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.