Workgroup II: Questions for CCR&R's in other states.
10-15-2010

Vermont is exploring alternative delivery models for child care referral services. We would like to learn more about how child care referral services are provided in your state.

State: _____
Person Interviewed: _____
Organization: _____
Date Interviewed and By Whom: _____

First I'd like to ask you some questions about characteristics of your service area.

1. To what extent does your service area include communities that are:

a.	Urban	Very much	Somewhat	Not at all
b.	Suburban	Very much	Somewhat	Not at all
c.	Rural	Very much	Somewhat	Not at all

2. To what extent does your service area include families that are (circle all that apply):

a.	Low-income	Very much	Somewhat	Not at all
b.	Moderate-income	Very much	Somewhat	Not at all
c.	High income	Very much	Somewhat	Not at all

3. To what extent does your service area include families who (circle all that apply):

   a. Have limited English proficiency:
      Very much Somewhat Not at all

   b. Have low literacy levels:
      Very much Somewhat Not at all

   c. Are from diverse religious backgrounds
      Very much Somewhat Not at all

   d. Are of diverse cultural heritage
      Very much Somewhat Not at all

4. Are child care referral services in your state provided by (check one):
   a. One organization agency in one location
   b. One organization agency with multiple sites
   c. Multiple organizations with defined service areas. If multiple agencies:
      i. How many organizations/service areas are there? _____
      ii. How do the organizations relate to each other?
   d. Other _____

5. Who is the contracting entity: (the organization that contracts with your organization and pays you for child care referral services) (circle one):
    a. State Administrator of the federal CCDF funds (Government entity)
    b. CCR&R network
    c. Other _____

6. Has the structure of Child Care Referral Service delivery changed within your state in recent years?

    ____ No (skip to question 9)

    ____ Yes: Please describe how the service delivery structure has changed in relation to:

    The number of organizations providing the service:

    The contracting entity:

    Other significant ways:

7. Has there been a formal evaluation to document the impact of this change?

    ____ No

    ____ Yes: Please describe the results of the evaluation:

8. What do you see as the benefits of the new service delivery structure:

    For parents:

    For providers:

    Overall:

    What do you see as the challenges of the new service delivery structure:

    For parents:

    For providers:

    Overall:

9. In addition to child care referrals, do you provide (circle all that apply):
    a. General information and referral for human services, etc.
    b. Referrals to other child/family focused services
    c. Other _____

10. What other CCR&R related services are provided by your agency:

If these other related services include Child Care Subsidy Eligibility Determination and/or Professional Development and training, how is it connected with your child care referral service?

11. Is your child care referral service (circle all that apply):
    a. Housed with 211
    b. Exclusively provided by 211
    c. Provided in collaboration with 211 through a memorandum of understanding which outlines referral roles and database responsibilities
    d. Referred to by 211
    e. Unconnected to 211

12. Do clients access your child care referral services through (circle all that apply):
    a. 1 toll free number with referral specialist available to answer questions
    b. Multiple local numbers
    c. 1 toll free number that routes calls out to other agencies
    d. Your on-line searchable database
    e. IM or On-line Chat
    f. Other

13. How likely is it that a client would speak with the same referral specialist each time they call (circle one):
    a. Clients are assigned to one specialist
    b. Clients may request a particular specialist when they call but are not assigned
    c. Clients are served by the specialist who is available when they call
    d. Other: (Please describe):

14. For your child care referral database, do you use:
    a. NACCRRAWARE
    b. A system provided by your State
    c. Your own custom built system
    d. Other (please describe)

15. Does your child care referral database include:
    a. Data from your service area only
    b. Statewide data

16. What is your process (including what and how often) for updating your child care provider database?

17. Child Care Referral Operational Data:
    a. How many child care searches do you perform each year: _____
    b. What are the different types of child care providers and how many (estimate is fine) child care providers by these types are in your database : _____
    c. How many FTE staff are employed to provide this service: _____
    d. What are your hours and days of service?

18. What is your yearly budget for child care referral services: _____

19. Which of the following types of funding do you receive to support the child care referral service (circle all that apply):
    a. The federal CCDF through your State Agency
    b. Employer Contracts
    c. Client fees
    d. Other: (please describe) _____

20. If you circled more than one funding source above, are your services provided differently based upon the funding source?

    _____ No, all clients receive the same level of service regardless of funding source

    _____ Yes: Please describe different levels of service provided:

21. How do you ensure equitable access this service? (e.g., if language by caller is different than English or caller is hearing or visually impaired, parent may not have phone or computer or mailbox, etc.)

22. To what extent are your child care referral specialists able to provide data to parents that is locally specific? (i.e. specific to a particular town, school district, terrain, local events and services, etc.):

23. What challenges have you experienced in collecting information from child care providers? (e.g., vacancies, program characteristics)

24. In general, do you have any comments about what works well about your current system and what you think could work better?