



2018 PARENT SURVEY

If you are a New York City resident who has a child age 12 or under, if your child is currently in child care, if you are looking for child care, or if you have used child care in the past, **WE WANT TO HEAR FROM YOU!** The information we gather will help Child Care Resource & Referral agencies like us across NY State to improve services to families.

4 Ways to Participate!

On line: <http://bit.ly/ParentSurvey2018sv>

Email: emateo@cdscnyc.org

Fax: 718-399-6505

Mail: Child Development Support Corporation
CCR&R Services
352-358 Classon Avenue
Brooklyn, NY 11238

THANK YOU for taking the time to fill out the **CDSC** 2018 Parent Survey!

Please continue only if you are a [New York City](#) resident who has a child aged 12 or under. Survey information will help us at Child Development Support Corporation (CDSC) to serve families more effectively.

Your responses are confidential.

<http://bit.ly/ParentSurvey2018sv>

SURVEYS MUST SUBMITTED BY MARCH 31, 2018.

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General Information

* - required

1. *Your Zip Code: _____

2. *Your County: _____

Child Care Information

3. * While your children were in care, did you every have trouble paying?

- Always
- Often
- Sometimes
- Rarely
- Never

4. In order to pay for care, did you: *(check all that apply)*

- Borrow from family
- Borrow from friends
- Use credit cards
- Cut back on basic household expenses
- Cut back work hours
- Cut back child care hours
- Have a friend/relative watch your child/children
- Switch to less expensive care
- Use a combination of care types (examples: Child Care center and Grandmother, or one provider during the week and different provider on the weekend)
- None of the above - I can pay.

5. Do you/did you receive assistance to pay for child care/child care subsidy?

- Yes
- No

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6. * Please tell us the reasons why you chose your specific child care arrangement: *(check all that apply)*

- Quality
- Location - close to home
- Location - close to work
- Hours
- Cost
- Caregiver is a relative
- Children are happy I the program
- Small adult/child ratio
- The program accepted subsidy/assistance
- Good learning/educational program
- Caregiver trained/educated
- Caregiver knowledgeable
- How I was treated at time of initial visit
- Heard good things from other parents
- Activities offered for children
- My other child was enrolled in the program (currently or previously)
- Provider had experience with special needs children
- Program nationally accredited
- Other: _____

7. Of all the reasons you indicated in question 6, what are the 2 most important?

- Quality
- Location - close to home
- Location - close to work
- Hours
- Cost
- Caregiver is a relative
- Children are happy I the program
- Small adult/child ratio
- The program accepted subsidy/assistance
- Good learning/educational program
- Caregiver trained/educated
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- How I was treated at time of initial visit
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- Activities offered for children
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8. How satisfied are you/were you with your child care provider/program?

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

9. If you have ever been dissatisfied or very dissatisfied with a child care provider please indicate why (check all that apply):

- Child isn't in a good learning environment
- Provider/teacher could be more nurturing
- Provider schedule/availability (days of week)
- Provider hours
- Other children's behavior towards your child
- Inconvenient location/long drive
- Frequent staff changes
- OCFS Violations (active or not yet reported)
- Do not agree with the provider's child care philosophy
- Environment (pets, air quality, safety issues)
- Child is unhappy
- Provider's business practices (won't provide tax info, documentation, etc.)
- Other _____