



2019 Head Start Family and Child Experiences Survey (FACES) and
American Indian/Alaska Native Head Start Family and Child Experiences
Survey (AI/AN FACES)

Questions from Program Director and Center
Director Questionnaires about COVID-19

2019 Head Start Family and Child Experiences Survey (FACES) and American Indian/Alaska Native Head Start Family and Child Experiences Survey (AI/AN FACES): Questions from Program Director and Center Director Questionnaires about COVID-19

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INTRODUCTION

In 1997, the Head Start Family and Child Experiences Survey (FACES) was launched to provide descriptive, nationally representative information on the characteristics, experiences, and development of Head Start children and families, and the characteristics of the Head Start programs and staff who serve them. Until 2015, FACES only included children, families, and programs in Head Start Regions I-X. In 2015, the American Indian/Alaska Native Head Start Family and Child Experiences Survey (AI/AN FACES) was launched, which collects information on children, families, and programs in Head Start Region XI¹.

Data collection for FACES and AI/AN FACES takes place in both the fall and spring with a nationally representative sample of children, families, and programs in Head Start Regions I-XI.

Background

Spring data collection for FACES and AI/AN FACES began in late February 2020, just before Head Start centers nationwide began closing due to concerns around the novel coronavirus (COVID-19). By mid-March 2020, due to COVID-19, most Head Start programs closed physical buildings and changed their operations to continue to meet the needs of the families they serve.

Changes to Data Collection

Because programs were adjusting their services and communication with both families and staff in a variety of ways, both FACES and AI/AN FACES added items to the center director and program director surveys to capture their response to COVID-19 and upcoming summer plans to still provide services. Below is a list of constructs that are included in each of the surveys.

Program Director

- Program closure
- Contact with/services for enrolled families
- Changes in services/referrals for enrolled families
- Contact with/communication with staff
- Program enrollment concerns/efforts to maintain enrollment
- Professional development/support for staff
- Coronavirus Aid, Relief, and Economic Security (CARES) Act funding for summer program
- General program supports

Center Director

- Impact on staff, families, and community
- Program closure
- Contact with/services for enrolled families
- Changes in services/referrals for enrolled families

¹ Region XI serves programs that are operated by federal recognized tribes.

FACES AND AI/AN FACES PROGRAM DIRECTOR QUESTIONS

X. COVID-19 IMPACT

These next questions are about any changes to how you provide services and communicate with families and staff during the COVID-19 pandemic.

X1 Did your program have a program-wide policy to *physically* close all center buildings so that children could not attend in-person due to the COVID-19 pandemic?

Please select "yes" even if your program offered services remotely or had specific sites for distribution of services (like meal or supply pick-up). Also please select "yes" if you closed center buildings but have re-opened to allow children to attend and families to visit.

- ☐₁ Yes
- ☐₀ No

X2 To what extent have you been able to make contact with enrolled families during the COVID-19 pandemic?

- ☐₁ Not at all
- ☐₂ To a small extent
- ☐₃ To a moderate extent
- ☐₄ To a great extent

X3 To what extent have you been able to provide services to enrolled families during the COVID-19 pandemic?

- ☐₁ Not at all
- ☐₂ To a small extent
- ☐₃ To a moderate extent
- ☐₄ To a great extent

X4

To what extent have the following been barriers to making contact with or providing services to enrolled families during the COVID-19 pandemic?

MARK ONE FOR EACH ROW

	NOT AT ALL	TO A SMALL EXTENT	TO A MODERATE EXTENT	TO A GREAT EXTENT
a. Families have limited hardware to connect to the internet (e.g., lack of computer, tablet, or smartphone)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
b. Families have limited internet access	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
c. Families have limited telephone access	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
d. Families have reduced availability to engage given other demands (e.g., caring for children, obtaining food, dealing with illness or mental health concerns)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
e. Families unable to travel to pick up materials program providing	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
f. Staff have limited hardware to connect to the internet (e.g., lack of computer, tablet, or smartphone)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
g. Staff have limited internet access	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
h. Staff have reduced availability to engage given other demands (e.g., caring for children, obtaining food, dealing with illness or mental health concerns)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
i. Staff are unable to travel to pick up or provide program materials	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄

How have you *changed* services or referrals for families specifically because of the COVID-19 pandemic?

If you provided a service before the pandemic and are still providing it now, please select “unchanged.”

If you did not provide a service before the pandemic and are still not providing it, please select “unchanged.”

MARK ONE FOR EACH ROW

	STOPPED OR REDUCED	UNCHANGED	ADDED OR INCREASED
a. Educational activities to support children’s learning <i>at home</i>	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
b. Child care services to allow parents to work or provide care to other community or family members	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
c. Food and nutrition (e.g., providing meals to families)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
d. Housing or transportation assistance (e.g., securing housing or transportation, assistance with rent payments or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
e. Health care <i>not</i> related to COVID-19 (e.g., access to services, obtaining health insurance, assistance with medical bill payment or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
f. Health care related to COVID-19 (e.g., access to testing or personal protective equipment such as masks)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
g. Employment assistance <i>not</i> related to COVID-19 (e.g., job training)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
h. Employment assistance related to COVID-19 (e.g., unemployment claims/benefits)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
i. Referral to services for drug or alcohol misuse	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
j. Services/referrals for dual language learners	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
k. Mental health services/referrals for children and families	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
l. In-person home visits	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
m. In-person socializations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
n. Virtual home visits	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
o. Virtual socializations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
p. Disability services/referrals	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
q. Other – <i>Specify</i>	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃

X6

What new strategies is your program using to provide services to children and families during the COVID-19 pandemic?

MARK ONE OR MORE BOXES

- ☐ ₁ Applying for exemptions or waivers to provide services more flexibly (e.g., applying for CACFP waivers)
- ☐ ₂ Partnering with other local entities (e.g., schools or local education agency, **[IF AI/AN:** tribal programs,] Internet providers, food banks, hospitals) to deliver services
- ☐ ₃ Providing remote learning opportunities for children
- ☐ ₄ Providing remote supports for parents
- ☐ ₅ Dropping off or establishing family pick-up sites for distribution of materials, food, and supplies
- ☐ ₆ Supporting families' access to technology (for example, facilitating internet access, supplying Chromebooks/laptops)
- ☐ ₉₉ Other – *Specify* ➤

- ☐ ₀ We are not doing any of these

Next, we have some questions about the ways you are working with staff during the COVID-19 pandemic.

X7 To what extent have you been able to make contact and communicate with staff during COVID-19 pandemic?

- ☐₁ Not at all
- ☐₂ To a small extent
- ☐₃ To a moderate extent
- ☐₄ To a great extent

X8 Since the onset of the COVID-19 pandemic, has there been a change in the number of staff working at your program?

- ☐₁ Yes, number of staff has increased
- ☐₂ Yes, number of staff has decreased
- ☐₃ No change in number of staff

X9 How concerned are you about the effect of the COVID-19 pandemic on the number of families enrolled in your program?

- ☐₁ Very concerned
- ☐₂ Somewhat concerned
- ☐₃ Not at all concerned

x10 What, if anything, are you doing to maintain enrollment of families during the COVID-19 pandemic?

X11

What supports for professional development and day-to-day operations are you encouraging for staff during the COVID-19 pandemic?

Please do not select an activity that was already being done before the pandemic.

MARK ONE OR MORE BOXES

- ☐ ₁ Professional development (e.g., ECLKC) including on distance learning and virtual teaching strategies
- ☐ ₂ Use of video platforms for communication
- ☐ ₃ OHS MyPeers virtual learning network community
- ☐ ₄ Technological support or equipment
- ☐ ₉₉ Other – *Specify* ➤

- ☐ ₀ We have not added any of these as new activities

X12

What new or increased supports for staff well-being are you encouraging during the COVID-19 pandemic?

MARK ONE OR MORE BOXES

- ☐ ₁ Checking in with/connecting with staff more frequently
- ☐ ₂ Offering professional mental health consultations
- ☐ ₃ Providing informational resources for staff (e.g., links to coping with stress, employee resource programs, emergency assistance programs)
- ☐ ₄ Offering virtual staff social events
- ☐ ₅ Encouraging personal health and safety (e.g., social distancing, use of masks and gloves)
- ☐ ₉₉ Other – *Specify* ➤

- ☐ ₀ We have not added any of these as new activities

X13

What new or increased supports for staff retention are you providing during the COVID-pandemic?

MARK ONE OR MORE BOXES

- ☐ ₁ More flexible hours
- ☐ ₂ Administrative leave
- ☐ ₃ Part-time/reduced work schedule
- ☐ ₄ Pay reduction to avoid lay-offs
- ☐ ₅ Revised sick leave policy
- ☐ ₉₉ Other – *Specify* ➤

- ☐ ₀ We have not added any of these as new activities

X14

For each of the following supports, indicate whether the support was already in place before the COVID-19 pandemic, was put in place in response to the COVID-19 pandemic, or is not in place.

MARK ONE FOR EACH ROW

	ALREADY IN PLACE	PUT IN PLACE IN RESPONSE TO COVID-19 PANDEMIC	NOT IN PLACE
a. Trainings for staff to deliver content and services remotely	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
b. Ability to use Head Start funds more flexibly in times of emergency	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
c. Supports to help families more easily access the Internet (e.g., hardware such as Smartphones or Chromebooks/laptops, MiFi/hotspots)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
d. Supports to help staff more easily access the Internet (e.g., hardware such as Smartphones or Chromebooks/laptops, MiFi/hotspots)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
e. Aid in developing relationships with local entities	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
f. Guidance to create a plan for continuing operations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
g. Other – Specify ↗	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃

X15**To what extent have these supports been helpful for your program?****MARK ONE FOR EACH ROW**

	NOT AT ALL	TO A SMALL EXTENT	TO A MODERATE EXTENT	TO A GREAT EXTENT
a. Trainings for staff to deliver content and services remotely	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
b. Ability to use Head Start funds more flexibly in times of emergency	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
c. Supports to help families more easily access the Internet (e.g., hardware such as Smartphones or Chromebooks/laptops, MiFi/hotspots)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
d. Supports to help staff more easily access the Internet (e.g., hardware such as Smartphones or Chromebooks/laptops, MiFi/hotspots)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
e. Aid in developing relationships with local entities	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
f. Guidance to create a plan for continuing operations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
g. Other listed in X14	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄

In response to the COVID-19 pandemic the government passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The CARES Act makes available \$750 million for programs under the Head Start Act, which includes funding for Head Start supplemental summer programs this year. The next set of questions are about your plans to operate a supplemental summer program this year, if applicable.

X16

Did your program apply or intend to apply for funding to operate a supplemental summer program?

- ☐ Yes → GO TO X18
- ☐ No

X17

Why didn't your program apply for funding to operate a supplemental summer program

MARK ONE OR MORE BOXES

- ☐ Do not anticipate sufficient staff will be available due to COVID-19
- ☐ Do not anticipate enough children will attend due to COVID-19
- ☐ Regardless of whether staff or children would participate, do not feel it is safe enough to operate during the summer due to COVID-19
- ☐ Do not anticipate sufficient staff will be available because they have alternative summer plans (e.g., vacation plans; alternative employment)
- ☐ Cannot access facilities over the summer
- ☐ Do not have necessary partnerships in place to operate over the summer
- ☐ Other – Specify



X18

Are you currently planning to operate a supplemental summer program?

- ☐ Yes → GO TO X20
- ☐ No

X19

Why don't you plan to operate a supplemental summer program?

MARK ONE OR MORE BOXES

- ☐ ₁ Do not anticipate sufficient staff will be available due to COVID-19
- ☐ ₂ Do not anticipate enough children will attend due to COVID-19
- ☐ ₃ Regardless of whether staff or children would participate, do not feel it is safe enough to operate during the summer due to COVID-19
- ☐ ₄ Do not anticipate sufficient staff will be available because they have alternative summer plans (e.g., vacation plans; alternative employment)
- ☐ ₅ Cannot access facilities over the summer
- ☐ ₆ Do not have necessary partnerships in place to operate over the summer
- ☐ ₉₉ Other – Specify ↴

GO TO X26

X20

For how many total weeks do you plan to operate a supplemental summer program?

Your best guess is fine.

--	--

 WEEKS

X21

For how many total days per week and hours per day do you plan to operate a supplemental summer program?

Your best guess is fine.

Note: If you plan to provide part day services or part week services to multiple different groups of enroll children (such as one group of children served in the morning and another group served in the afternoon) please think about a single group of children and the amount of summer services they will receive when answering the questions below.

DAYS PER WEEK

HOURS PER DAY (ON AVERAGE)

X22

How many Head Start enrolled children do you plan to serve this summer?

Your best guess is fine.

--	--

HEAD START ENROLLED CHILDREN

X23

Approximately what percentage of those Head Start enrolled children are children who w attend kindergarten in fall 2020?

Your best guess is fine.

--	--

PERCENTAGE

X24

Approximately what percentage of those Head Start enrolled children have an Individualized Education Program (IEP)?

Your best guess is fine.

--	--

PERCENTAGE

X25

How do you plan to deliver services to children during your supplemental summer program?

- ☐ ₁ Mostly or all in-person services for children (similar to your regular program year)
- ☐ ₂ Mostly or all virtual services for children
- ☐ ₃ A combination of in-person and virtual services for children (i.e. more virtual aspects of service delivery for children than you normally include during the program year)

Unfortunately, COVID-19 is not the last crisis we will face and there is even a possibility that there will be a resurgence of COVID-19. For the last few questions, we would like you to think about what was most helpful to your program during the COVID-19 pandemic, so that we can plan for future emergencies.

X26

Of the supports *your program put in place or is planning to put in place to respond to the* COVID-19 pandemic, what do you think was or will be the most helpful for families enrolled in the program? Please be as specific as possible.


X27

Of the supports *your program received* from the Office of Head Start during the COVID-19 pandemic, which supports were the most helpful? This could be financial or technical assistance or something else. Please be as specific as possible.

X28

What supports do you hope to have in place to prepare for future emergencies?

MARK ONE OR MORE BOXES

- ☐ ₁ Trainings for family services staff to deliver content and services remotely
- ☐ ₂ Trainings for home visitor staff to deliver content and services remotely
- ☐ ₃ Trainings for other staff to deliver content and services remotely
- ☐ ₄ Ability to use Head Start funds more flexibly in times of emergency
- ☐ ₅ Supports to help families more easily access the Internet (e.g., hardware such as Smartphones or Chromebooks/laptops, MiFi/hotspots)
- ☐ ₆ Supports to help staff more easily access the Internet (e.g., hardware such as Smartphones or Chromebooks/laptops, MiFi/hotspots)
- ☐ ₇ Aid in developing relationships with local entities
- ☐ ₈ Guidance to create a plan for continuing operations
- ☐ ₉₉ Other – *Specify* 
- ☐ ₀ We do not need additional supports for future emergencies

FACES AND AI/AN FACES CENTER DIRECTOR QUESTIONS

X. COVID-19 IMPACT

These next questions are about any changes to how you provide services and communicate with families and staff during the COVID-19 pandemic.

X1

To what extent has COVID-19 impacted the health of the staff and families in your community?

- ☐₁ Not at all
- ☐₂ To a small extent
- ☐₃ To a moderate extent
- ☐₄ To a great extent

X2

To what extent has COVID-19 impacted the employment status among the families in your community?

- ☐₁ Not at all
- ☐₂ To a small extent
- ☐₃ To a moderate extent
- ☐₄ To a great extent

X3

Did your center *physically* close so that children could not attend in-person due to the COVID-19 pandemic?

Please select "yes" even if your program offered services remotely or had specific sites for distribution of services (like meal or supply pick-up). Also please select "yes" if you closed your center but have re-opened to allow children to attend and families to visit.

- ☐₁ Yes
- ☐₀ No → **GO TO X9**

X4

On what date did your center physically close?

DATE CENTER CLOSED

X5

Has your center re-opened to allow children to attend in-person?

☐

Yes

☐

No → **GO TO X9**

X6

On what date did your center re-open to allow children to attend in-person?

--	--	--	--	--	--

DATE CENTER RE-OPENED

X7

Which of the following describes center operating hours once re-opened?

☐

Open for reduced hours

☐

No change to operating hours

X8

Which of the following describes center operations once re-opened?

☐

Open for children of essential workers only

☐

Open for essential and nonessential workers, but a limited number of children allowed

☐


No change to the number or eligibility of children attending

Next, we have some questions about the ways you are currently communicating with families and changes in your approach to delivering services during the COVID-19 pandemic.

X9 Which of the following strategies have center staff used when you want to reach out to enrolled families as a group during the COVID-19 pandemic?

For example, a single email directed to all families.

MARK ONE OR MORE BOXES

- ☐ ₁ Program website
- ☐ ₂ Program social media accounts such as Facebook, Twitter, or YouTube
- ☐ ₃ Streaming social media (e.g., Facebook Live)
- ☐ ₄ Video chat and conferencing platforms (e.g., FaceTime, Google Chat, Skype, Zoom, or other conferencing site)
- ☐ ₅ Classroom communication tool such as Google Classroom, ClassDojo, or Bloomz
- ☐ ₆ Telephone calls
- ☐ ₇ E-messaging such as text messages, Facebook Messenger, or WhatsApp
- ☐ ₈ Mail
- ☐ ₉ Physical delivery or pick-up location
- ☐ ₉₉ Other – *Specify* 

X10

Which of the following strategies have center staff used to reach out to individual families during the COVID-19 pandemic?

For example, a personal email directed to a single family

MARK ONE OR MORE BOXES

- ☐ ₄ Video chat and conferencing platforms (e.g., FaceTime, Google Chat, Skype, Zoom, or other conferencing site)
- ☐ ₅ Classroom communication tool such as Google Classroom, ClassDojo, or Bloomz
- ☐ ₆ Telephone calls
- ☐ ₇ E-messaging such as text messages, Facebook Messenger, or WhatsApp
- ☐ ₈ Mail
- ☐ ₉ Physical delivery or pick-up location
- ☐ ₉₉ Other – *Specify* ➤

The next three questions ask about services you may have added or changed because of the COVID-19 pandemic. The first question asks about the needs of enrolled families, the second question asks about services provided, and the third question asks about changes to services.

X11

To what extent have enrolled families expressed need in the following areas specifically because of the COVID-19 pandemic?

MARK ONE FOR EACH ROW

	NOT AT ALL	TO A SMALL EXTENT	TO A MODERATE EXTENT	TO A GREAT EXTENT
a. Educational activities to support children's learning <i>at home</i>	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
b. Child care services to allow parents to work or provide care to other community or family members	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
c. Food and nutrition (e.g., providing meals to families)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
d. Housing or transportation assistance (e.g., securing housing or transportation, assistance with rent payments or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
e. Health care <i>not</i> related to COVID-19 (e.g., access to services, obtaining health insurance, assistance with medical bill payment or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
f. Health care related to COVID-19 (e.g., access to testing or personal protective equipment such as masks)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
g. Employment assistance <i>not</i> related to COVID-19 (e.g., job training)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
h. Employment assistance related to COVID-19 (e.g., unemployment claims/benefits)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
i. Referral to services for drug or alcohol misuse	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
j. Services/referrals for dual language learners	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
k. Mental health services/referrals for children and families	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
l. In-person home visits	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
m. In-person socializations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
n. Virtual home visits	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
o. Virtual socializations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
p. Disability services/referrals	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄
q. Other – <i>Specify</i> ↗	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃	<input type="radio"/> ₄

X12

Which of the following supports for families are you able to provide during the COVID-19 pandemic, including virtually?

Please select yes if your center provides supports, direct services, and/or referrals for services.

MARK ONE FOR EACH ROW

	YES	NO
a. Educational activities to support children's learning <i>at home</i>	<input type="radio"/> ₁	<input type="radio"/> ₂
b. Child care services to allow parents to work or provide care to other community or family members	<input type="radio"/> ₁	<input type="radio"/> ₂
c. Food and nutrition (e.g., providing meals to families)	<input type="radio"/> ₁	<input type="radio"/> ₂
d. Housing or transportation assistance (e.g., securing housing or transportation, assistance with rent payments or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂
e. Health care <i>not</i> related to COVID-19 (e.g., access to services, obtaining health insurance, assistance with medical bill payment or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂
f. Health care related to COVID-19 (e.g., access to testing or personal protective equipment such as masks)	<input type="radio"/> ₁	<input type="radio"/> ₂
g. Employment assistance <i>not</i> related to COVID-19 (e.g., job training)	<input type="radio"/> ₁	<input type="radio"/> ₂
h. Employment assistance related to COVID-19 (e.g., unemployment claims/benefits)	<input type="radio"/> ₁	<input type="radio"/> ₂
i. Referral to services for drug or alcohol misuse	<input type="radio"/> ₁	<input type="radio"/> ₂
j. Services/referrals for dual language learners	<input type="radio"/> ₁	<input type="radio"/> ₂
k. Mental health services/referrals for children and families	<input type="radio"/> ₁	<input type="radio"/> ₂
l. In-person home visits	<input type="radio"/> ₁	<input type="radio"/> ₂
m. In-person socializations	<input type="radio"/> ₁	<input type="radio"/> ₂
n. Virtual home visits	<input type="radio"/> ₁	<input type="radio"/> ₂
o. Virtual socializations	<input type="radio"/> ₁	<input type="radio"/> ₂
p. Disability services/referrals	<input type="radio"/> ₁	<input type="radio"/> ₂
q. Other – <i>Specify</i> ↗	<input type="radio"/> ₁	<input type="radio"/> ₂

X13

How have you *changed* services or referrals for families specifically because of the COVID-19 pandemic?

If you provided a service before the pandemic and are still providing it now, please select “unchanged.”

If you did not provide a service before the pandemic and are still not providing it, please select “unchanged.”

MARK ONE FOR EACH ROW

	STOPPED OR REDUCED	UNCHANGED	ADDED OR INCREASED
a. Educational activities to support children's learning <i>at home</i>	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
b. Child care services to allow parents to work or provide care to other community or family members	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
c. Food and nutrition (e.g., providing meals to families)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
d. Housing or transportation assistance (e.g., securing housing or transportation, assistance with rent payments or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
e. Health care <i>not</i> related to COVID-19 (e.g., access to services, obtaining health insurance, assistance with medical bill payment or deferment)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
f. Health care related to COVID-19 (e.g., access to testing or personal protective equipment such as masks)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
g. Employment assistance <i>not</i> related to COVID-19 (e.g., job training)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
h. Employment assistance related to COVID-19 (e.g., unemployment claims/benefits)	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
i. Referral to services for drug or alcohol misuse	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
j. Services/referrals for dual language learners	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
k. Mental health services/referrals for children and families	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
l. In-person home visits	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
m. In-person socializations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
n. Virtual home visits	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
o. Virtual socializations	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
p. Disability services/referrals	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃
q. Other from X12	<input type="radio"/> ₁	<input type="radio"/> ₂	<input type="radio"/> ₃

X14

What strategies is your center using to provide services to children and families during the COVID-19 pandemic?

MARK ONE OR MORE BOXES

- ☐ ₁ Applying for exemptions or waivers to provide services more flexibly (e.g., applying for CACFP waivers)
- ☐ ₂ Partnering with other local entities (e.g., schools or local education agency, [IF AI/AN: tribal programs,] Internet providers, food banks, hospitals) to deliver services
- ☐ ₃ Providing remote learning opportunities for children
- ☐ ₄ Providing remote supports for parents
- ☐ ₅ Dropping off or establishing family pick-up sites for distribution of materials, food, and supplies
- ☐ ₆ Supporting families' access to technology (for example, facilitating internet access, supplying Chromebooks/laptops)
- ☐ ₉₉ Other – *Specify* ➤
- ☐ ₀ We are not doing any of these

x15 What have been the largest changes you have made in providing services to families and continuing operations during the pandemic?