

Survey Process



Paper survey

Nov. 17, 2021



Postcard reminder

Dec. 10, 2021



Email reminders

Dec. 17, 2021
Jan. 7, 2022



Telephone surveys

Dec. 16, 2021 -
Jan. 11, 2022

Implementation

- \$1 pre-incentive
- 15 Translations
- Multi-mode: mail, phone, web
- Same questionnaire as 2020
- Personalized: provider agency and child's names
- Letter signed by Vanessa Allen, Family Engagement Coordinator

Arabic	Portuguese (New)
Bengali	Punjabi
Chinese	Russian
Farsi (New)	Somali
French	Spanish
Hindi	Tagalog
Japanese (New)	Vietnamese
Korean	

FAMILY OUTCOMES SURVEY

Dear «Parent»: We'd like to ask you some questions about how well «Provider» is doing at supporting your family with early intervention services (birth to three). For each statement below, please mark how helpful «Provider» has been.

Section 1: Knowing Your Rights

How helpful has «Provider» been in...	Very Helpful 😊	Kind of Helpful 😐	Not Helpful at All 😞	Not Applicable ✘
A. ...giving you information about your rights as a parent (for example, the <i>IDEA Part C Procedural Safeguards</i> booklet, how to file a complaint, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. ...explaining your rights in ways that are easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. ...giving you useful information about who to contact when you have questions or concerns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. ...giving you information about options for services and supports when «Child» leaves the program at age three?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2: Communicating «Child»'s Needs

How helpful has «Provider» been in...	Very Helpful 😊	Kind of Helpful 😐	Not Helpful at All 😞	Not Applicable ✘
A. ...giving you useful information about «Child»'s needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. ...talking with you about «Child»'s strengths?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. ...listening and respecting your choices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. ...talking with you about what you think is important for «Child»?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. ...developing a good relationship with you and your family?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Early Support for Infants and Toddlers Program
Family Supports Division
PO Box ~~xxxx~~
Olympia, WA 985xx-xxxx

Section 3: Helping «Child» Develop and Learn

How helpful has «Provider» been in giving you information about how to help «Child»...	Very Helpful 😊	Kind of Helpful 😐	Not Helpful at All 😞	Not Applicable ✘
A. ...learn new skills?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. ...get along with others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. ...take care of his/her needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Helping «Child» Develop and Learn

How helpful has «Provider» been in...	Very Helpful 😊	Kind of Helpful 😐	Not Helpful at All 😞	Not Applicable ✘
A. ...identifying <u>things</u> you can do to help «Child» learn?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. ...sharing ideas on how to include «Child» in daily activities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. ...working with you to know when «Child» is making progress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. ...connecting you with other organizations that can help «Child» develop and learn?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any additional comments about the services you have received from «Provider»? If so, please write them in the space below.

Thank you!

Please return your completed questionnaire in the envelope provided or to:

SESRC - WSU
PO Box 641801
Pullman, WA 99164-1801

Response Rate

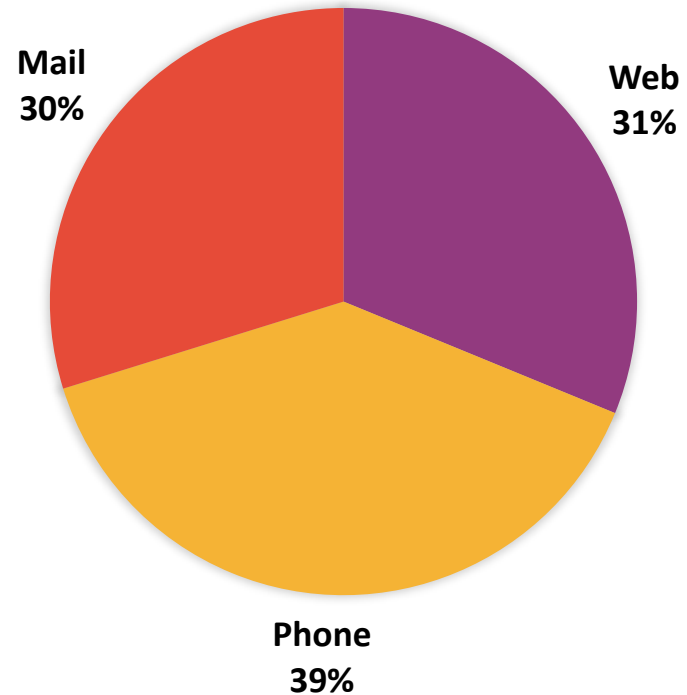
3,277 addresses

54 were ineligible

3,223 eligible

1,346 surveys returned = Response rate: 42.0%

RESPONSES BY MODE
(N=1,346)

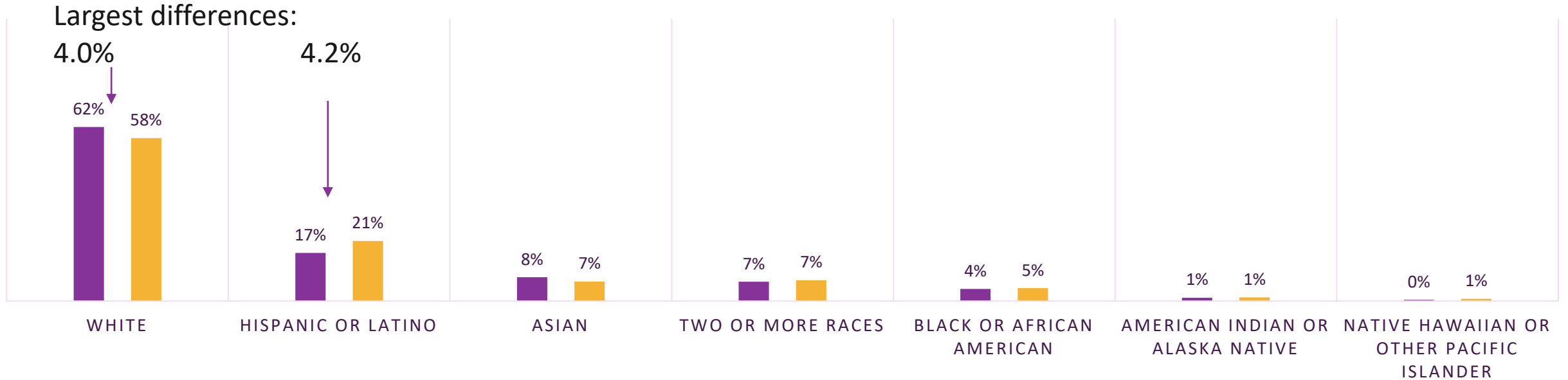


Demographic Comparison: Respondents vs. Population

Do the respondents
represent the population?
In Most Ways

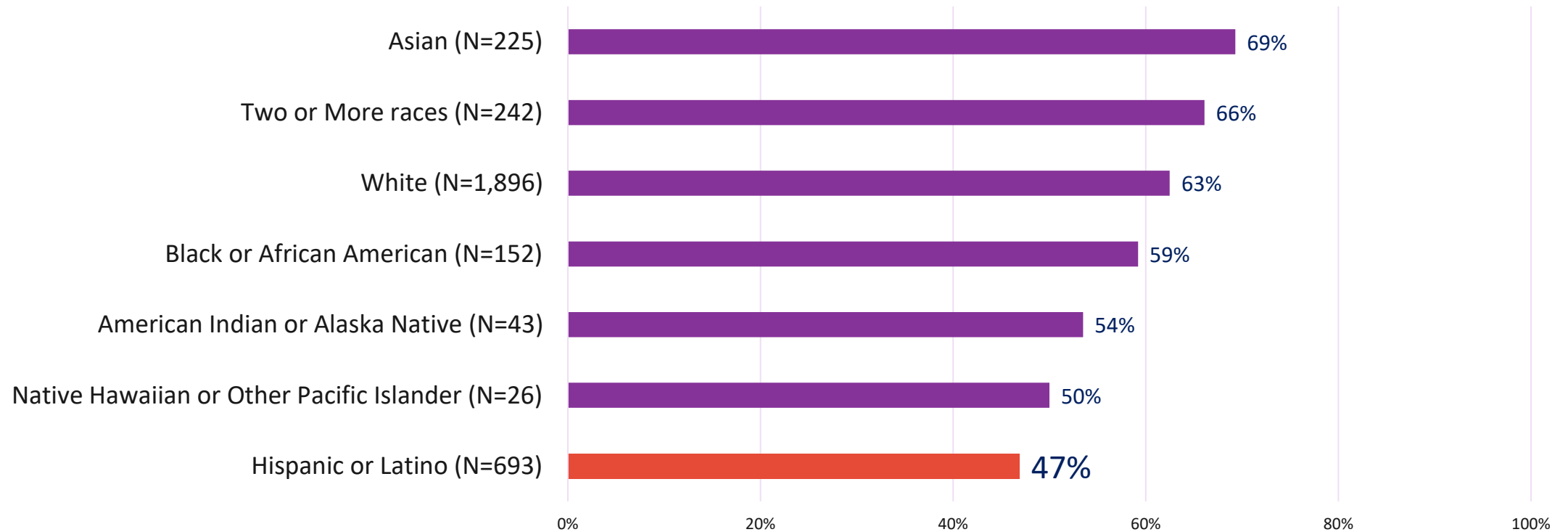
RACE/ETHNICITY

■ Respondents (N=1,346) ■ Population (N=3,223)



Email Addresses by Ethnicity

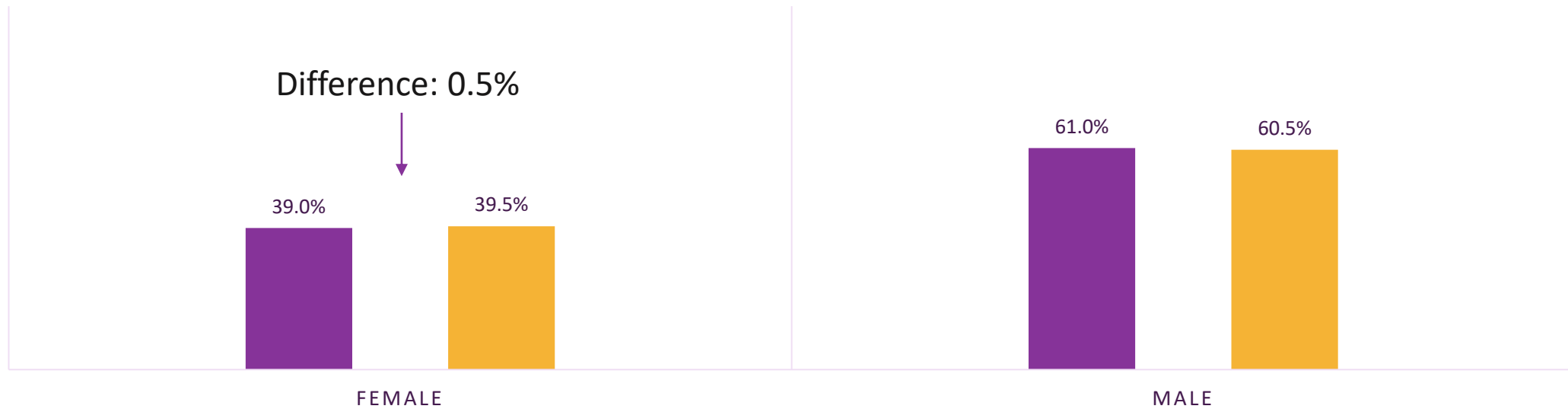
Hispanic/Latino parents were the **least** likely to have an email address in the database.



Demographic Comparison: Respondents vs. Population

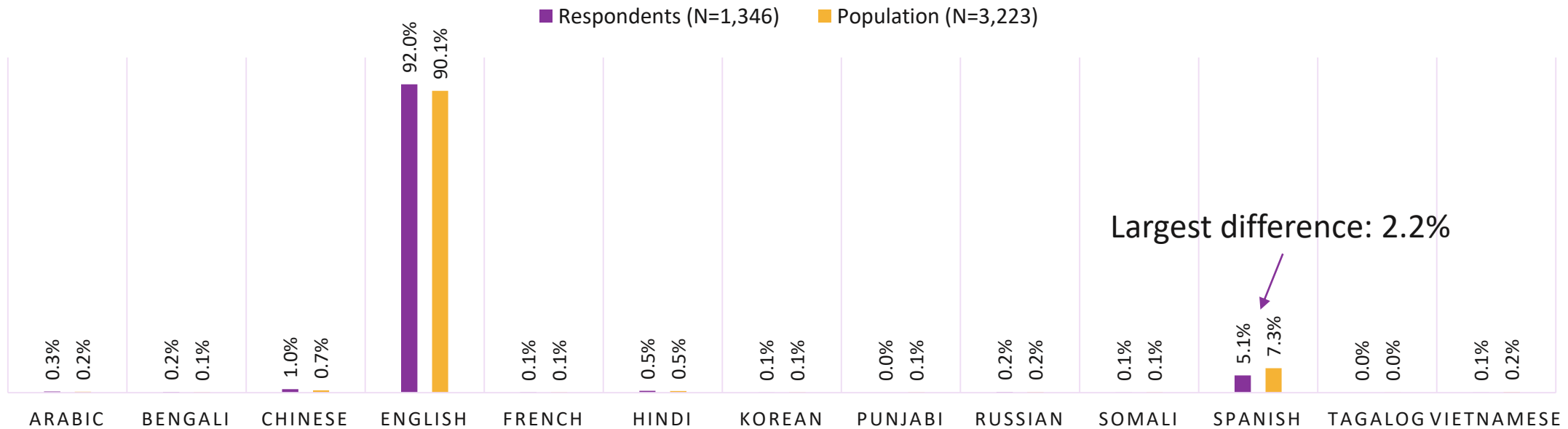
GENDER

■ Respondents (N=1,346) ■ Population (N=3,223)



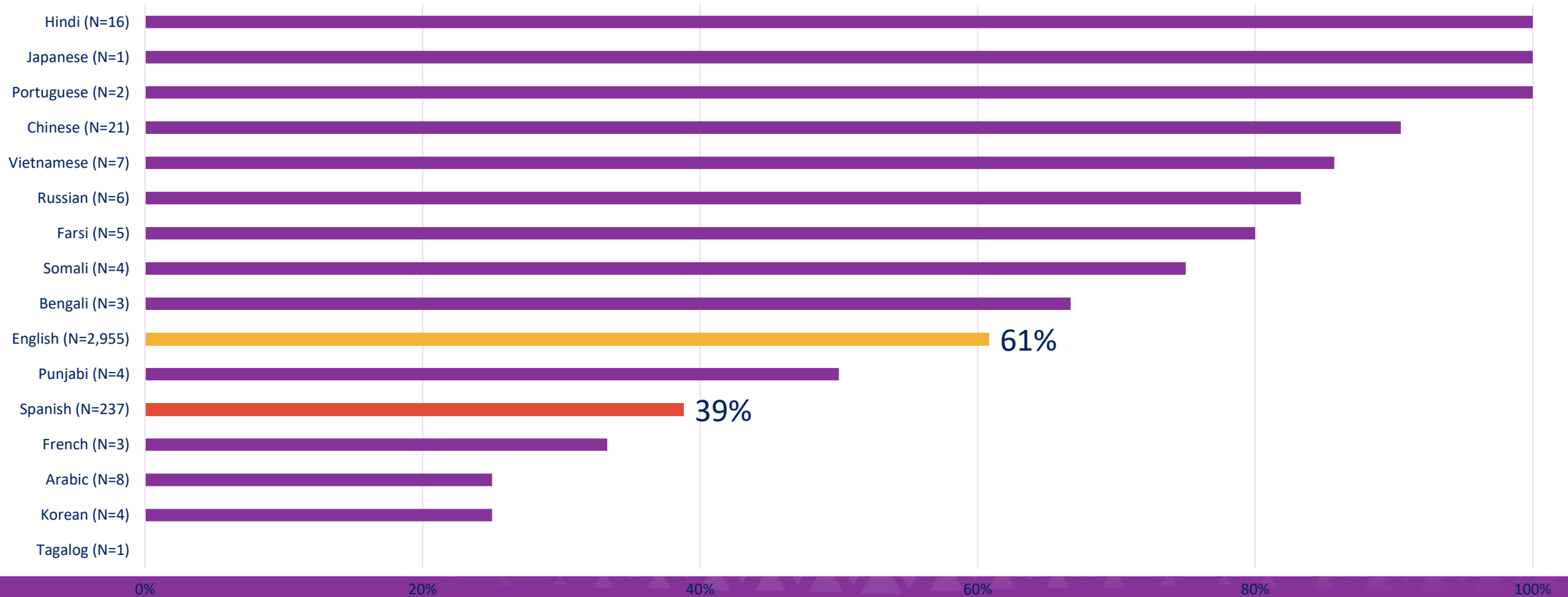
Demographic Comparison: Respondents vs. Population

LANGUAGE



Email Addresses by Language

Spanish-speaking parents were less likely than English-speaking parents to have an email address in the database.



Number of Responses by Language

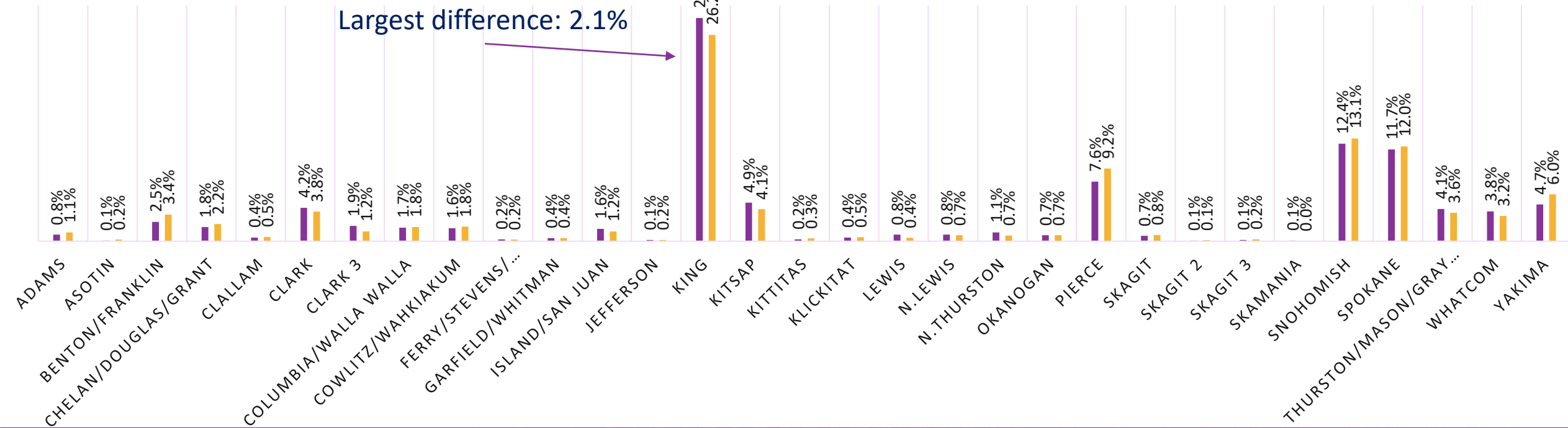
Language	Respondents	Population
Arabic	4	8
Bengali	3	3
Chinese	14	21
English	1,238	2,903
French	2	3
Hindi	7	16
Korean	1	4
Punjabi	0	4
Russian	3	6
Somali	1	4
Spanish	69	235
Tagalog	0	1
Vietnamese	1	7
Farsi	2	5
Japanese	1	1
Portuguese	0	2
Total	1,346	3,223

Demographic Comparison: Respondents vs. Population

SERVICE AREA

■ Respondents (N=1,346) ■ Population (N=3,223)

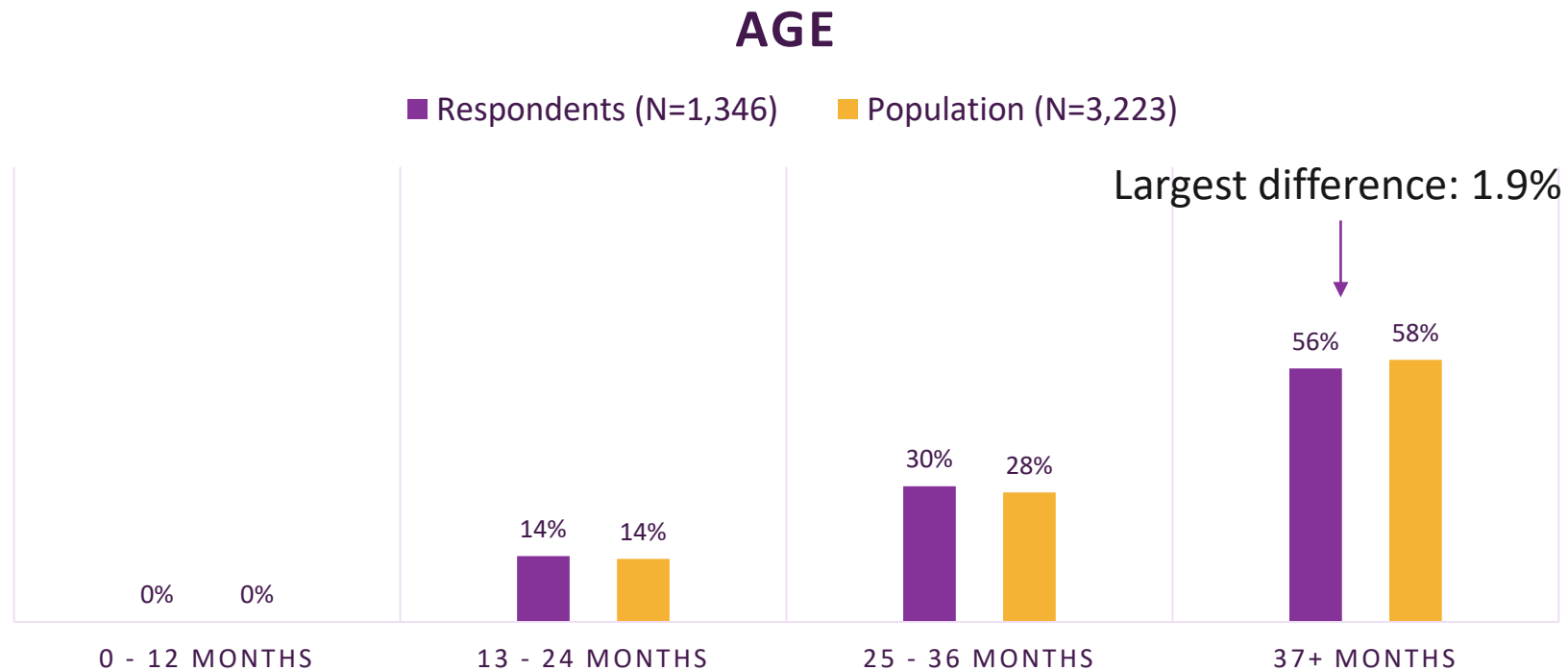
Largest difference: 2.1%



Number of Responses by Service Area

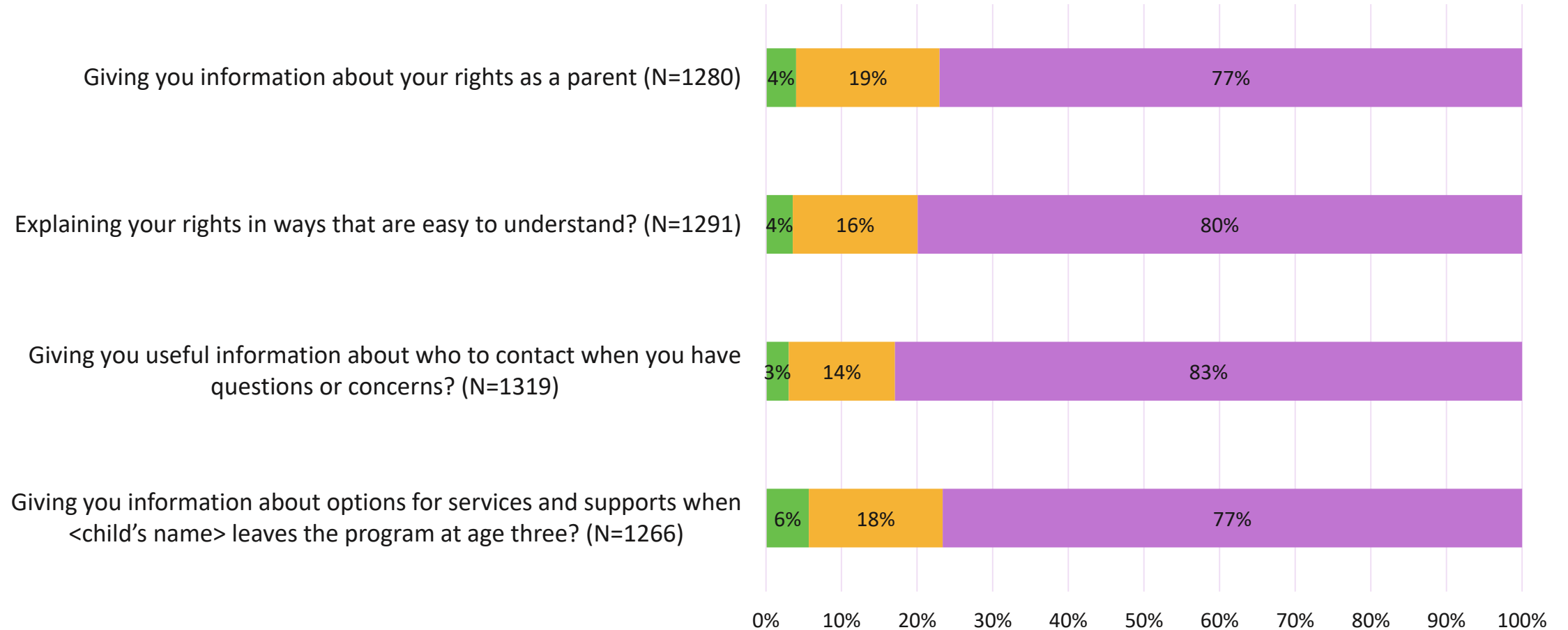
	Respondents	Population
Adams	11	36
Asotin	1	6
Benton/Franklin	33	109
Chelan/Douglas/Grant	24	70
Clallam	6	17
Clark	57	121
Clark 3	26	40
Columbia/Walla Walla	23	58
Cowlitz/Wahkiakum	22	59
Ferry/Stevens/Pend Oreille/Lincoln	3	6
Garfield/Whitman	5	12
Island/San Juan	21	40
Jefferson	2	5
King	382	846
Kitsap	66	131
Kittitas	3	11
Klickitat	6	16
Lewis	11	14
N.Lewis	11	24
N.Thurston	15	23
Okanogan	10	24
Pierce	102	298
Skagit	9	25
Skagit 2	1	4
Skagit 3	2	7
Skamania	1	1
Snohomish	167	421
Spokane	157	388
Thurston/Mason/Grays Harbor	55	116
Whatcom	51	103
Yakima	63	192
Total	1346	3223

Demographic Comparison: Respondents vs. Population



Section 1 (Indicator 4A) : Know Their Rights "How helpful has <provider> been in..."

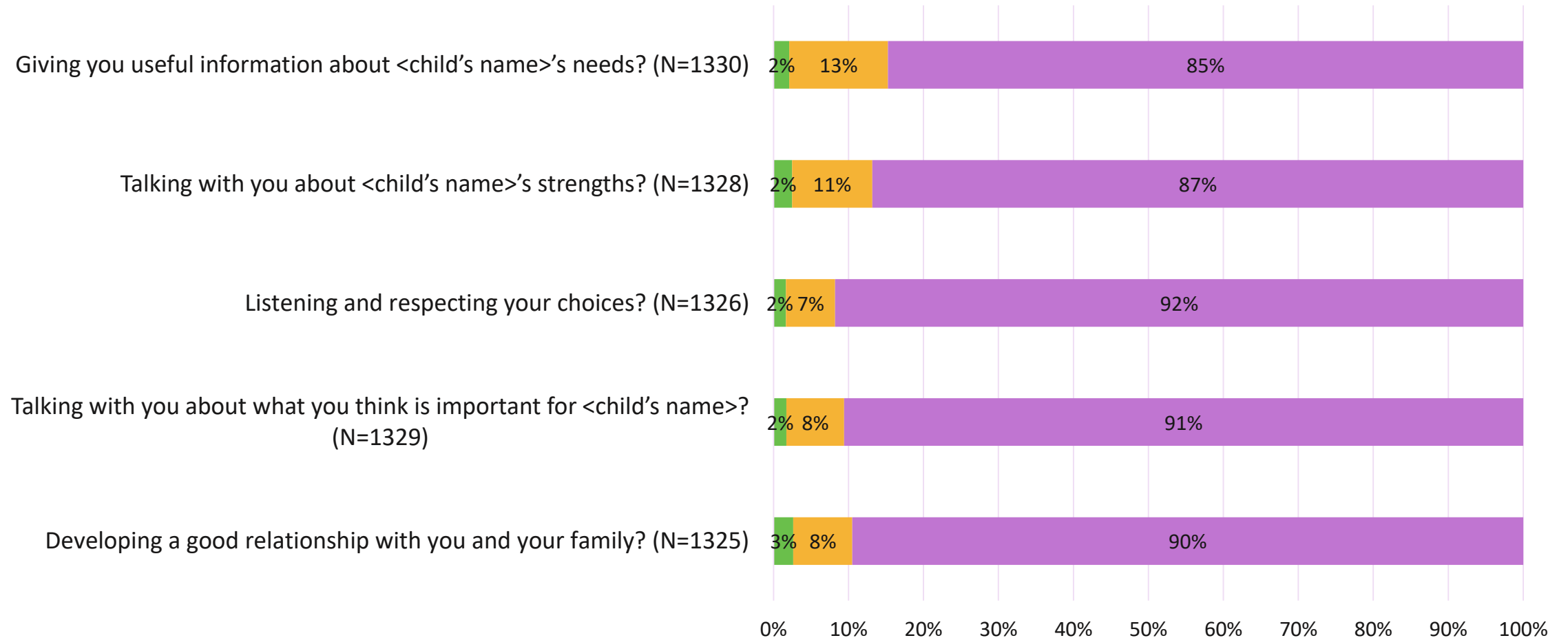
■ Not Helpful At All ■ Kind of Helpful ■ Very Helpful



Section 2 (Indicator 4B): Effectively Communicate Their Children's Needs

"How helpful has <provider> been in..."

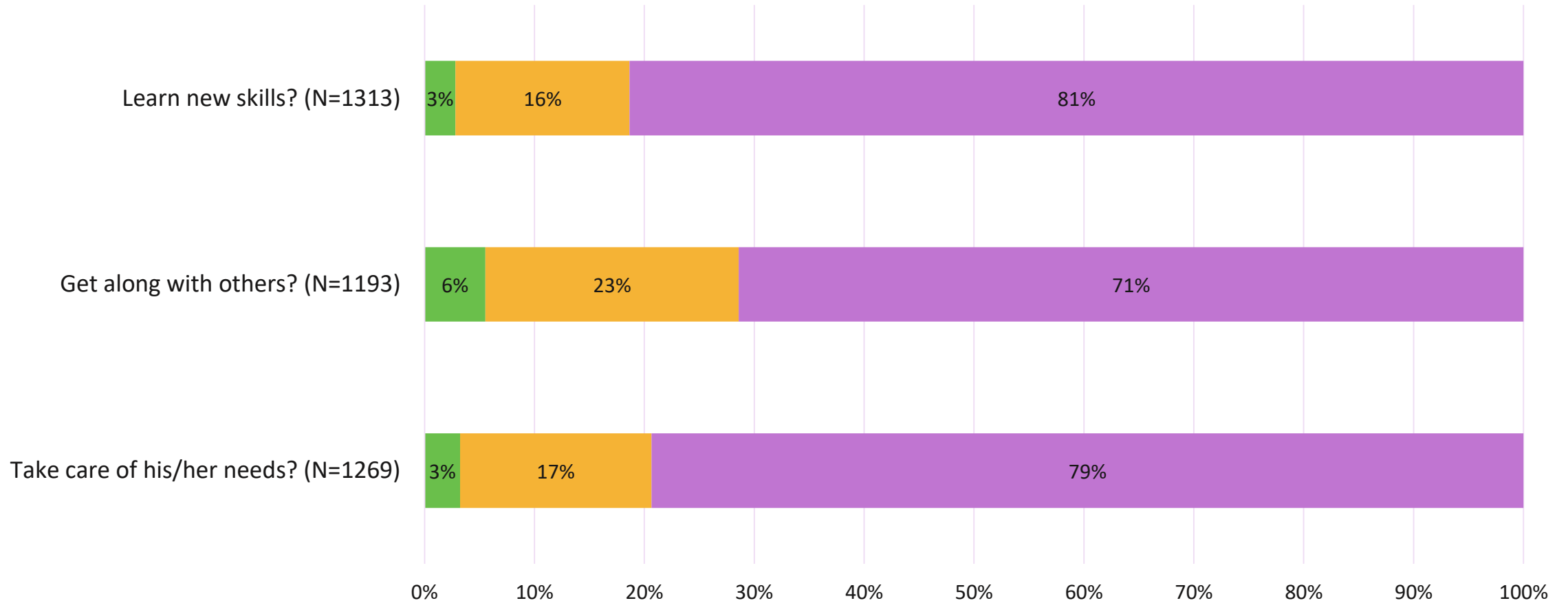
■ Not Helpful At All ■ Kind of Helpful ■ Very Helpful



Section 3 (Indicator 4C): Help Their Children Develop and Learn

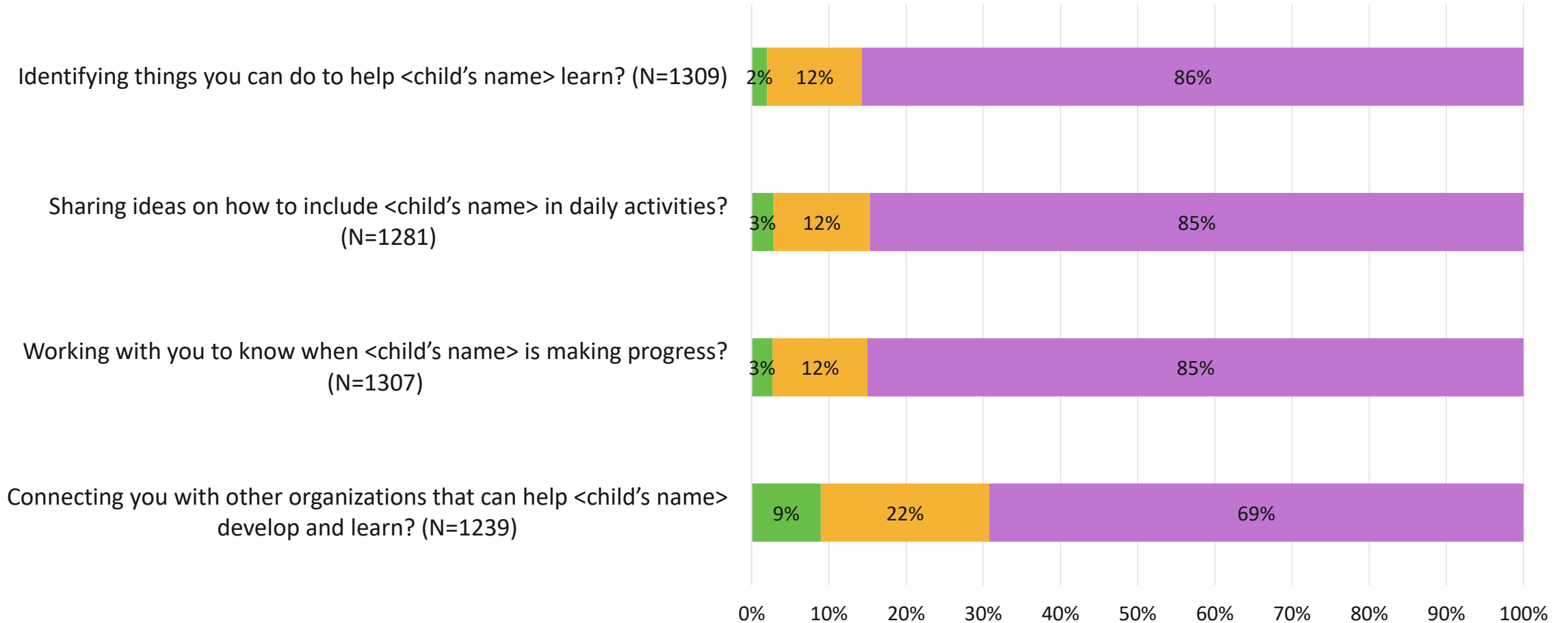
"How helpful has <provider> been in giving you information about how to help <child>..."

■ Not Helpful At All ■ Kind of Helpful ■ Very Helpful



Section 4 (Indicator 4C): Help Their Children Develop and Learn "How helpful has <provider> been in..."

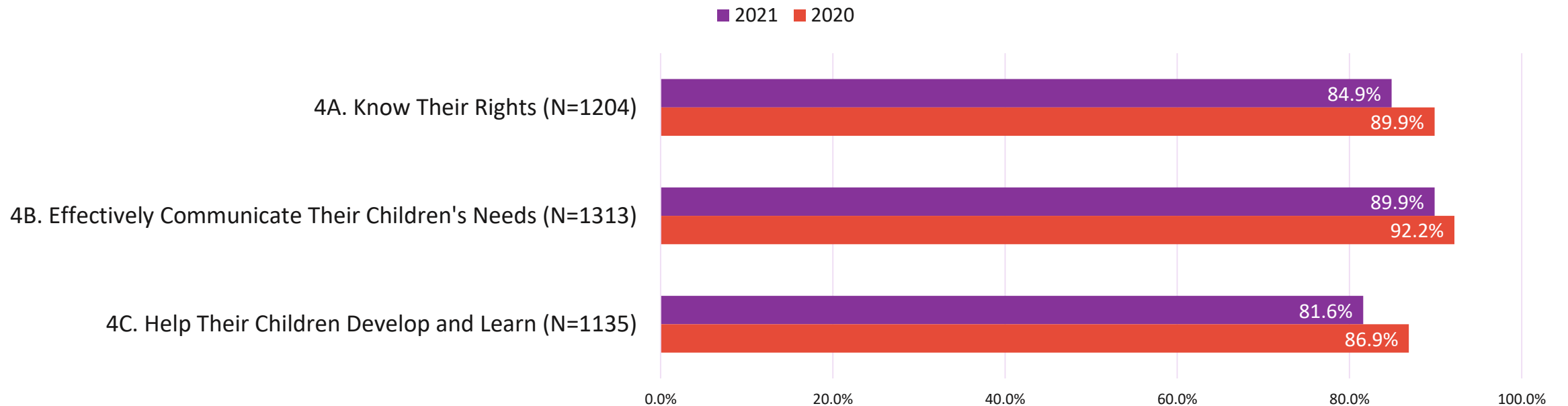
■ Not Helpful At All ■ Kind of Helpful ■ Very Helpful



Indicator Results

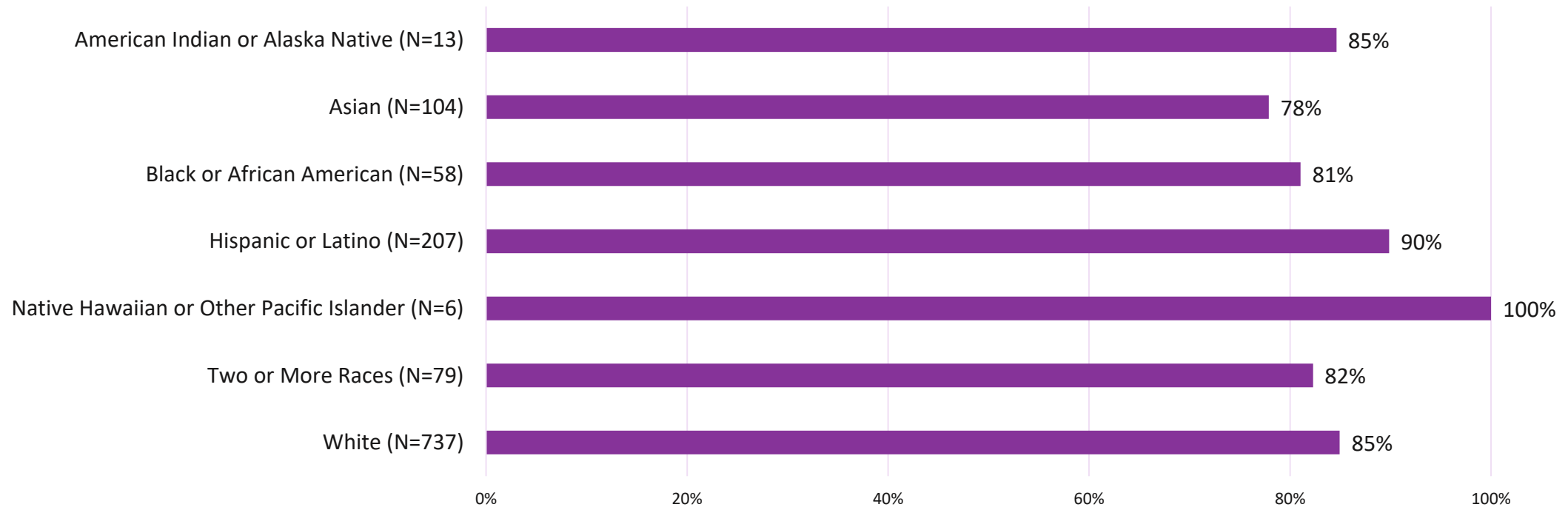
- Threshold: Percent of families with an average score of 2.5 or greater on the 3-point scale, across all survey items that apply to the indicator.
- Includes only respondents who answered all questions pertaining to the indicator, with a response other than “Not Applicable.”

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family...



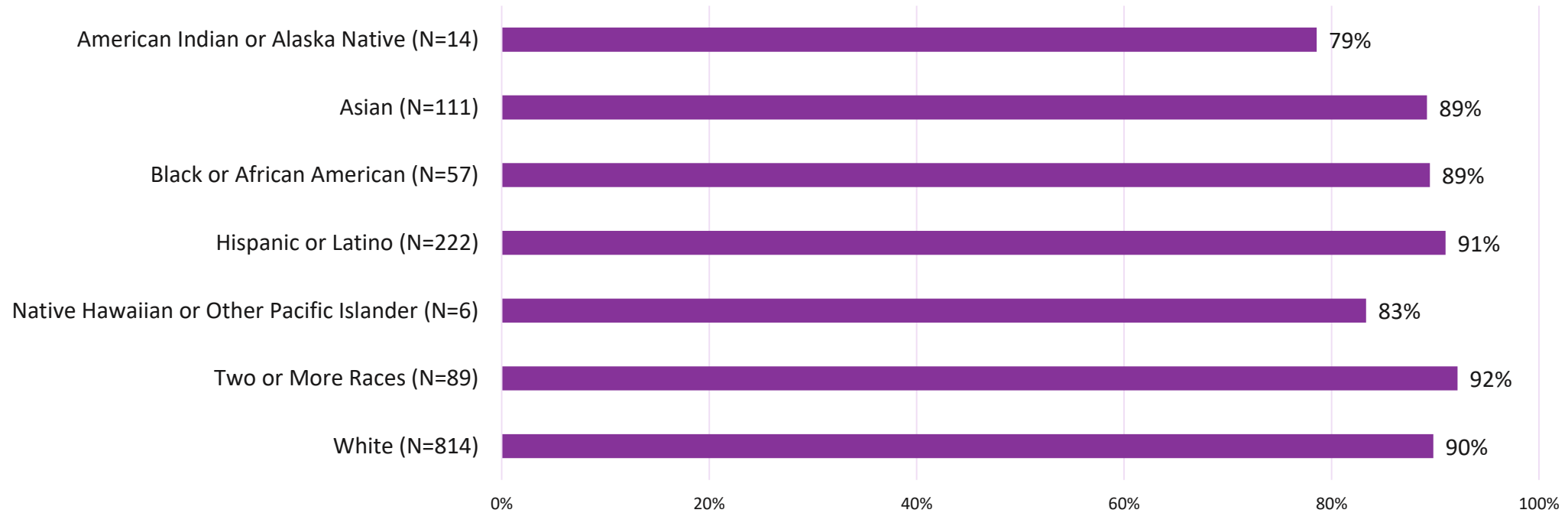
Percentage Meeting 4A by Race/Ethnicity

Indicator 4A: Know Their Rights



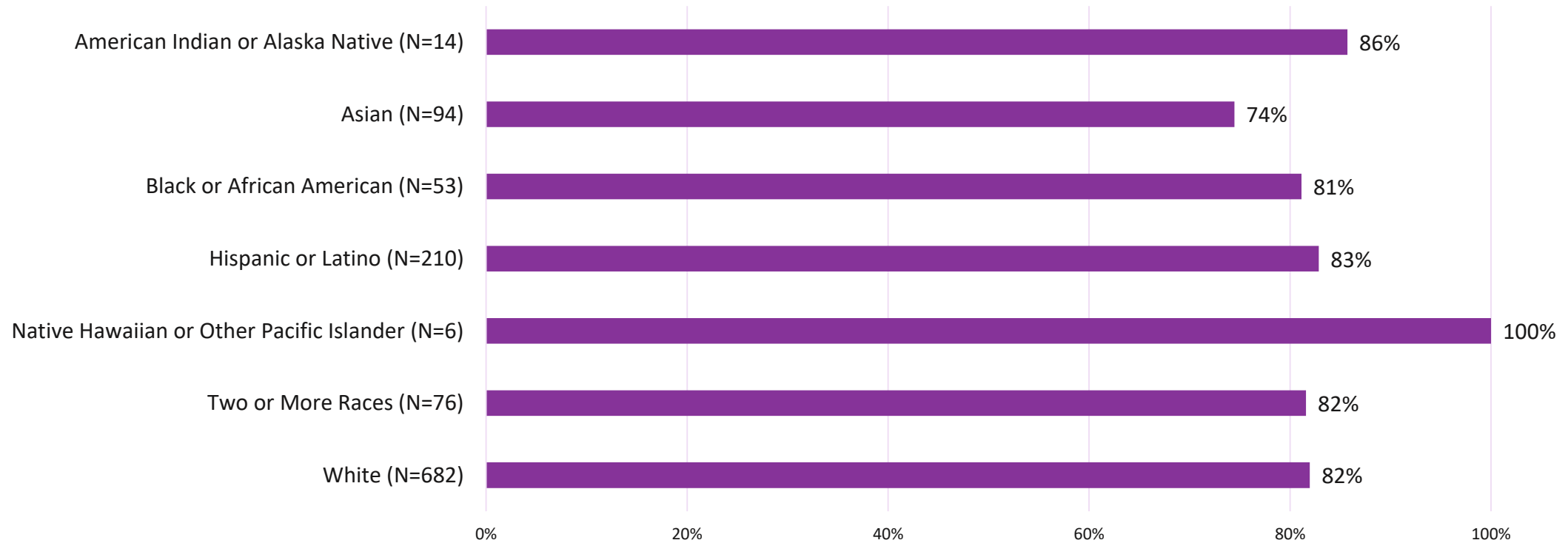
Percentage Meeting 4B by Race/Ethnicity

Indicator 4B: Effectively Communicate their Children's Needs

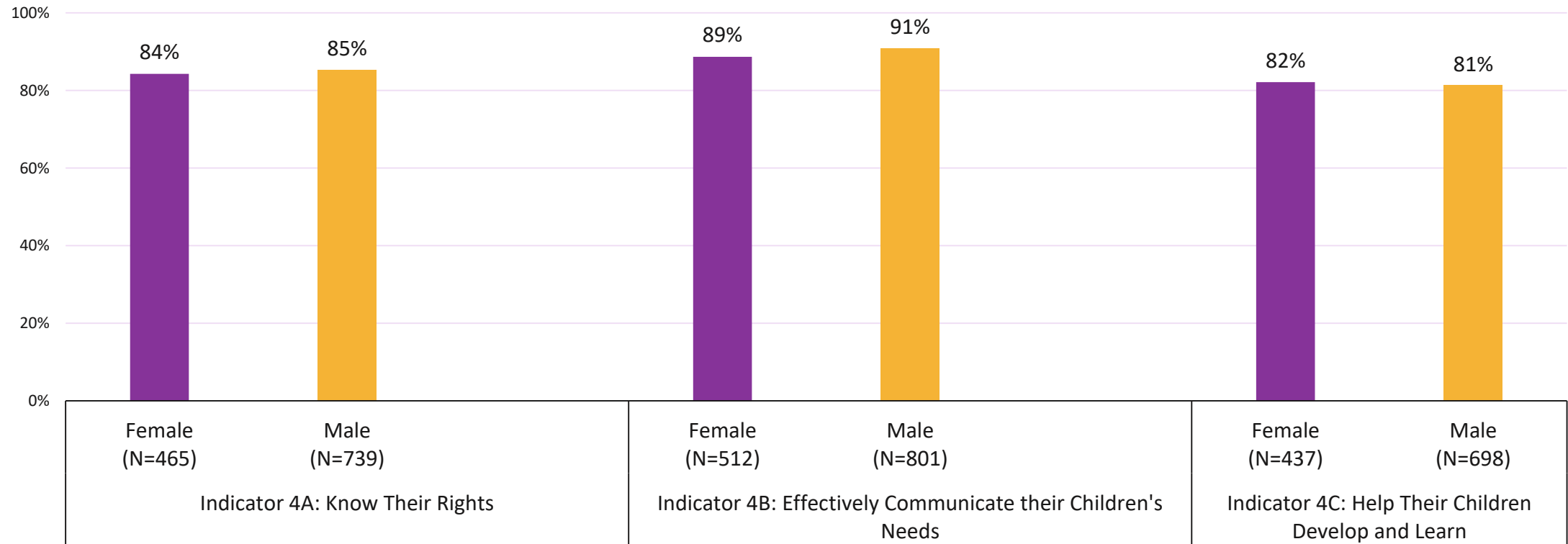


Percentage Meeting 4C by Race/Ethnicity

Indicator 4C: Help Their Children Develop and Learn



Percentage Meeting Indicator by Gender



A Few Open-Ended Comments...

The Positives:

- [Provider Agency] has been a blessing for our family. [Child] is thriving! We hope all families can afford access to their care.
- I am very grateful with the services. I was surprised with how fast [Child] was graduated out. Her progress caught me by surprise. Her team wasn't surprised. They believed in her every step of the way. Thank you!
- [Child's] therapist was...excellent! She helped me through many physical, behavioral and emotional challenges that [child] went through. [She] listened carefully to my concerns and provided me with wisdom and solutions to help [Child]. And all of [her suggestions] worked!

COVID Challenges:

- [Child] spent his last year(+) doing remote services due to COVID. This made progress difficult.
- COVID pandemic made everything harder - the Facetime/Zoom meetings with the children weren't very helpful as when in person.

Thank
you!

Contact:

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