

## **AREAS OF INQUIRY**

### Child Development Services (C.D.S.) Case Managers

#### **I. Description of their role:**

- A. How they are assigned families?
- B. The intake process
- C. Overview of services they provide
- D. Training they receive
- E. Referrals they make
- F. Do they help families find child care?
- G. For families on TANF are they involved in process of deciding whether parent can work?
- H. Caseloads
- I. What would be an ideal caseload?

#### **II. CDS Service Providers:**

- A. Process for selection
- B. Types of services provided
- C. Frequency of communication between case managers and service providers

#### **III. Delivery of services:**

- A. Typically where are services provided when a child is in child care? Reasons.
- B. How are these decisions made? Decision of the service provider? Do case managers make requests?
- C. If services are not provided at child care, is transportation provided for the child?
- D. When services are not delivered at the child care program, what problems, if any, does that pose for the families?
- E. Duration of services: How is that determined?
- F. Problems when service duration is not the same as hours needed by parents to work

#### **IV. Communication:**

- A. Frequency of communication with child's parents
- B. Frequency of communication with child's service providers
- C. Communication with child care provider?
- D. What assistance, if any, do you provide the child care provider?

**V. Knowledge about families:**

- A. Parents' experiences with locating child care
- B. Stress levels
- C. Most frequently heard concerns by parents
- D. Biggest concern they have about the children and families you serve?

**VI. Their suggestions for what changes would make it easier for these families, especially in balancing work and family.**