



COVID-19 Impact Survey Series: Frequently Asked Questions

Updated: 10/1/2020

This fall, DHS, in partnership with PCG, is sending a series of three (3) surveys to licensed child care providers to better understand the impact of COVID-19 on program finances and attendance.

What is the COVID-19 Impact Survey series?

The COVID-19 Impact Survey Series is a series of three (3) surveys DHS is conducting through the remainder of the year. These surveys will gather information and data from child care providers regarding the financial and enrollment impacts of COVID-19. The series of three (3) surveys will be sent in October, November, and December.

Who should respond?

DHS is asking all licensed child care programs, specifically center-based/school age program directors/owners and family/group family child care home licensees/owners, to respond to the surveys.

Do I need to complete all three surveys?

DHS is requesting for participants to complete all three (3) surveys in the series. Each survey will gather unique data from programs specific to monthly enrollment data. To ensure accurate and concise data capture, the best way to represent COVID-19's impact on your program is by completing all three (3) surveys.

Why should I respond to the survey?

The COVID-19 Impact Survey allows providers to directly share how COVID-19 has impacted attendance and program finances with DHS. This will help DHS provide more intentional and targeted support to licensed programs.

How can I take the survey?

The survey will be available to complete online in English or Spanish. Each survey link will be sent to your email. If you have difficulty locating or accessing the survey, please reach out to RIDHSSurvey@pcgus.com

Is there anything I need to do to prepare for the survey?

To support your participation, we recommend you have the following items handy:

- Child enrollment and attendance records
- Staff schedule records
- Budget documentation (examples: invoices or purchase slips for sanitization equipment and PPE)

I need help accessing or completing the survey. Where can I find help?

If you need assistance accessing or completing the survey, please reach out to RIDHSSurvey@pcgus.com



Frequently Asked Questions

What is the link to the survey?

The October survey link is: <https://www.surveygizmo.com/s3/5897889/RIDHSSurvey>

Each monthly survey will have a unique link. Links will be sent via email communication and published on social media for each survey.

You will need your provider Licensing ID to complete the survey, which will be included in your monthly email notice. If you are unsure of your provider Licensing ID, reach out to RIDHSSurvey@pcgus.com

How long will it take to complete the survey?

It should take participants approximately 10 minutes to complete each survey. You may want to have your attendance records while completing the survey. There will also be an option to “Save and continue” in the survey platform. If you choose to save and continue, the survey will ask you to input your email address and it will email you a unique link to your survey. If you do not see this email, please check your spam/junk inbox or reach out to RIDHSSurvey@pcgus.com

The survey asks me for my Provider Licensing ID. Where do I find this?

The email you receive to participate in the survey will have your Provider Licensing ID. If you have difficulty locating it, please reach out to RIDHSSurvey@pcgus.com

What is DHS going to do with my responses?

DHS will use this information for planning purposes only. Your responses will not impact your ability to participate in subsidized child care. We will treat your responses as confidential information and will only share summary information from this project.