



Frequently Asked Questions

FAMILIES COUNT OVERVIEW

What is Families Count?

Families Count invites families with young children in San Bernardino to help shape the future for their community. By signing up, families will receive short surveys, about 5 to 10 minutes long, to share their experiences as parents or caregivers in San Bernardino and to offer ideas for making the area better for families. These surveys will be sent out roughly every 4 to 6 weeks, and participants can select which ones they want to answer. Participation is flexible, allowing families to opt out at any time.

Who is eligible to participate?

Parents or caregivers who:

- Live in San Bernardino County
- Have at least one child aged 0-6 years old (or currently expecting a child)

How will my answers to survey questions be used?

The opinions and experiences you share will help First 5 San Bernardino

- Improve early childhood service and programs
- Determine how to best use funds to support families and young children

How many surveys will there be?

In addition to the enrollment form, families will be asked to complete 4 surveys between July 2024 and June 2025.

What is the time commitment for participating in the *Families Count* Survey Panel?

Each survey will take between 5-10 minutes to complete.

REGISTRATION

How do I sign up to become part of *Families Count* Survey Panel?

It's easy! [Click on this link to fill out the enrollment form](#). Eligible families will receive new surveys as they become available. At the time of enrollment, a one-time text message will be sent to verify your interest in joining the Panel. This one-time phone verification is required to complete enrollment into the *Families Count* Survey Panel.

GETTING THE SURVEYS

How will I be notified of new surveys?

When you enroll into the panel, you will be able to tell us how you want to be contacted – email or text. We will share survey links with you through your preferred method.

How do I take the surveys?

Survey links will be sent to you via email or text, based on your preference. The surveys can be taken on a computer, tablet, or phone. For the survey to work on your phone, you must have a smartphone with internet browser and connection to the internet (through either wi-fi or data).

How many times can I take each survey?



You can take each survey 1 time. Taking each survey only 1 time helps make sure that all families' voices are heard, and that everyone's experiences and opinions are included in the survey findings. Individuals who regularly submit each survey more than 1 time may be removed from the panel.

DATA & SECURITY

Can the survey links contain viruses?

The surveys are all created and shared by the *Families Count* team. The links will take you directly to the survey and will not contain viruses.

Why is information asked about my income, location, race/ethnicity, and other identities?

We ask these questions to make sure we are hearing from diverse groups of families in San Bernardino County. Learning about these personal factors and making sure we are hearing from many different families, will allow First 5 San Bernardino to provide services that all families need and can use.

How will my information be used?

Your information will never be shared or sold for other purposes. Responses, opinions, and experiences of all families completing the surveys will be reported together. Your name or personal information will never be shared with your personal responses to questions.

Where are my responses stored?

Any data received through the survey will be securely stored by *Families Count*. Personal information will never be shared. No personally identifying information submitted as part of *Families Count* will ever be distributed.

I STILL HAVE QUESTIONS

Who can I contact with additional questions?

Send your questions to Scott McGrath by email at scott.mcgrath@cfc.sbcounty.gov.