of Care

🞏 Curriculum 🞏 Caregivers/Staff Attentive to Children

🞏 Learning Environment 🞏 Program Accredited

🞏 Child Assessment 🞏 Cost

🞏 Health & Safety

7) Type of Care Found:

🞏 Camp 🞏 Child Care Center 🞏 Early Head Start

🞏 Family Child Care 🞏 Friend/Relative 🞏 Group Family Child Care

🞏 Head Start 🞏 in Home 🞏 Legally Exempt

🞏 Patchwork 🞏 Playgroup 🞏 Nursery School

🞏 Pre K/Preschool 🞏 School Age Program 🞏 Universal Pre K

8) Problem Finding Care:

🞏 Cost of Care Too High 🞏 Provider(s) Not Responsive

🞏 Cultural Differences 🞏 Special Needs Could Not Be Accommodated

🞏 Dissatisfied w/ Quality of Care Provided 🞏 Subsidy Not Accepted

🞏 Language Barrier 🞏 Transportation

🞏 Location of Care 🞏 Type of Care Desired Not Available

🞏 No Openings for Child/Children 🞏 Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

🞏 Provider Not Available During Days & Hours Needed

9) Problem Notes:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

10) Employment Outcome:

🞏 Lost Job Due to Child Care Issues 🞏 Changed Shifts to Accommodate Child Care Schedule 🞏 Decided to Stay Home 🞏 Working Fewer Hours

🞏 Child Care Did Not Impact My Job 🞏 Changed Jobs to Accommodate Care Schedule

🞏 Was Able to Get/Keep a Job Because of Finding Child Care

🞏 Wasn't Able to Get/Keep a Job Without Child Care