



2025-2026 Parent Survey Results

May 20, 2026

CONTRA COSTA COUNTY

EMPLOYMENT & HUMAN SERVICES

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Community Services Bureau

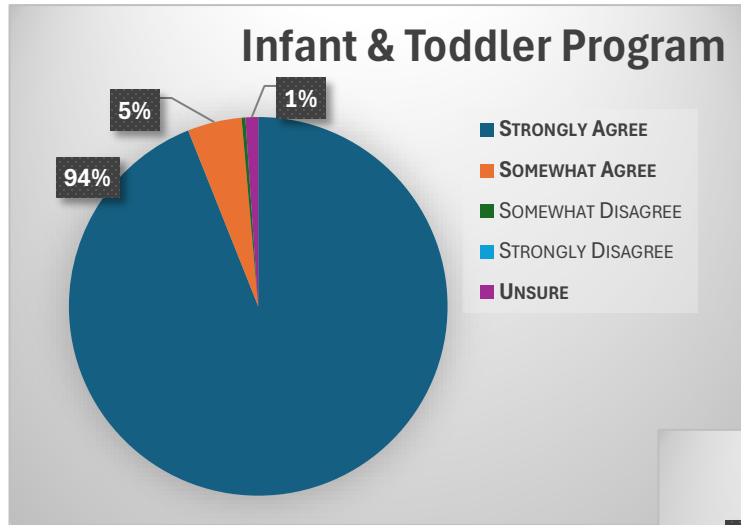
About Parent Survey

- Each year CSB's parents are asked to complete a survey to gauge families' satisfaction levels with our services
- Parent Surveys are distributed to all State Funded Centers and CSB's Alternative Payment Program for:
 - General Child Care (CCTR)
 - State Preschool (CSPP)
 - CalWORKs Stage 2
 - California Alternative Payment Program
- The results are reviewed by staff to determine what we are doing well and where are areas we can improve



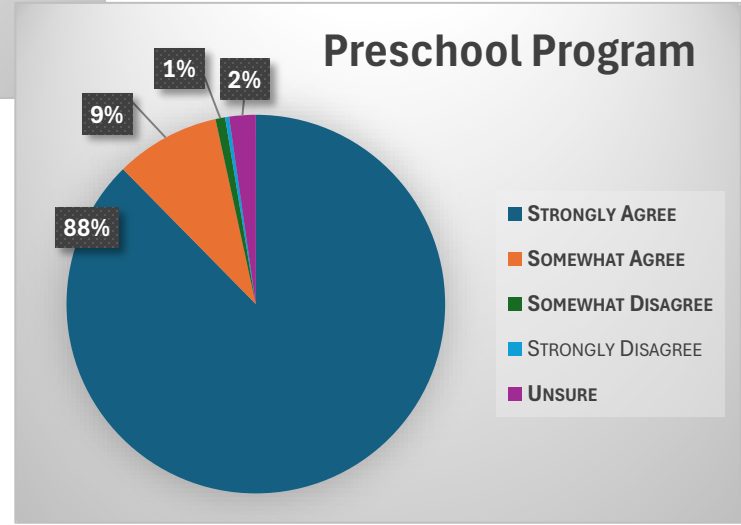
A new survey was introduced this year. Parents were asked to rate how they felt about 25 statements, they could choose:

- Strongly Agree
- Somewhat Agree
- Somewhat Disagree
- Strongly Disagree
- Unsure



99% Strongly Agreed or Somewhat Agreed in our Infant & Toddler program...

...AND 97% Strongly Agreed or Somewhat Agreed in our Preschool Program!





The program explains my child's ongoing development to me through progress reports, parent conferences, and informal conversations.

General Child Care

Strongly Agree • 92%

Somewhat Agree • 7%

State Preschool

Strongly Agree • 88%

Somewhat Agree • 11%



Program Year 2025-2026	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure
The program clearly explained the process for enrolling my child in the program.	491	35	3	0	2
The program clearly explained all their safety policies and procedures regarding illness, medication , emergencies, etc.	477	32	1	0	1
The program shares information on the curriculum and learning activities with me.	453	52	3	1	1
The program provides me with resources and suggestions for how I can support my child’s learning and development at home.	449	49	7	0	6
When needed, the program helps me get referrals to social and/or health services in my community, such as an assessment to diagnose a disability, provide behavioral supports, or other referrals.	453	50	5	1	23
The program communicates with me in my home language, including translating materials (if I speak a language other than English).	467	24	2	2	13
The program engages with my family to ensure learning experiences, books, and materials reflect my child’s race, home language, and cultural background.	454	45	3	3	1
The program encourages me to engage in family events, parent committees, opportunities to volunteer, and other family engagement opportunities.	459	46	5	0	3
The program makes me feel welcome and treats me like a valued partner in my child’s learning.	477	34	0	0	0
I receive answers and resolutions from the program in a timely manner when I have questions or concerns.	469	39	2	0	0



**General
Child Care**

Strongly Agree

• 97%

Somewhat Agree

• 3%

**State
Preschool**

Strongly Agree

• 80%

Somewhat Agree

• 14%

The program provides healthy meals and snacks that reflect my child's culture.



Program Year 2025-2026	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Unsure
The program supports my child in learning healthy habits, such as handwashing and personal hygiene.	490	16	2	0	1
The program provides developmentally appropriate learning activities that help my child’s individual school readiness skills, such as math and literacy.	464	39	3	1	4
The program provides my child with support in their social and emotional skills, such as how to play with friends and process emotions.	473	35	1	0	2
The program provides a balance of indoor and outdoor movement activities to support my child’s individual physical development.	466	35	1	0	5
The program supports my child’s home language skills as well as English.	457	29	4	1	16
The program provided me with information on their current suspension and expulsion policies and procedures.	423	42	7	4	26
The program provides me with information on local elementary schools when my child is ready for kindergarten.	409	48	7	2	43
Has your child’s participation in the program helped you get a job, keep your job, or attend school?	303	36	5	4	43
Children with IEPs or IFSPs only					
My child is included in activities with other children in the program.	68	8	0	0	4
The program effectively meets my child’s individual needs aligned to their IFSP or IEP goals.	50	9	0	1	7



What is one thing you love most about the program?

“That he is safe and can learn”

“I am very happy for the program as my child has advanced rapidly through it”

“The staff”

“The love, respect, structure, growth and child development.”

“La atención mostrada por los maestros hacia el niño y mi familia”

“He is learning sign language and Spanish. ”

“My child is more open and engages a lot more.

“Conciencia entre amigos”



What is one thing you would like to see improved about the program?

“More food choices for the kids.”

“Try to add more toys and activities that enhance social skills.”

“Totally satisfied!”

“Practica juntos (reunidos)
cantando contando números”

“la comida y mas actividades físicas para los ninos.”

“Communication weekly.”

“All is perfect.”

“More Pay for teachers and holidays!”

“More extended time and food”

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What questions do you have?

Thank you!