



Additional Comments	
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If you would like to be contacted, please complete the following:

Name:

Phone:

Address:

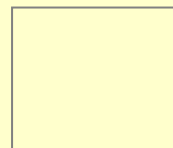
City: State:

Zip Code:

E-mail:

Thank you for your time and support!

COMMUNITY COORDINATED CHILD CARE
 2 CITY HALL PLAZA
 3RD FLOOR
 RAHWAY NJ, 07065



Customer Service Survey



Mission Statement

Community Coordinated Child Care of Union County is a not for profit resource and referral agency. We attempt to meet the wide range of needs families face as they raise young children. We believe that all families should have good child care that they can afford. CCCC works with parents, community, business, and government. CCCC helps parents find services to help them. The agency helps the early childhood centers and family child care providers

2 City Hall Plaza, 3rd Floor
 Rahway, NJ 07065
 973-923-1433
www.cccunion.org

To help us better serve you,
please complete this survey.
Thank You!



Please mark one: ___Visit or ___Call

What was the reason for your call or visit?	<input type="radio"/> Child Care Referrals <input type="radio"/> E-Child Care <input type="radio"/> Child Care Subsidy <input type="radio"/> Family Child Care	What subsidy program did you apply for?	<input type="radio"/> New Jersey Cares for Kids (NJCK) <input type="radio"/> Community Care Voucher (CCVC) <input type="radio"/> Kinship <input type="radio"/> Post Adoption Child Care (PACC) <input type="radio"/> Work First NJ (WFNJ) <input type="radio"/> Post Transitional Child Care (PTCC) <input type="radio"/> Department of Education (DOE) <input type="radio"/> _____ N/A	Was the person you spoke With Courteous?	<input type="radio"/> Yes <input type="radio"/> No								
Did you find our location accessible?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A		Do you currently receive a child care subsidy?	<input type="radio"/> Yes <input type="radio"/> No	If we were to offer training for parents would you attend?	<input type="radio"/> Yes <input type="radio"/> No							
Your Knowledge about Quality Child Care before the visit or call?	<input type="radio"/> Poor <input type="radio"/> Average <input type="radio"/> Good <input type="radio"/> N/A			If you currently applied for a child care subsidy were you.....	<input type="radio"/> Approved <input type="radio"/> Denied <input type="radio"/> Pending	What types of Training would you like us to provide?	<input type="radio"/> How Children Grow, Develop and Learn <input type="radio"/> Choosing Quality Child Care <input type="radio"/> Behavior and Discipline <input type="radio"/> Infant and Toddler Development <input type="radio"/> How to advocate for your family <input type="radio"/> Other <hr/> <hr/>						
Your Knowledge about Quality Child Care after the visit or call?	<input type="radio"/> Poor <input type="radio"/> Average <input type="radio"/> Good <input type="radio"/> N/A				If you came to visit us how long did you have to wait before you were seen?		<input type="radio"/> 15 minutes or less <input type="radio"/> More than 15 minutes	What types of services Would you like CCCC to provide?	<input type="radio"/>				
Did you get a list of child care providers (Referrals)?	<input type="radio"/> Yes <input type="radio"/> No						If you placed a call to CCCC, how long did it take for you to receive a call back?		<input type="radio"/> Less than 24 hours <input type="radio"/> 24-48 hours <input type="radio"/> More than 48 hours	Would you like to receive e-mails about child care issues?	<input type="radio"/> Yes Email _____ <input type="radio"/> No		
How long did it take for you to receive a list of child care providers (Referrals) by mail?	<input type="radio"/> 2-3 days <input type="radio"/> 4-5 days <input type="radio"/> More than 1 week								Was the person you spoke With Knowledgeable of our programs?		<input type="radio"/> Yes <input type="radio"/> No	Would you be interested in working with other parents to improve child care in Union County?	<input type="radio"/> Yes <input type="radio"/> No
Were all of our programs and child care options described to you?	<input type="radio"/> Yes <input type="radio"/> No	Your ability to find a quality child care provider as a result of the visit or call											
	<input type="radio"/> Poor <input type="radio"/> Average <input type="radio"/> Good <input type="radio"/> N/A												