Tribal Listening Session Questions

The questions below will be used to guide discussion in the Tribal Listening Sessions in support of ACF's work to improve accessibility and quality of child care for families and improve and simplify administrative processes for child care providers. The Tribal Listening Session will last one hour. The information collected will be used to better understand the current condition of data and IT systems, and develop appropriate Training and Technical Assistance (T/TA) to improve Tribal data and IT systems. Participation in Tribal Listening Sessions is not required, and attendees may participate in all, or portions, of the Tribal Listening Sessions.

Lead Agency Questions

Q1   How do you – as a Tribal CCDF Administrator – use technology to administer the CCDF Program?

Q2   In what ways does technology make it simpler and easier for you in your role with the Tribal CCDF Lead Agency?

Q3   What barriers or challenges do you face when using technology to administer the Tribal CCDF Program?

Q4   Think about the efforts you make to increase provider participation, educate families, administer certificates or make payments to Tribally-operated centers, conduct licensing and monitoring, engage in quality improvement activities, or anything else related to the Tribal CCDF Program. How do you use technology to support these efforts?

Q5   Think about whether your data and IT systems are meeting your needs. Is your access to and use of data adequate to administer the CCDF Program in your Tribal Nation?

Q6   Is your technology tailored to meet any unique needs of your Tribal Nation or the design of your CCDF Program? If so, in what ways?

Q7   What specific aspects of technology have been most helpful in delivering child care services in your Tribal CCDF Program? Are there tools or systems that stand out?

Family Focused Questions

Q8   Do families use technology finding, applying for, and participating in the Tribal CCDF Program, and if so, how do they use it?

Q9   What works well for families as they use technology to find, apply for, and participate in the Tribal CCDF Program?

Q10   What are the barriers or challenges that families face when using technology to find, apply for, and participate in the Tribal CCDF Program?

Q11   What specific aspects of data and IT systems are most helpful for families when finding, applying for, and participating in the Tribal CCDF Program?

Q12   Think about the interactions that families have with technology throughout the Tribal CCDF Program. What works well and what are pressure points for families prior to CCDF enrollment and during participation in the Tribal CCDF Program?

Provider Focused Questions

Q13   Do providers use technology when participating in the Tribal CCDF Program, and if so, how do they use it? This can include providers of any type providing care in a family home, at a center, or providing relative care.

Q14   What works well for providers as they use technology to participate in the Tribal CCDF Program?

Q15   What are the barriers or challenges that providers face when using technology to participate – or decide whether to participate – in the Tribal CCDF Program?

Q16   What improvements or additions to technology do you think could better support how providers deliver child care funded by CCDF in your community?

Q17   Are there any needs or gaps that technology could help address in improving the experiences of providers in the Tribal CCDF Program?

Q18   What can you attribute successes or challenges to CCDF providers using technology to support their operations?

Future Priorities

Q19   Do you have priority goals for the next three years to improve the data and IT systems used to support CCDF and if so, what are they?

Q20   What suggestions do you have for how to improve the use of technology to deliver child care through the Tribal CCDF Program?

Q21   Are you planning any future improvements or investments in your data and IT systems? If so, what specific changes or enhancements do you hope to achieve?