



## Child Care Assistance Program Evaluation

Thank you for contacting the Child Care Assistance Program (CCAP). In our effort to offer quality service to families, we are continually evaluating our services. We would like to know if the service you received was helpful and if you have any comments or suggestions for us. Please take a few moments to answer the following questions. Return this form in the pre-addressed envelope as soon as possible. All comments will be kept confidential. Your input is very important to us. Thank you for taking the time to help us improve our services.

NAME (please print) \_\_\_\_\_

DATE \_\_\_\_\_

I contacted 4-C by:

- Telephone
- 4-C Office (In person)
- Website

The following affected me when I tried to get child care financial assistance:

- Completing paperwork
- Income eligibility
- Cost of care
- Parent Co-pay

Please rate the service you received from 4-C (check one for each question)	1 Very good	2 Good	3 Satisfactory	4 Poor	5 Very Poor
The CCAP Specialist I spoke with was helpful					
The CCAP Specialist I spoke with was polite and courteous					
The CCAP Specialist I spoke with gave me accurate information					
Over all experience with 4-C					

How else can we help you? \_\_\_\_\_

Comments/Suggestions: \_\_\_\_\_

Please return to: 4-C: Community Coordinated Child Care · 155 N. Third St., Ste 300 · DeKalb, IL 60115  
(815) 758-8149 ext. 225 · (800) 848-8727 ext. 225 · Fax (815) 758-2227

Funding provided in whole or part by Illinois Department of Human Services.