Child Development Watch
As Part of the Interagency Resource Management Committee
Early Intervention Outcome Evaluation Projects

Family Survey
Report

August 2007

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About the *Center for Disabilities Studies*

The *Center for Disabilities Studies* at the University of Delaware is one of the 67 university affiliated program Centers for Excellence in Developmental Disability Research Education and Service (UCEDD) in the United States. The *Center* was established in 1992 and works in conjunction with individuals with disabilities to better their lives. The *Center* staff and affiliated faculty teach both pre-service and in-service courses for teachers, social service workers, and other service providers working with individuals with disabilities and their families. The *Center* operates state-of-the-art programs and assists both public and private organizations in adopting the procedures developed to operate those programs. *Center* staff and affiliated faculty also serve on state and national policy boards and commissions that address housing, transportation, education, advocacy, child care, health care, and other service areas. *Center* staff also conducts evaluations of programs serving individuals with disabilities and assists in policy development at both the local and state levels. The *Center for Disabilities Studies* is located at 461 Wyoming Road at the University of Delaware in Newark. The Director of the *Center* is Dr. Michael Gamel-McCormick.

About the Interagency Resource Management Committee

The *Interagency Resource Management Committee (IRMC)* is a Delaware state level governmental committee that includes the Secretaries of Education, Health and Social Services, and Services for Children, Youth and Their Families as well as the state Budget Director and Controller General. The Committee makes both policy and budgetary decisions for three major early intervention programs: the Birth to Three Early Intervention System of Part C of the Individuals with Disabilities Education Improvement Act of 2004; the state Early Childhood Assistance Programs, programs for four-year-olds and their families; and the Preschool Disabilities Program, and programs for three- and four-year-olds with mild disabilities and speech and language delays. The IRMC Coordinator during this project was Janet Carter, Delaware Office of Early Care and Education within the Department of Education.

About the Birth to Three Early Intervention System

The Birth to Three Early Intervention System is a statewide interagency program that ensures early intervention services designed to enhance the development of infants and toddlers at risk for disabilities or developmental delays, and the capacity of their families to meet the needs of their children. The lead agency for the program is the Delaware Department of Health and Social Services (DHSS). The DHSS works collaboratively with the Departments of Education (DOE) and Services to Children, Youth, and their Families (DSCYF), the A.I. duPont Hospital for Children, the Christiana Care Health System, and other private providers in the implementation of Child Development Watch services to children between the ages of birth and 36 months who have disabilities or are at risk for developing disabilities as well as their families. The administrator of Birth to Three Early Intervention is Rosanne Griff-Cabelli.

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Executive Summary

Child Development Watch Family Survey Report

Staff of the Center for Disabilities Studies of the College of Human Services, Education, and Public Policy at the University of Delaware conducted a telephone interview for the Child Development Watch (CDW) program from April 2007 through June 2007. This family satisfaction and perception survey was conducted via telephone with a random sample of families with active Individualized Family Service Plans (IFSP) in CDW. CDW is a part of the Birth to Three Early Intervention System's response to Part C of the Individuals with Disabilities Education Improvement Act of 2004. Delaware's Birth to Three Early Intervention System is under the lead agency of Delaware Department of Health and Social Services (DHSS) and is sponsored, in part, by the Interagency Resource Management Committee (IRMC). The telephone interview was successfully completed with a total of 158 families, including 117 families from the Northern region, and 41 families from the Southern region, representing 26.8% of the total number of families receiving Child Development Watch services in Delaware.

Families were asked about their use of services from Child Development Watch and their satisfaction with or perceptions about services in eight areas: a) overall satisfaction with services, b) perceptions of change in themselves as caregivers and change among family members, c) perceptions of change in their children's development, d) perceptions of family-program relations, e) perceptions about their opportunities to jointly make decisions with programs about the services for their children, f) perceptions about program accessibility and responsiveness, g) perceptions about changes in quality of life, and h) level of satisfaction with the CDW offices.

Of the 158 families completing the *Family Survey*, 93.7% acknowledged that they received service coordination services, which is having a CDW staff member as a liaison between themselves and their children's service providers. Of the services available through Child Development Watch, the most frequently reported services used by families were home visiting (82.3%), and speech and language therapy (72.2%). On the average, the families who reported using services through Child Development Watch in 2007 used an average of 7.1 services. In 2006, the average number of services reported being used by families was 6.7.

From the telephone interviews with families of children receiving Child Development Watch services:

- Over 97% of families who responded to the telephone interview indicated that they had overall satisfaction with the services they received;

- Over 94% of families perceived the program as accessible and receptive;

- Over 93% of families perceived change in themselves and their family;
- Over 93% of families perceived change in their child;
- Over 93% of families reported a positive perception of family decision-making opportunities;
- Over 92% of families reported a positive family-program relationship with CDW staff; and
- Over 92% of families reported a positive perception of their quality of life.

For the second time, the survey incorporated questions that specifically addressed three measures being collected at the request of the federal government, as the Birth to Three Early Intervention System is, in part, a federally funded program. For these outcome measures:

- Over 95% of families agreed they could effectively communicate their children's needs;
- Over 93% of families reported helping their children develop and learn; and
- Over 88% of families knew their rights of participating in this program.

Conclusions and Recommendations

The results of the *2007 Child Development Watch Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful to both their children and to themselves. The data received from this survey administration are generally consistent with results from 2006.

The review of two years of survey data (2006 and 2007) indicate that Delaware's Birth to Three Early Intervention System has been providing services in a family-centered manner and that families have perceived the services as having a positive effect on both their children's development and their families' abilities to meet the needs of their children. Furthermore, the data provides some insight into how CDW has been affecting the quality of life of families and children.

Because of the plans for the United States Office of Special Education Programs to request indicators of children's outcomes and families' outcomes from states, the survey instrument for the second year included questions to also collect information that is required to be reported on families' outcomes as a result of having children involved in Child Development Watch.

These results of the *2007 Child Development Watch Family Survey* confirm that

families do perceive the program to support the goals of the CDW program and are consistent with the overall philosophy of family partnership and family empowerment upon which the federal legislation and the Delaware Part C application is based.

Based on the Family Survey results, there are two areas where some activities could be implemented to change families' experience and perceptions. These would be the areas of the transition process and providing information about CDW processes for families involved in CDW.

- To statements "the staff and family have talked about what will happen when your child leaves the program" and "families feel part of the process of making plans for what your child will be doing after leaving Child Development Watch," approximately 86% of families have responded that they agree with the statements. While this is an increased proportion of families by about 10% who have responded to these questions in this way from past surveys, families' perceptions are not as high on this aspect of the program as on others. The increased proportion of families responding to these questions in this way may be the result of the focus the Birth to Three Early Intervention System has been giving to transition planning in the last 24 months. Given the progress that has been made in this area, the Family Survey results still provide insight about what families' needs are at the time of transition.

- The responses from families to the statements about knowing who within Child Development Watch to speak to if family's rights are not being addressed or if there is a complaint or concern about Child Development Watch indicated that nearly 20% of families were not aware of who they should speak with in CDW.

It would be appropriate for the Ongoing Program Evaluation Committee to discuss these concepts with the Leadership Team of Child Development Watch as a means of developing a plan to address the concepts and perceptions identified through the Family Survey.

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Section 1: Introduction to Child Development Watch

Families who were currently receiving services from the Birth to Three Early Intervention System, Part C of the Individuals with Disabilities Education Act (IDEA) as represented by CDW, were the target population for this survey.

The Birth to Three Early Intervention System is a statewide interagency program that ensures early intervention services designed to enhance the development of infants and toddlers at risk for disabilities or developmental delays, and the capacity of their families to meet the needs of their children. The program operates under the authorization of Part C of the Individuals with Disabilities Education Improvement Act of 2004 (IDEA), the most recent amendment, P.L. 108-446. This is an entitlement program for all families meeting the eligibility guidelines established by the state of Delaware, regardless of family income. Funding for the program is shared by the federal and state governments. The lead agency for the program is the Delaware Department of Health and Social Services (DHSS). The DHSS works collaboratively with the Departments of Education (DOE) and Services to Children, Youth, and their Families (DSCYF), the A.I. duPont Hospital for Children, the Christiana Care Health System, and other private providers in the continuous planning and implementation of CDW services. Within DHSS, the Divisions of Management Services (DMS), Public Health (DPH), Division of Visually Impaired, and Developmental Disabilities Services (DDDS) work together to ensure the provision of services to children and their families. The program is administered by the staff of the DMS and operates as CDW in the DPH.

CDW provides statewide services to children between the ages of birth and 36 months who have disabilities or are at risk for developing disabilities as well as their families. CDW provides screening, assessment, service coordination, and direct services to this group of children and their families under Part C of the IDEA. CDW also assists in the coordination of other early intervention services through private providers. CDW serves as the central point of entry into the Delaware early intervention system. CDW's responsibilities include conducting developmental assessments, providing service coordination, monitoring children not eligible for Part C services but at risk for developing delays, providing direct services, Child Find, and transition to other services when the child leaves CDW services.

Section 2: *2007 Family Survey* Sampling, Recruitment, Data Management, and Reporting Procedures

The CDW Ongoing Program Evaluation Committee (OPEC) provided guidance to the Center for Disabilities Studies staff regarding the implementation of the *2007 Family Survey* (see Appendix B for members of the *2007* CDW Ongoing Program Evaluation Committee). In December of 2006 and March of 2007, the Ongoing Program Evaluation Committee met to discuss the questions for the *2007 Family Survey*. During these meetings, it was decided to reword the question regarding having more of the knowledge to best care for your child. It was also decided to add prompts to the two questions asking about program cultural and ethnic sensitivity (see Appendix C for a copy of the *2007 Family Survey* and Appendix D for a copy of the *2007 Family Survey* codebook).

Sampling

As in 2006, a sampling matrix was used for the sampling of families. The cells of the matrix were defined by the geographic area where families lived (2 categories), the ethnicity of the family (3 categories), and the length of time in the program (2 categories). The geographic areas were defined as northern and southern. The ethnicity categories were African American, Caucasian, and "Other" for people who were not of the other two ethnicities. The length of time in the program categories were families who had been involved with CDW for less than 18 months or more than 18 months. This created six cells in the North and six cells in the South. From these twelve cells, some of the cells were collapsed, resulting in a total of six cells with each cell having 30 families for a total of 180 families to be sampled.

Notification of Families and Recruitment for the Telephone Interview

Prior to telephoning families for the interview, they were mailed information about the telephone interview. The information that they were mailed included the following components: (1) a cover letter signed by the CDW clinic manager, which explained the purpose of the telephone interview and instructed families to call a CDW contact number or a member of the staff at the Center for Disabilities Studies if they had questions about the telephone interview and (2) an information sheet, which included the total number of families being contacted, the usefulness of family feedback to CDW, assurances of confidentiality, examples of some of the information that would be asked during the telephone interview and additional contact numbers for the Center for Disabilities Studies if families had questions about the telephone interview. Of the 589 families who were on the initial list of families, 78 families were not eligible to complete the telephone interview (not enrolled in CDW for at least 6 months or having been out of the program for more than 6 months). Of the remaining 509 families, 433 families (292 in the North and 141 in the South) were mailed a letter in one of several different sets of mailings to ultimately reach enough families to have a telephone interview. See Appendix E for tables regarding the sampling process and the outcomes of the attempts to reach families by telephone.

Telephone calls were made to all of the families from the original list of families' names, unless letters were returned due to incorrect addresses (six in the North and seven in the South), until 158 families (117 in the North and 41 in the South) had completed the interview. The families were contacted by telephone up to four times during the day and in the evenings. Answering machine messages were left for families who did not answer the phone. There were several reasons that families were not contacted via telephone, such as the phone number was wrong or the telephone was disconnected.

Of the 433 families (292 in the North and 141 in the South) who were mailed letters, 115 families were not able to be contacted by telephone (75 in the North and 40 in the South). When families were contacted by telephone, 12 families (10 in the North and 2 in the South) refused to complete the telephone interview. In total, 158 families (117 families in the North and 41 families in the South) completed the telephone interview.

In summary, 36.5% of the families in the adjusted number of total families involved in the sample (N=433) completed telephone interviews. The goal was to complete 180 telephone interviews and 158 interviews were complete, resulting in 87.8% of the goal being reached. The sample of families who participated in the telephone interviews is representative of the families who participate in Child Development Watch, both by ethnicity and geographic region where they receive their services.

Data Collection

Data was collected from the families via the telephone interview from the end of April 2007 through the beginning of August 2007.

Data Management and Analysis

During the telephone interviews, interviewers from the Center for Disabilities Studies (CDS) entered the telephone interview data into an online survey program (SurveyMonkey). SurveyMonkey is password protected, allowing only those individuals working on the evaluation to access the data. Data from SurveyMonkey was then transferred to a statistical software program (SPSS). The telephone conversations were also recorded if the family permitted in order to gather comments from families. All paper data for the telephone interview was stored in locked cabinets while all electronic data was kept on a secure server in files with password protection accessible only to personnel working on the evaluation. Any information with personal identifying information was stored separately from the data collected. The personal identifying information was stored electronically on a secure server in files with password protection accessible to only a few personnel working on the evaluation.

Reporting of Interview Information

The *Child Development Watch 2007 Family Survey Report* is designed to describe the perceptions and experiences of families enrolled in CDW. The data will be reported in frequencies and where appropriate, means will also be reported. The Ongoing Program Evaluation Committee requested that data analysis include analysis of transition

items by age of the child and length of time receiving CDW services.

The Ongoing Program Evaluation Committee requested that a report of the *Family Survey* study be compiled. The committee requested that a draft of the report be submitted to the Committee prior to its publication.

The Ongoing Program Evaluation Committee reviewed a draft of the *Family Survey* Report.

Section 3: Results

The *Family Survey* was successfully completed through a telephone interview with a total sample of 158 (31.0%) of the 509 eligible families who had children enrolled in the program for at least six months. Results from the completed telephone interviews follow.

Demographic Information

Families were asked to provide demographic information about their children and their family. These characteristics of the children and families participating in the Child Development Watch (CDW) program that were collected by the *Family Survey* included gender, ethnic background, annual family income, county of residence, and number of individuals residing in the household.

Gender of the Children

Of the families completing the telephone interview, 58.2% of the families had male children enrolled in CDW, and 41.8% of the families had female children enrolled in CDW. The percentage of males was slightly lower than in the 2006 survey, and the percentage of females was slightly higher as compared to the 2006 survey. The most recent CDW enrollment data (2006) indicates that there were 61.3% males enrolled and 38.7% females enrolled in the program. See Table 1 for specific information on the gender of children receiving services in CDW.

Table 1. Gender of Child Receiving Services in CDW Program.

	2007 Results		**2006 Results**		**CDW Program Rate***
Gender of Child	**Number**	**Percent**	**Number**	**Percent**	
Male Child	92	58.2%	144	64.3%	61.3%
Female Child	66	41.8%	78	34.8%	38.7%
Twins (Male and Female)	--	--	1	0.4%	--
Triplets (1 Male and 2 Females)	--	--	1	0.4%	--
Total	**158**	**100.0%**	**224**	**100.0%**	**100.0%**

*Based on the 2006 CDW Enrollment Data

Ethnicity of the Children

Of those families choosing to report their ethnicity, 53.5% (N=155, n=83) identified themselves as Caucasian. In addition, 25.2% (n=39) of the families identified their ethnicity as African American, 9.7% (n=15) as Latino, and 6.5% (n=10) as Asian. There were also 5.2% of families (n=8) who reported their ethnicity as being “Other.” Three families chose not to describe their race. See Table 2 for information about the ethnicity of the children whose families participated in the *Family Survey*.

Table 2. Self-Identified Ethnic Background of Families Receiving CDW Services.

Ethnic Background	2007 Results+		2006 Results+		CDW Program Rate*	Delaware Rate#
	Number	Percent	Number	Percent		
Caucasian	83	53.5%	126	58.9%	56.8%	65.4%
African American	39	25.2%	44	20.6%	27.8%	23.6%
Latino	15	9.7%	19	8.9%	10.9%	-
Asian	10	6.5%	9	4.2%	2.1%	-
Other	8	5.2%	16	7.5%	2.4%	11.0%
Total	**155+**	**100.0%**	**214+**	**100.0%**	**100.0%**	**100.0%**

+2007 total does not equal 158 because 3 families chose not to identify their ethnic background
+2006 total does not equal 224 because 10 families chose not to identify their ethnic background
*Based on the 2006 CDW Enrollment Rate
#Delaware Rate: Based on KIDS COUNT 2000 Census Data for children under the age of 5 living in Delaware

Income of the Family

The respondents to the *Family Survey* represented families from across the socioeconomic spectrum. Approximately 16.1% of the families reported their annual income as being under $20,000, placing them below the government level for poverty ($20,615 in 2006). In comparison, Delaware's overall poverty rate is 14.5% of the population under the age of five (KIDS COUNT, 2005). Of the families completing the *Family Survey*, 45.8% reported that they made more than $50,000 a year. The income levels reported by families in 2007 were similar to those reported in 2006.

The wide range of socioeconomic levels of families served by CDW is due to the entitlement nature of the Birth to Three IDEA federal legislation. Families who have a child with a disability are entitled to early intervention program services, with no other qualifying characteristics such as income or geographic location. See Table 3 for specific information about the annual family income reported by families.

Table 3. Self-Reported Annual Income of Families Receiving CDW Services.

Income Level	2007 Results		2006 Results	
	Number	Percent	Number	Percent
Above $100,000	23	14.8%	38	17.0%
$50,000-$100,000	48	31.0%	68	30.4%
$20,000-$49,999	35	22.6%	48	21.4%
Under $20,000	25	16.1%	33	14.7%
Don't know/Decline to answer	27	17.1%	37	16.5%
Total	**158**	**100.0%**	**224**	**100.0%**

County where Family Resides

Of the 156 families who indicated the county where they reside, 74.4% (n=116) were from Northern Delaware and 25.6% (n=40) were from Southern Delaware. Of the

Family Survey interviews completed, the percentage of families in each region is comparable to the CDW population rate. See Table 4 for specific information about families' place of residence and comparison to the 2006 results, as well as the 2006 program rate for CDW.

Table 4. Regional Location of Families Receiving CDW Services.

Regional Location	**2007 Results+**		**2006 Results**		**CDW Program Rate***
	Number	**Percent**	**Number**	**Percent**	
Northern Delaware[1]	116	74.4%	149	66.5%	71.1%
Southern Delaware[2]	40	25.6%	75	33.5%	28.9%
Total	**156**	**100.0%**	**224**	**100.0%**	**100.0%**

[1]Northern Delaware includes New Castle County
[2]Southern Delaware includes Kent and Sussex Counties
+Total for 2007 does not equal 158 because 2 families chose not to identify the county in which they live
*Based on the December 2006 CDW Enrollment Rate from which the sample was selected

Number of Family Members in the Household

Of the 158 families who completed the telephone interview, the total number of immediate family members in households with a child who received CDW services varied from two to eleven family members. The most common number of persons in the households was four (35.5%, n=55), which was also the most common number of persons in the household in the 2006 results. Household size of the respondents was somewhat comparable to the 2006 respondents. See Table 5 for the distribution of number of family members in the household of those who responded to the *Family Survey*.

Table 5. Number of Persons in Household of Families Receiving CDW Services.

Number of Persons	2007 Results		2006 Results	
	Number	Percent	Number	Percent
Two (2)	6	3.9%	6	2.7%
Three (3)	44	28.4%	52	23.7%
Four (4)	55	35.5%	76	34.7%
Five (5)	28	18.1%	45	20.5%
Six (6)	12	7.7%	23	10.5%
Seven (7)	5	3.2%	6	2.7%
Eight (8)	2	1.3%	3	1.4%
Nine (9)	1	0.6%	2	0.9%
Ten (10)	1	0.6%	1	0.5%
Eleven (11)	1	0.6%	--	--
Total	**155+**	**100.0%**	**219+**	**100.0%**

+Total for 2007 does not equal 158 because 3 families chose not to identify the number of persons in their household
+Total for 2006 does not equal 224 because 10 families chose not to identify the number of persons in their household

In general, the demographic data indicated that the families who completed the *Family Survey* were representative of the population of families receiving CDW services and were representative of the population of families in Delaware based upon income level and geographic location. The ethnic background of families completing telephone interviews is comparable to that of families receiving services through CDW. The geographic location of families completing this *Family Survey* is comparable to the proportion of families served in each CDW service area. The income level reported by families in 2007 is somewhat consistent with the results of the survey in 2006. .

Disabilities of Children

The CDW program is specifically designed for families with children under the age of three who have a disability or are experiencing delays, and who have a condition with a high probability of resulting in developmental delays. Families were asked to describe why their child was receiving services from CDW. Of the families who described the reason for receiving services for their children, 32.3% (n=51) indicated the reason for receiving services is speech or language delay, 23.4% (n=37) indicated the reason for receiving services is prematurity, and 12.0% (n=19) indicated the reason for receiving services is a gross motor delay/problem or delayed crawling/walking. Families receiving CDW services also reported a range of other concerns regarding their children, which included genetic or chromosomal disorder, hearing problems, cleft palate, and fine motor skills. Some families reported multiple concerns for an individual child. See Table 6 for more information about the concerns families reported in describing the needs of their children.

Table 6. Areas of Concern Reported by Families.

Area of Concern:	2007 Results	
	Number	Percent
Language Delay/Speech Delay	51	32.3%
Prematurity	37	23.4%
Gross Motor Delay/Problem Delayed Crawling/Walking	19	12.0%
Developmental Delays	18	11.4%
Other Diagnosed Conditions	17	10.8%
Genetic Disorder/Chromosomal Disorder (Down Syndrome)	15	9.5%
Feeding Issues	9	5.7%
Cognitive Problems	8	5.1%
Vision Impairment	7	4.4%
Hearing Problems	7	4.4%
Low/High Muscle Tone (Hypotonia)	6	3.8%
Fine Motor Skills Problems/Delay	5	3.2%
Sensory Issues	3	1.9%
Cleft Palate	3	1.9%
Twin to Twin Transfusion Syndrome	1	0.6%

Services Reported by Families

Service Coordination

Families were asked whether or not they received service coordination services from CDW, which was explained to them as help from someone who assists in the arrangement of services. Of the 158 families completing the *Family Survey*, 93.7% (n=148) acknowledged that CDW staff members worked as a liaison between themselves and their children's service providers. Of the remaining families, 3.8% (n=6) indicated that CDW had not arranged services for their children, and 2.5% (n=4) of families were unsure if CDW was coordinating for them. See Table 7 for the number of families reporting service coordination services.

Table 7. Number of Families Reporting Use of Service Coordination Services.

Service Coordination	2007 Results			2006 Results+		
	Yes	No	I'm Not Sure	Yes	No	I'm not sure
Do you have a service coordinator, someone who assists you in arranging for services?	148 (93.7%)	6 (3.8%)	4 (2.5%)	211 (95.0%)	6 (2.7%)	5 (2.3%)

+Total for 2006 does not equal 224 because two families chose not to identify whether or not they receive service coordination services from CDS

Services Reported Being Used by Families

Children and families enrolled in the CDW program reported having received a wide variety of services from multiple service providers. The services available to children and families vary from nutritional services to substance abuse services. While not every family accessed all of the 27 services listed in Table 8, responses indicated that most of the services listed were accessed by at least one family over the last six years that the *Family Survey* has been distributed.

Table 8. Services and Programs Available to Children and Families in CDW.

Assistive Technology	Housing	Special Education Services
Child Care/Preschool	Nursing	Speech/Language Therapy
Child Development Services	Nutrition Services	Social Work Services
Counseling Services	Occupational Therapy	Substance Abuse Treatment
Employment Training	Parent Education	Translation Services
Financial Assistance	Parent Support Group	Transportation
Health/Medical Specialty Services	Physical Therapy	Vision Screening
Hearing Screening	Psychological Services	Vocational Rehabilitation
Home Visits	Respite Care	Other Services

Families completing the *2007 Family Survey* most frequently reported using home visitation (82.3%, n=130), speech and language therapy (72.2%, n=114), physical therapy (60.8%, n=96), occupational therapy (57.6%, n=91), and child developmental services (56.3%, n=89). The most frequently reported services used by families participating in the *Family Surveys* in both years presented in this report are speech and language therapy, home visits, occupational therapy, child developmental services, and physical therapy. The results of the 2007 *Family Survey* are similar to the results of the 2006 *Family Survey*. See Table 9 for details about services reported being used by families receiving CDW services.

Table 9. Number of Child/Family Support Services Reported by Families.

Service	2007 Results		2006 Results	
	Number	Percent	Number	Percent
Service Coordination	148	93.7%	211	95.0%
Home Visits	130	82.3%	178	79.5%
Speech-Language Therapy	114	72.2%	162	72.3%
Physical Therapy	96	60.8%	127	56.7%
Occupational Therapy	91	57.6%	131	58.5%
Child Developmental Services	89	56.3%	129	57.6%
Hearing Screening	62	39.2%	76	33.9%
Parent Education	52	32.9%	61	27.2%
Health and Medical Specialty Services	47	29.7%	44	19.6%
Social Work	37	23.4%	36	16.1%
Child Care/Preschool	35	22.2%	43	19.2%
Vision Screening	31	19.6%	26	11.6%
Special Education	29	18.4%	40	17.9%
Nutrition	27	17.1%	40	17.9%
Transportation	25	15.8%	27	12.1%
Nursing	23	14.6%	22	9.8%
Financial Support/Services	18	11.4%	27	12.1%
Assistive Technology	17	10.8%	20	8.9%
Counseling Services	15	9.5%	20	8.9%
Parent Support Group	11	7.0%	18	8.0%
Translation Services	7	4.4%	15	6.7%
Respite Care	6	3.8%	13	5.8%
Housing	4	2.5%	7	3.1%
Employment Training	3	1.9%	3	1.3%
Psychological Services	3	1.9%	9	4.0%
Substance Abuse Services	2	1.3%	6	2.7%
Vocational-Rehabilitation Services	2	1.3%	5	2.2%

The families receiving CDW services who completed the *Family Survey* reported using a total of 1,124 different child and family support services. This is an average of 7.1 services being reported annually by the 158 families who responded to the questions in the survey regarding their use of services. One family reported using only 1 service, while one family reported using as many as 23 services. This average of 7.1 services is higher than 2006, where the average number of services reported being used by families was 6.7.

Families earning above $100,000 per year reported using an average of 6.9 services, while families earning less than $20,000 per year reported using an average of 10.3 services annually. Families earning between $20,000 and $49,999 reported using an average of 7.8 services annually. Families reporting annual income between $50,000 and $100,000 reported using an average of 5.5 services annually. The average number of services reported being used by families in 2007 was equal or higher than those of 2006

in all annual income categories, except for those families made between $50,000 and $100,000 annually and those families who did not know their annual income or choose not to report their annual income. See Table 10 for details about services reported being used by families at different income levels.

Table 10. Average Number of Services Reported Being Used by Families Enrolled in CDW Program by Income.

Annual Income of Families:	**2007 Results**		**2006 Results**	
	Total Number of Services	**Average Number of Services**	**Total Number of Services**	**Average Number of Services**
All Families	1,124 (n=158)	7.1 Services	1,496 (n=222)	6.7 Services
Families with an income above $100,000 annually*	159 (n=23)	6.9 Services	259 (n=38)	6.8 Services
Families with an incomce between $50,000-$100,000*	266 (n=48)	5.5 Services	380 (n=68)	5.6 Services
Families with an income between $20,000-$49,999*	273 (n=35)	7.8 Services	348 (n=48)	7.2 Services
Families with an income under $20,000 annually*+	257 (n=25)	10.3 Services	254 (n=33)	7.7 Services
Families unsure of their annual income or who declined to answer	162 (n=24)	6.8 Services	255 (n=35)	7.3 Services

*For those 155 families reporting their annual incomes and service use
+During 2006, the poverty level was $20,615 for a family of four

In 2007, families residing in New Castle County reported using an average of 6.7 services, which similar to families in 2006, who reported using an average of 6.6 services. Families residing in Kent County in 2007 reported using an average of 7.3 services, which was lower than families residing in Kent County in 2006, who reported using an average of 7.8 services. Families residing in Sussex County in 2007 also reported a higher average use of services (10.3) as compared to families in 2006, who reported using an average of 6.4 services annually. Table 11 illustrates the services reported being used by families enrolled in CDW programs in each of Delaware's three counties for 2007 and 2006.

Table 11. Average Number of Services Reported Being Used by Families in CDW Programs by County.

County of Families:	2007 Results		2006 Results	
	Total Number of Services	**Average Number of Services**	**Total Number of Services**	**Average Number of Services**
All Families	1,124 (n=158)	7.1 Services	1,496 (n=222)	6.7 Services
Families in New Castle County*	774 (n=116)	6.7 Services	965 (n=147)	6.6 Services
Families in Kent County*	169 (n=23)	7.3 Services	289 (n=37)	7.8 Services
Families in Sussex County*	176 (n=17)	10.3 Services	229 (n=36)	6.4 Services

*For those 156 families reporting their county and use of services

Families were asked if additional services, information, and/or assistance would help them better care for their child. Of the families who responded to this question, 63.5% of the families (n=99) indicated that additional service, information, and/or assistance would not help them better care for their child. See Table 12 for details regarding the need for additional services, information, and/or assistance. For those 57 families (36.5%) who indicated that additional service, information, and/or assistance would help them better care for their child, they were asked specifically what services, information, and/or assistant would help them. Some of the families' comments were as follows:

- "They offered a lot. The only other thing they could have offered was a list of, you know, here's a list of babysitters that will deal with kids like yours. But they did a lot. Or day cares that will take children like yours."
- "Maybe just more parent training on how to deal with the issues that my daughter is having, and to provide more speech therapy and occupational therapy."
- "Probably parenting information."
- "I would like to go to some support groups with other people that have kids with disabilities to help me learn more of what I can do to help her."
- "Respite care, that's what I want to find out about. I think so far I'm able to take care of him by myself, without any nursing or anything like that, but I would like to see if he qualifies for respite care."
- "As far as her disability, more information on it."

Table 12. Additional Services, Information, and/or Assistance for Families

Response of Family	2007 Results	
	Number	**Percent**
Yes	57	36.5%
No	99	63.5%
Total	**156**	**100.0%**

*Total does not equal 158 because 2 families did not chose not to identify if additional services, information, and/or assistant would better help them care for their child

Federal Outcome Data

As mentioned earlier, the *2007 Family Survey* was updated in 2006 to reflect the three new federal outcomes, which are: "families know their rights," "families effectively communicate their children's needs," and "families help their children develop and learn." Families were asked to respond to the questions on a six-point Likert scale. The response choices for the families were "very strongly agree," "strongly agree," "agree," "disagree," "strongly disagree," and "very strongly disagree." There was also a response choice of "not applicable." The following three tables delineate the questions from the *2007 Family Survey* that reflect the measurement of the federal outcomes. All of the items in the federal outcomes were questions that were also asked in the 2006 survey.

The first federal outcome addressed questions related to families knowing their rights. The subscale consisted of four items which addressed this outcome. Overall, 88.0% of families responded positively to the questions for the first federal outcome, "families know their rights." Although the largest percentage of families agreed that they know their rights, 11.9% of families responded negatively to the questions regarding the concept of families knowing their rights. Compared to the results in 2007 (88.0%), proportionately more families in 2006 (91.1%) responded positively to the questions regarding the concept of families knowing their rights. See Table 13 for more information on the results of the items for this outcome.

Table 13. Families Know Their Rights.

Federal Outcome 1: Families Know Their Rights	**Year**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
You have received written information about your family's rights (e.g. due process, procedural safeguards).	2006	16.7%	35.2%	*51.9%*	45.7%	1.9%	0.0%	0.5%
	2007	24.7%	29.3%	*54.0%*	43.3%	2.7%	0.0%	0.0%
You feel you understand your family's legal rights within your child's program.	2006	17.1%	32.9%	*50.0%*	47.1%	1.4%	0.0%	1.4%
	2007	19.6%	28.8%	*48.4%*	45.8%	5.2%	0.7%	0.0%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	2006	14.4%	26.9%	*41.3%*	44.0%	12.5%	1.9%	0.5%
	2007	18.2%	25.3%	*43.5%*	37.0%	17.5%	1.3%	0.6%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	2006	11.5%	26.7%	*38.2%*	46.5%	12.9%	1.8%	0.5%
	2007	16.9%	22.7%	*39.6%*	40.9%	17.5%	1.3%	0.6%
Total "Families Know Their Rights"	**2006**	**14.9%**	**30.4%**	***45.3%***	**45.8 %**	**7.3%**	**0.9%**	**0.7%**
	2007	**19.8%**	**26.5%**	***46.3%***	**41.7 %**	**10.8%**	**0.8%**	**0.3%**

The Alpha reliability coefficient for the items in this cluster is .892.

Delineating the results of the questions by ethnicity , 91.8% of Caucasians respondents, 82.1% of African Americans, and 78.2 % of Latinos responded favorably toward the first federal outcome, "families know their rights." Likewise, 90.3% of all "other" ethnicities represented in the survey responded positively to the first federal outcome, "families know their rights" (See Table 14).

Table 14. Families Know Their Rights by Ethnicity of the Parent of the Child Enrolled in Child Development Watch

Federal Outcome 1: Families Know Their Rights	**Race**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
You have received written information about your family's rights (e.g. due process, procedural safeguards).	Caucasian	32.1%	29.6%	*61.7%*	35.8%	2.5%	0.0%	0.0%
	African American	13.9%	33.3%	*47.2%*	50.0%	2.8%	0.0%	0.0%
	Latino	14.3%	7.1%	*21.4%*	71.4%	7.1%	0.0%	0.0%
	Other	22.2%	33.3%	*55.6%*	44.4%	0.0%	0.0%	0.0%
You feel you understand your family's legal rights within your child's program.	Caucasian	26.8%	20.7%	*47.6%*	52.4%	0.0%	0.0%	0.0%
	African American	10.3%	38.5%	*48.7%*	38.5%	12.8%	0.0%	0.0%
	Latino	15.4%	15.4%	*30.8%*	46.2%	15.4%	7.7%	0.0%
	Other	11.1%	50.0%	*61.1%*	33.3%	5.6%	0.0%	0.0%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Caucasian	20.5%	21.7%	*42.2%*	42.2%	14.5%	0.0%	1.2%
	African American	15.8%	31.6%	*47.4%*	26.3%	23.7%	2.6%	0.0%
	Latino	21.4%	14.3%	*35.7%*	35.7%	21.4%	7.1%	0.0%
	Other	11.1%	33.3%	*44.4%*	38.9%	16.7%	0.0%	0.0%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	Caucasian	20.5%	21.7%	*42.2%*	43.4%	13.3%	0.0%	1.2%
	African American	15.8%	21.1%	*36.8%*	34.2%	26.3%	2.6%	0.0%
	Latino	7.1%	14.3%	*21.4%*	50.0%	21.4%	7.1%	0.0%
	Other	11.1%	33.3%	*44.4%*	38.9%	16.7%	0.0%	0.0%
Total "Families Know Their Rights"	Caucasian	**24.9%**	**23.4%**	***48.3%***	**43.5%**	**7.6%**	**0.0%**	**0.6%**
	African American	**13.9%**	**31.1%**	***45.0%***	**37.1%**	**16.6%**	**1.3%**	**0.0%**
	Latino	**14.5%**	**12.7%**	***27.3%***	**50.9%**	**16.4%**	**5.5%**	**0.0%**
	Other	**13.9%**	**37.5%**	***51.4%***	**38.9%**	**9.7%**	**0.0%**	**0.0%**

When analyzing the responses by the region where families receive their services, 86.7% of families receiving services in Northern Delaware and 91.9% of families receiving services in Southern Delaware responded positively to the first federal outcome, "families know their rights." (See Table 15).

Table 15. Families Know Their Rights by Geographic Region where the Child Receives Child Development Watch Services

Federal Outcome 1: Families Know Their Rights	**Region**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
You have received written information about your family's rights (e.g. due process, procedural safeguards).	Northern	27.3%	24.5%	*51.8%*	45.5%	2.7%	0.0%	0.0%
	Southern	17.5%	42.5%	*60.0%*	37.5%	2.5%	0.0%	0.0%
You feel you understand your family's legal rights within your child's program.	Northern	19.5%	25.7%	*45.1%*	47.8%	6.2%	0.9%	0.0%
	Southern	20.0%	37.5%	*57.5%*	40.0%	2.5%	0.0%	0.0%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Northern	17.5%	21.9%	*39.5%*	38.6%	19.3%	1.8%	0.9%
	Southern	20.0%	35.0%	*55.0%*	32.5%	12.5%	0.0%	0.0%
You know who within Child Development Watch you need to speak with if you have other complaints/ concerns about the Child Development Watch program.	Northern	15.8%	20.2%	*36.0%*	43.0%	18.4%	1.8%	0.9%
	Southern	20.0%	30.0%	*50.0%*	35.0%	15.0%	0.0%	0.0%
Total "Families Know Their Rights"	Northern	**20.0%**	**23.1%**	***43.0%***	**43.7%**	**11.8%**	**1.1%**	**0.4%**
	Southern	**19.4%**	**36.3%**	***55.6%***	**36.3%**	**8.1%**	**0.0%**	**0.0%**

The second federal outcome addressed whether families are able to effectively communicate their children's needs within CDW. The subscale consisted of five items which addressed this outcome. Overall, 95.4% of families responded positively to the questions for the second federal outcome, "families effectively communicate their children's needs." Although the largest percentage of families agreed that they effectively communicate their children's needs, 4.5% of families responded negatively to the questions regarding the concept of families effectively communicating their children's needs. Compared to the results in 2006 (95.1%), a similar proportion of

families in 2007 (95.5%) and 2006 responded positively to the questions regarding the concept of families effectively communicate their children's needs than in 2006. See Table 16 for more information on the results of the items in this outcome.

Table 16. Families Effectively Communicate Their Children's Needs.

Federal Outcome 2: Families Effectively Communicate Their Children's Needs	**Year**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family's strengths, needs, and goals.	2006	11.2%	41.6%	*52.8%*	43.5%	3.3%	0.0%	0.5%
	2007	13.8%	32.2%	*46.1%*	48.0%	4.6%	1.3%	0.0%
As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and your goals for him or her.	2006	15.1%	49.8%	*64.9%*	33.3%	1.4%	0.5%	0.0%
	2007	17.2%	44.6%	*61.8%*	35.0%	1.9%	1.3%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	2006	8.3%	39.9%	*48.2%*	45.8%	6.0%	0.0%	0.0%
	2007	14.2%	31.3%	*45.5%*	49.3%	3.7%	1.5%	0.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	2006	8.4%	38.9%	*47.3%*	46.7%	5.4%	0.0%	0.6%
	2007	13.7%	28.2%	*42.0%*	55.0%	3.1%	0.0%	0.0%
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	2006	17.1%	38.6%	*55.7%*	36.7%	4.8%	1.4%	1.4%
	2007	15.4%	32.2%	*47.7%*	47.0%	3.4%	1.3%	0.7%
Total "Families Effectively Communicate Their Children's Needs"	**2006**	**12.4%**	**42.0%**	***54.4%***	**40.7%**	**4.0%**	**0.4%**	**0.5%**
	2007	**16.3%**	**37.1%**	***49.0%***	**46.5%**	**3.3%**	**1.1%**	**0.1%**

The Alpha reliability coefficient for the items in this cluster is .922.

Delineating the results of the questions by ethnicity, 97.1% of Caucasians respondents, 96.2% of African Americans, and 92.9 % of Latinos responded favorably toward the second federal outcome, "families effectively communicate." Likewise, 94.3% of all "other" ethnicities represented in the survey responded positively to the second federal outcome (See Table 17).

Table 17. Families Effectively Communicate Their Children's Needs by Ethnicity of the Parent of the Child Enrolled in Child Development Watch

Federal Outcome 2: Families Effectively Communicate Their Children's Needs	**Race**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family's strengths, needs, and goals.	Caucasian	16.7%	33.3%	*50.0%*	43.6%	6.4%	0.0%	0.0%
	African American	12.8%	41.0%	*53.8%*	46.2%	0.0%	0.0%	0.0%
	Latino	7.1%	14.3%	*21.4%*	64.3%	14.3%	0.0%	0.0%
	Other	11.1%	27.8%	*38.9%*	55.6%	0.0%	5.6%	0.0%
As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and goals for him or her.	Caucasian	20.5%	47.0%	*67.5%*	30.1%	2.4%	0.0%	0.0%
	African American	10.3%	48.7%	*59.0%*	41.0%	0.0%	0.0%	0.0%
	Latino	21.4%	21.4%	*42.9%*	50.0%	7.1%	0.0%	0.0%
	Other	16.7%	44.4%	*61.1%*	33.3%	0.0%	5.6%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Caucasian	16.7%	34.8%	*51.5%*	47.0%	1.5%	0.0%	0.0%
	African American	11.8%	35.3%	*47.1%*	47.1%	2.9%	2.9%	0.0%
	Latino	7.1%	7.1%	*14.3%*	78.6%	7.1%	0.0%	0.0%
	Other	16.7%	33.3%	*50.0%*	38.9%	5.6%	5.6%	0.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Caucasian	18.5%	30.8%	*49.2%*	50.8%	0.0%	0.0%	0.0%
	African American	11.4%	28.6%	*40.0%*	1.0%	8.6%	0.0%	0.0%
	Latino	7.1%	85.7%	*92.9%*	7.1%	0.0%	0.0%	0.0%
	Other	6.3%	43.8%	*50.0%*	50.0%	0.0%	0.0%	0.0%
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	Caucasian	20.3%	30.4%	*50.6%*	45.6%	2.5%	1.3%	0.0%
	African American	11.4%	34.3%	*45.7%*	48.6%	5.7%	0.0%	0.0%
	Latino	7.1%	14.3%	*21.4%*	71.4%	7.1%	0.0%	0.0%
	Other	11.1%	55.6%	*66.7%*	27.8%	0.0%	5.6%	0.0%
Total "Families Effectively Communicate Their Children's Needs"	Caucasian	**18.6%**	**35.6%**	***54.2%***	**42.9%**	**2.7%**	**0.3%**	**0.0%**
	African American	**11.5%**	**37.9%**	***49.5%***	**46.7%**	**3.3%**	**0.5%**	**0.0%**
	Latino	**10.0%**	**28.6%**	***38.6%***	**54.3%**	**7.1%**	**0.0%**	**0.0%**
	Other	**12.5%**	**40.9%**	***53.4%***	**40.9%**	**1.1%**	**4.5%**	**0.0%**

When analyzing the responses by the region where families receive their services, 95.1% of families receiving services in Northern Delaware and 98.4% of families receiving services in Southern Delaware responded positively to the second federal outcome, "families effectively communicate their children's needs." (See Table 18).

Table 18. Families Effectively Communicate Their Children's Needs by Geographic Region where the Child Receives Child Development Watch Services

Federal Outcome 2: Families Effectively Communicate Their Children's Needs	**Region**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family's strengths, needs, and goals.	Northern	13.6%	30.9%	*44.5%*	50.0%	4.5%	0.9%	0.0%
	Southern	15.0%	37.5%	*52.5%*	42.5%	5.0%	0.0%	0.0%
As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and goals for him or her.	Northern	17.4%	42.6%	*60.0%*	36.5%	2.6%	0.9%	0.0%
	Southern	17.5%	52.5%	*70.0%*	30.0%	0.0%	0.0%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Northern	14.0%	30.0%	*44.0%*	50.0%	4.0%	2.0%	0.0%
	Southern	15.2%	36.4%	*51.5%*	48.5%	0.0%	0.0%	0.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Northern	14.4%	27.8%	*42.3%*	53.6%	4.1%	0.0%	0.0%
	Southern	12.1%	30.3%	*42.4%*	57.6%	0.0%	0.0%	0.0%
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	Northern	15.9%	31.8%	*47.7%*	46.7%	3.7%	1.9%	0.0%
	Southern	15.0%	35.0%	*50.0%*	47.5%	2.5%	0.0%	0.0%
Total "Families Effectively Communicate Their Children's Needs"	Northern	**15.1%**	**32.9%**	***48.0%***	**47.1%**	**3.8%**	**1.1%**	**0.0%**
	Southern	**15.1%**	**38.7%**	***53.8%***	**44.6%**	**1.6%**	**0.0%**	**0.0%**

The third federal outcome addressed whether families have learned to help their children develop and learn. The subscale consisted of four items which addressed this outcome. Overall, 93.4% of families responded positively to the questions for the third federal outcome, "families help their children develop and learn." Although the largest percentage of families agreed that they help their children develop and learn, 6.6% of

families responded negatively to the questions regarding families helping their children develop and learn. An equal proportion of families (93.4%) in 2006 and in 2007 responded positively to the questions regarding the concept of families helping their children develop and learn. See Table 19 for more information on the results of the items in this outcome.

Table 19. Families Help Their Children Develop and Learn.

Federal Outcome 3: Families Help Their Children Develop and Learn	**Year**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	2006	16.1%	33.2%	*49.3%*	42.0%	4.4%	2.9%	1.5%
	2007	17.0%	38.6%	*55.6%*	38.6%	4.6%	1.3%	0.0%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.	2006	10.2%	36.7%	*46.9%*	45.6%	4.7%	1.9%	0.9%
	2007	17.9%	35.9%	*53.8%*	38.5%	6.4%	1.3%	0.0%
As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	2006	14.0%	43.3%	*57.3%*	37.2%	3.3%	2.3%	0.0%
	2007	20.0%	31.6%	*51.6%*	41.3%	6.5%	0.6%	0.0%
As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home and the other places where he/she spends time.	2006	22.3%	39.2%	*61.5%*	34.3%	2.4%	1.8%	0.0%
	2007	21.4%	43.8%	*65.2%*	29.5%	3.6%	1.8%	0.0%
Total "Families Help Their Children Develop and Learn"	**2006**	**15.2%**	**38.1%**	***53.3%***	**40.1%**	**3.7%**	**2.2%**	**0.6%**
	2007	**18.9%**	**37.0%**	***55.9%***	**37.5%**	**5.4%**	**1.2%**	**0.0%**

The Alpha reliability coefficient for the items in this cluster is .918.

Delineating the results of the questions by ethnicity, 94.9% of Caucasians respondents, 91.4% of African Americans, and 95.8 % of Latinos responded favorably toward the second federal outcome, "families help their children develop and learn." Likewise, 91.3% of all "other" ethnicities represented in the survey responded positively

to the third federal outcome (See Table 20).

Table 20. Families Help Their Children Develop and Learn by Ethnicity of the Parent of the Child Enrolled in Child Development Watch

Federal Outcome 3: Families Help Their Children Develop and Learn	**Race**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	Caucasian	19.8%	40.7%	*60.5%*	35.8%	2.5%	1.2%	0.0%
	African American	10.5%	42.1%	*52.6%*	36.8%	10.5%	0.0%	0.0%
	Latino	21.4%	14.3%	*35.7%*	64.3%	0.0%	0.0%	0.0%
	Other	16.7%	38.9%	*55.6%*	33.3%	5.6%	5.6%	0.0%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.	Caucasian	22.9%	33.7%	*56.6%*	37.3%	4.8%	1.2%	0.0%
	African American	7.7%	46.2%	*53.8%*	38.5%	7.7%	0.0%	0.0%
	Latino	28.6%	7.1%	*35.7%*	57.1%	7.1%	0.0%	0.0%
	Other	11.1%	44.4%	*55.6%*	33.3%	5.6%	5.6%	0.0%
As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	Caucasian	24.4%	35.4%	*59.8%*	34.1%	6.1%	0.0%	0.0%
	African American	12.8%	25.6%	*38.5%*	53.8%	7.7%	0.0%	0.0%
	Latino	21.4%	14.3%	*35.7%*	57.1%	7.1%	0.0%	0.0%
	Other	16.7%	38.9%	*55.6%*	38.9%	0.0%	5.6%	0.0%
As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home and the other places where he/she spends time.	Caucasian	24.2%	43.9%	*68.2%*	27.3%	3.0%	1.5%	0.0%
	African American	16.7%	45.8%	*62.5%*	29.2%	4.2%	4.2%	0.0%
	Latino	33.3%	16.7%	*50.0%*	50.0%	0.0%	0.0%	0.0%
	Other	13.3%	46.7%	*60.0%*	33.3%	6.7%	0.0%	0.0%
Total "Families Help Their Children Develop and Learn"	Caucasian	**22.8%**	**38.1%**	***60.9%***	**34.0%**	**4.2%**	**1.0%**	**0.0%**
	African American	**11.4%**	**39.3%**	***50.7%***	**40.7%**	**7.9%**	**0.7%**	**0.0%**
	Latino	**25.0%**	**12.5%**	***37.5%***	**58.3%**	**4.2%**	**0.0%**	**0.0%**
	Other	**14.5%**	**42.0%**	***56.5%***	**34.8%**	**4.3%**	**4.3%**	**0.0%**

When analyzing the responses by the region where families receive their services, 91.7% of families receiving services in Northern Delaware and 99.3% of families receiving services in Southern Delaware responded positively to the third federal outcome, "families help their children develop and learn." (See Table 21).

Table 21. Families Help Their Children Develop and Learn by Geographic Region where the Child Receives Child Development Watch Services

Federal Outcome 3: Families Help Their Children Develop and Learn	**Region**	**Results**						
		Very Strongly Agree	**Strongly Agree**	***Combined VSA and SA***	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	Northern	17.7%	38.1%	*55.8%*	36.3%	6.2%	1.8%	0.0%
	Southern	15.4%	41.0%	*56.4%*	43.6%	0.0%	0.0%	0.0%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.	Northern	19.1%	32.2%	*51.3%*	39.1%	7.8%	1.7%	0.0%
	Southern	15.0%	47.5%	*62.5%*	37.5%	0.0%	0.0%	0.0%
As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	Northern	21.9%	26.3%	*48.2%*	43.0%	7.9%	0.9%	0.0%
	Southern	15.0%	47.5%	*62.5%*	37.5%	0.0%	0.0%	0.0%
As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home and the other places where he/she spends time.	Northern	25.6%	42.3%	*67.9%*	25.6%	3.8%	2.6%	0.0%
	Southern	11.8%	47.1%	*58.8%*	38.2%	2.9%	0.0%	0.0%
Total "Families Help Their Children Develop and Learn"	Northern	**20.7%**	**34.0%**	***54.8%***	**36.9%**	**6.7%**	**1.7%**	**0.0%**
	Southern	**14.4%**	**45.8%**	***60.1%***	**39.2%**	**0.7%**	**0.0%**	**0.0%**

When analyzing the data by ethnicity of the respondents and by the geographic region where families receive their services, most of the families agree that the services they are receiving are supporting them to know their rights, effectively communicate their children's needs, and help their children develop and learn.

State Outcome Data: Family Satisfaction and Perception of Services

The two primary goals that Birth to Three Early Intervention System had for the *Child Development Watch Family Survey* were 1) to measure families' perceptions of satisfaction with the services provided to their children and to their family and 2) to assess the outcomes for children and their families as a result of their experience with Child Development Watch (CDW). Families' perceptions of satisfaction with the services provided to their children and their family are measured by four sets of items that ask about family satisfaction (Cluster 1: "Overall Satisfaction") and family-centered practices: "Perception of Family-Program Relations" (Cluster 4), "Perception of Family Decision-making Opportunities" (Cluster 5), and "Perception of Program Accessibility and Responsiveness" (Cluster 6).

There are three goals of the CDW program that were assessed in the *Family Survey*. The first goal is the enhancement of family members' abilities to care for their very young children with disabilities. Embedded in the *Family Survey* is a set of items that directly measures this outcome (Cluster 2: "Perception of Change in Selves/Family"). The second goal of the program is the advancement of developmental skills for each child. The *Family Survey* also directly assesses family perceptions of their children's development (Cluster 3: "Perception of Change in Child"). The third goal of the program is the enhancement of quality of life for children and families as a result of participation in CDW services. Embedded in the *Family Survey* is a set of items that directly measures this goal, Cluster 7: "Perception of Quality of Life."

The responses to the questions asked of families from both the *2007* and *2006 Family Survey* are reported within these seven clusters. Families receiving CDW services were asked a series of questions to assess their experience with CDW. The response choices were "very strongly agree," "strongly agree," "agree," "disagree," "strongly disagree," and "very strongly disagree." There was also a response choice of "not applicable." While there were seven possible choices of how a family can respond to the questions, for simplicity reasons, a few of the choices are presented together. An aggregate score of all the clusters is also reported.

Overall Satisfaction

Families receiving CDW services were asked about their satisfaction with the services they and their children received. The "Overall Satisfaction" ratings were derived from four items that assessed families' global perceptions of the programs' services in four areas: usefulness of services, child and family services, changes in children, and satisfaction with how things were going with child and family. Families' responses for the four items in the cluster describing overall satisfaction and the averaged responses for the cluster can be found in Table 17.

The "Overall Satisfaction" with CDW services of families completing the telephone interview was positive. The calculation of this set of questions shows that 97.4% of families were satisfied with the services. This satisfaction level is consistent with the results from the *2006 Family Survey*, with 95.4% of the families reporting being

satisfied with CDW services.

Overall, families stated that the program was doing a good job:

- "I just thought that they were really good."
- "I feel it's a very good thing for people who are uneducated and there's nowhere to turn if they have a child with a disability or a problem."
- "It was great."
- "They helped me out a lot with understanding my daughter's disability."
- "They're doing a good job."

Table 22. Overall Satisfaction.

	2007 Results			**2006 Results**		
Cluster 1: Overall Satisfaction	**Very Strongly Agree / Strongly Agree**	**Agree**	**Disagree / Strongly Disagree / Very Strongly Disagree**	**Very Strongly Agree / Strongly Agree**	**Agree**	**Disagree / Strongly Disagree / Very Strongly Disagree**
You feel that the Child Development Watch services are useful to your family.	60.9%	37.8%	1.3%	62.2%	33.2%	4.7%
You are satisfied with the services your child and family are receiving.	69.4%	27.9%	2.7%	63.0%	32.4%	4.7%
You are satisfied with the changes your child has made since beginning the Child Development Watch program.	65.4%	31.4%	3.3%	63.4%	32.4%	4.2%
You are satisfied with how things are going with your child and family.	63.4%	33.3%	3.3%	58.8%	36.1%	5.1%
Total Overall Satisfaction	**64.4%**	**33.0%**	**2.6%**	**61.8%**	**33.6%**	**4.7%**

The Alpha reliability coefficient for the items in this cluster is .913.

Families' Perceptions of Change in Selves and Their Families

Families receiving CDW services were asked about their "Perception of Change in Selves/Family" since their children began receiving services. This cluster is composed of four items, one that assessed parents' ability to get the services needed for their children, one that assessed parents' increased knowledge about their children's needs, one that assessed parents' increased information about how to help their children develop and learn, and one that assessed parents' increased ability to help their children develop and learn skills for use at home and the other places the children spend time. Families'

responses for the four items in this cluster focused on the "Perception of Change in Selves/Family" and the averaged responses for the cluster can be found in Table 18.

The overall "Perception of Change in Selves/Family" of families completing the telephone interview as a result of the CDW program was positive. The calculation of this set of questions shows that 93.4% of families had a positive perception of change in themselves and their families. This perception of change is consistent with the results from the *2006 Family Survey*, with 93.4% of the families perceiving change in themselves and their families.

Some families provided comments regarding the changes they have seen in their children:

- She's come a long way"
- "It was an excellent experience and my son has grown very much"
- "It's a great program and any child that needs it should be there. They help the family and the child a lot"
- "I'm just very pleased on how things have progressed"

One family expressed their satisfaction with the program; however, indicated that they have not seen changes in their child, "I think it's a wonderful program, unfortunately she's just a stubborn girl who's not responding"

Table 23. Families' Perceptions of Change in Selves and Their Families.

Cluster 2: Perception of Change in Selves/Family	2007 Results			2006 Results		
	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	55.6%	38.6%	5.9%	49.3%	42.0%	8.8%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care for your child.	51.6%	41.3%	7.1%	46.9%	45.6%	7.5%
As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	53.8%	38.5%	7.7%	57.3%	37.2%	5.6%
As a result of the Child Development Watch program, you have learned ways to help you child develop and learn skills for use at home and the other places where he/she spends time.	65.2%	29.5%	5.4%	61.5%	34.3%	3.2%
Total Perception of Change in Selves/Family	**55.9%**	**37.5%**	**6.6%**	**53.3%**	**40.1%**	**6.5%**

The Alpha reliability coefficient for the items in this cluster is .918.

Families' Perceptions of Their Children's Development and Abilities

Families receiving CDW services were asked about any changes they had observed in their children since they began receiving services. This cluster was composed of four items, two of which asked families about improvement in the child's independence, skills, and abilities; one of which addressed individualization of services; and one of which addressed satisfaction with the changes the child has made. Families' responses for the four items in this cluster describing the "Perception of Change in Child" and the averaged responses for the cluster can be found in Table 19.

The "Perception of Change in Child" of families completing to the telephone

interview was positive. The calculation of this set of questions shows that 93.3% of families had a positive perception of change in their child. This perception level is consistent with the results from the *2006 Family Survey* (94.9%).

Specifically, when families did not feel that the services provided to their child and family were individualized and changed as their family's needs changed, they were asked to provide suggestions as to how the program could make the services individualized. Some of the suggestions provided by families were:

- "I would just say more intense services."
- "I would suggest keeping the surveys more regular than waiting 6 months or something. Things change with the kids. So it's like more check-up surveys, how things are going. To see if things have changed or they have made any progress at all"

A few families provided comments that stated that the program was providing services that were individualized. When asked how the program can make the services provided more individualized and change as the family's needs change, several families indicated that CDW was doing "great" and that they were pleased.

Table 24. Families' Perceptions of Their Children's Development and Abilities.

Cluster 3: Perception of Change in Child	2007 Results			2006 Results		
	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	47.7%	47.0%	5.4%	55.7%	36.7%	7.6%
As a result of the Child Development Watch program, you see your child's skills and abilities improving.	63.0%	29.9%	7.1%	65.9%	30.8%	3.3%
As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	60.0%	28.7%	11.3%	62.2%	32.1%	5.7%
You are satisfied with the changes your child has made since beginning the Child Development Watch program.	65.4%	31.4%	3.3%	63.4%	32.4%	4.2%
Total Overall Perception of Change in Child	**59.1%**	**34.2%**	**6.8%**	**61.9%**	**33.0%**	**5.2%**

The Alpha reliability coefficient for the items in this cluster is .908.

Families' Perceptions of Family-Program Relations

The fourth cluster of items assessed families' perceptions of their relationships with service providers and other staff members at CDW. This subscale was composed of twelve items including items that asked about how staff treated families, whether families felt respected by program staff, whether families felt they had the opportunity to discuss their needs and have their needs met, whether families know who they needed to speak with regarding their rights and any complaints or concerns they had, and whether they felt staff communicated effectively with them and coordinated services that they needed. Families' responses for the twelve items for this cluster on "Perception of Family-Program Relations" and the averaged responses for the cluster can be found in Table 20.

Overall, families reported positive family-program relationship experiences. The calculation of this set of questions shows that 92.9% of families had positive family-program relations with the CDW staff. This satisfaction level is consistent with the results from the *2006 Family Survey*, with 93.5% of the families having positive family-

program relationships.

Some families provided comments on the relationships between their family and the program:

- "I have just been very, very pleased with my coordinator. She has been wonderful"
- "I had a tremendous experience with them as well as, tremendous being wonderful. When I came back (after having an operation and ending up in a nursing home)…(service coordinator) jumped right on it and got him right into (program name) and …she kept me in tune to everything during transition. I mean walked me through the whole steps and also helped me get medical on top of what he already had. It was a life-saving thing for us… (child) was totally introverted, in himself, throwing fits and they gave me everything to deal with it and to get me through to him and the family… it was so wonderful… I had learned so much through them"
- "I feel that they did a real good job and they helped me a lot. I wasn't conscious to things that were going on and they had no problems simplifying stuff for me"
- "We love our coordinator"
- "I can't say enough about my coordinator. We have a very good communicating, bonding, to the point where she gets as concerned as I am about my son so it's, to me, as a parent, I like to see that in somebody who is helping me deal through a lot of things that I'm going through with my son. Not just my son but just my family"

Table 25. Families' Perceptions of Family-Program Relations.

Cluster 4: Perception of Family-Program Relations	2007 Results			2006 Results		
	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family's strengths, needs, and goals.	46.1%	48.0%	5.9%	52.8%	43.5%	3.8%
As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and your goals for him or her.	61.8%	35.0%	3.2%	64.9%	33.3%	1.9%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	45.5%	49.3%	5.2%	48.2%	45.8%	6.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	42.0%	55.0%	3.1%	47.3%	46.7%	6.0%
You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	52.6%	38.5%	9.0%	50.4%	44.0%	5.5%
Your service coordinator is able to link you to services that you need.	54.5%	37.7%	7.8%	54.4%	35.3%	10.2%
Since being part of Child Development Watch you feel you are treated with respect.	67.1%	30.3%	2.6%	64.4%	32.9%	7.3%
The staff who assess your child's skills listen to you and respect you.	67.9%	32.1%	0.0%	60.0%	36.6%	3.4%
The staff explain your child's assessment results in words you can understand.	67.9%	31.3%	0.9%	60.9%	36.8%	2.2%
You are included in all planning and decisions for your child's program and services.	71.4%	26.8%	1.8%	68.6%	27.4%	4.0%

Cluster 4: Perception of Family-Program Relations	2007 Results			2006 Results		
	Very Strongly Agree Strongly Agree	Agree	Disagree Strongly Disagree Very Strongly Disagree	Very Strongly Agree Strongly Agree	Agree	Disagree Strongly Disagree Very Strongly Disagree
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	43.5%	37.0%	19.5%	41.3%	44.0%	14.9%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	39.6%	40.9%	19.5%	38.2%	46.5%	15.2%
Total Perception of Family-Program Relations	**54.2%**	**38.7%**	**7.0%**	**54.1%**	**39.4%**	**6.5%**

The Alpha reliability coefficient for the items in this cluster is .957.

Families' Perceptions of Decision-Making Opportunities

The fifth cluster of items focused on families' "Perception of Decision-Making Opportunities" when working with the CDW personnel. This subscale was composed of six items including items that asked if families felt that the goals of their children's Individual Family Service Plan (IFSP) were important and if family members were included in decision making about programs and services for their child. Families' responses for the six items of this cluster regarding the "Perception of Decision-Making Opportunities" and the averaged responses for the cluster can be found in Table 21.

The "Perception of Decision-Making Opportunities" of families completing the telephone interview was positive. The calculation of this set of questions shows that 93.4% of families had a positive perception of decision-making opportunities. This perception level is consistent with the results from the *2006 Family Survey*, with 91.5% of the families having positive perceptions of decision-making opportunities.

Table 26. Families' Perceptions of Decision-Making Opportunities.

Cluster 5: Perception of Family Decision-Making Opportunities	2007 Results			2006 Results		
	Very Strongly Agree Strongly Agree	Agree	Disagree Strongly Disagree Very Strongly Disagree	Very Strongly Agree Strongly Agree	Agree	Disagree Strongly Disagree Very Strongly Disagree
You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	52.6%	38.5%	9.0%	50.4%	44.0%	5.5%
The staff who assess your child's skills listen to you and respect you.	67.9%	32.1%	0.0%	60.0%	36.6%	3.4%
You are included in all planning and decisions for your child's program and services.	71.4%	26.8%	1.8%	68.6%	27.4%	4.0%
You think the goals and objectives of your child's Individualized Family Service Plan are important.	65.2%	33.9%	0.9%	67.2%	31.0%	1.7%
The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	38.3%	47.7%	14.0%	29.2%	47.4%	23.3%
You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	41.3%	45.0%	13.8%	37.3%	46.7%	16.0%
Total Perception of Family Decision-Making Opportunities	**56.1%**	**37.3%**	**6.6%**	**52.8%**	**38.7%**	**8.3%**

The Alpha reliability coefficient for the items in this cluster is .911.

Transition Planning

Of the families responding to the telephone interview, 111 families indicated that the children were two years or older. The responses these families gave to questions related to CDW staff talking with their family about what will happen when their child leaves this program were analyzed and reported in Table 22.

Of the 111 families who answered the question, "The Child Development Watch staff and your family have talked about what will happen when your child leaves this program," 94 families (86.3%) indicated that they agreed that they had talked about the transition from the Birth to Three Program.

One family provided a comment regarding the transition process:

> "I think it was a great experience for us and I'm glad they had had to go through it. He's doing great now. He's talking a lot. And everybody there was wonderful and they kept me in the loop. And I think it was a good thing for us to have something like that available for him. And then they had us transition him into (name of elementary school), which I didn't even know that there was, so I think all this came about and at first I was a little, upset about it but then it all worked out and I think they were just great and it was a great services that they offered to people. When you feel like there's nothing that you can do to help your child."

Another family indicated that the transition process may not have been so clear, "No, I just loved it, and I think she has already been discharged."

This perception level is consistent with the results from the *2006 Family Survey*, with 91.5% of the families having positive perceptions of decision-making opportunities.

In comparison, 77.6% (N=152, n=118) of the families of two-year-olds who responded to this question on the *2006 Family Survey* and 78.5% (N=65, n=51) of the families of two-year-olds who responded to this question on the *2004 Family Survey* indicated that they had talked about what will happen when their child leaves CDW.

Table 27. Families of Children Two Years or Older Reporting Discussions About What Will Happen When Children Leave CDW by Length of Time in the Program.

Length of Time in CDW	**2007 Results**						
	Very Strongly Agree	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**	**Total**
Less than 6 Months	1	1	3	0	0	0	5
6-12 Months	5	6	11	6	1	0	29
12-18 Months	4	10	10	2	0	0	26
More Than 18 Months	11	7	24	3	0	3	48
Total	21 (19.3%)	24 (22.0%)	49 (45.0%)	11 (10.1%)	1 (0.9%)	3 (2.8%)	109 (100.0%)

If the children receiving CDW services were two years or older, the families were also asked if they felt part of the process of making plans for what their children will be doing after leaving CDW. Of the 111 families who indicated that the children were two years or older, 107 families responded to this question. Of these 107 families, 92 families (86.1%) reported that they felt part of the process of making plans for what their children will be doing after leaving CDW. A similar proportion of families (87.4%, N=143, n=125) responded to this question on the *2006 Family Survey*. See Table 23 for families who have children two years or older and their perceptions of being part of the process of

making plans for what their child will be doing after leaving CDW by length of time in the program.

Table 28. Families of Children Two Years or Older Reporting Feeling Part of the Process of Making Plans for What Their Child Will Be Doing After Leaving CDW.

Length of Time in CDW	2007 Results						
	Very Strongly Agree	**Strongly Agree**	**Agree**	**Disagree**	**Strongly Disagree**	**Very Strongly Disagree**	**Total**
Less than 6 Months	2	0	3	0	0	0	5
6-12 Months	5	6	12	4	1	0	28
12-18 Months	3	7	11	5	0	1	27
More Than 18 Months	9	9	24	3	1	0	46
Total	19 (17.8%)	22 (20.6%)	51 (47.7%)	12 (11.2%)	2 (1.9%)	1 (0.9%)	107 (100.0%)

Families' Perceptions of Program Accessibility and Receptiveness

The sixth cluster of items asked families receiving CDW services about their "Perception of Program Accessibility and Responsiveness." This subscale was composed of nine items including questions that asked families about the ease with which they were able to find the program and enroll their child, satisfaction with the services they were receiving, and their understanding of their legal rights within the program. Families' responses for the nine items in this cluster of the "Perception of Program Accessibility and Responsiveness" and the averaged responses for the cluster can be found in Table 24.

The "Perception of Program Accessibility and Responsiveness" of families completing the telephone interview was positive. The calculation of this set of questions shows that 94.7% of families had a positive perception of program accessibility and responsiveness. This perception level is consistent with the results from the *2006 Family Survey*, when 92.7% of the families had positive perceptions of program accessibility and responsiveness.

Regarding program accessibility and responsiveness, families made the following comments:

- "I was just glad that I finally found out about them. I mean, I loved all of the workers who came to the house and met with (name of child)…. They really, really helped me. Felt like family"
- "Sometimes the scheduling of the meetings with the therapists. I think that has to go with how many people you have, how many staff you guys have… sometimes the scheduling is not very convenient for the child. But it has to be a tight schedule because you don't have many people"

- "More publicity. Make it more public, more accessible for the community to know more about you guys. If it wasn't for the social worker at the hospital I wouldn't know"
- "It took a long time. It took about 4 or 5 months before he saw anybody from Child Watch"
- "I really don't know who to talk to because I've never had to go down that road, but I'm sure I'll find somebody if I had to"

Table 29. Families' Perceptions of Program Accessibility and Receptiveness.

Cluster 6: Perception of Program Accessibility and Receptiveness	2007 Results			2006 Results		
	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree
It was easy to find out about Child Development Watch.	51.3%	40.3%	8.4%	45.0%	41.7%	13.3%
It was easy for you to become involved with Child Development Watch.	56.1%	40.0%	3.9%	54.6%	39.0%	6.5%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	45.5%	49.3%	5.2%	48.2%	45.8%	6.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	42.0%	55.0%	3.1%	47.3%	46.7%	6.0%
You are getting the services listed in the IFSP.	64.5%	32.7%	2.7%	56.7%	40.4%	2.9%
You are satisfied with the services your child and family are receiving.	69.4%	27.9%	2.7%	63.0%	32.4%	4.7%
You have received written information about your family's rights (e.g. due process, procedural safeguards).	54.0%	43.3%	2.7%	51.9%	45.7%	2.4%
You feel you understand your family's legal rights within your child's program.	48.4%	45.8%	5.9%	50.0%	47.1%	2.8%
The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	41.3%	45.0%	13.8%	29.2%	47.4%	23.3%
Total Perception of Program Accessibility and Receptiveness	**52.2%**	**42.5%**	**5.3%**	**49.8%**	**42.9%**	**7.3%**

The Alpha reliability coefficient for the items in this cluster is .916.

Families' Perceptions of Quality of Life

The seventh cluster of items asked families receiving CDW services about their "Perception of Quality of Life." This subscale included three items that examined families' perceptions of their child's and family's quality of life as a result of

participation in CDW, having information to help the child develop and learn, and feeling that the services were useful to their family. Families' responses for the three items in the "Perception of Quality of Life" cluster and the averaged responses for the cluster can be found in Table 25.

The "Perception of Quality of Life" for the families completing the telephone interview was positive. The calculation of this set of questions shows that 92.6% of families had a positive perception of quality of life. This perception level is consistent with the results from the *2006 Family Survey*, with 93.5% of the families agreeing with the statements about their perceptions of quality of life.

Table 30. Families' Perceptions of Quality of Life.

	2007 Results			**2006 Results**		
Cluster 7: Perception of Quality of Life	**Very Strongly Agree** **Strongly Agree**	**Agree**	**Disagree** **Strongly Disagree** **Very Strongly Disagree**	**Very Strongly Agree** **Strongly Agree**	**Agree**	**Disagree** **Strongly Disagree** **Very Strongly Disagree**
Since being part of Child Development Watch you feel your child's quality of life has improved.	54.2%	40.0%	5.8%	62.4%	31.5%	6.1%
Since being part of Child Development Watch you feel your family's quality of life has improved.	47.7%	43.0%	9.3%	49.8%	42.2%	8.0%
As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	51.6%	41.3%	7.1%	57.3%	37.2%	5.5%
Total Perception of Quality of Life	**51.2%**	**41.4%**	**7.4%**	**56.7%**	**36.8%**	**6.5%**

The Alpha reliability coefficient for the items in this cluster is .947.

Overall Perceptions of CDW Services

The families receiving CDW services who completed the telephone interview had an overall positive response to the services they received. Aggregating the seven clusters resulted in an overall positive response rate of 93.9%, with 6.1% of the families responding negatively. Table 26 summarizes the seven cluster scores and presents aggregate scores.

Table 31. Summary of *Family Survey* Cluster Totals for Families Receiving CDW Services.

Cluster/Subscale	2007 Results			2006 Results		
	Very Strongly Agree **Strongly Agree**	**Agree**	**Disagree** **Strongly Disagree** **Very Strongly Disagree**	**Very Strongly Agree** **Strongly Agree**	**Agree**	**Disagree** **Strongly Disagree** **Very Strongly Disagree**
Cluster 1: Overall Satisfaction	64.4%	33.0%	2.6%	61.8%	33.6%	4.7%
Cluster 2: Perception of Change in Selves/Family	55.9%	37.5%	6.6%	53.3%	40.1%	6.5%
Cluster 3: Perception of Change in Child	59.1%	34.2%	6.8%	61.9%	33.0%	5.2%
Cluster 4: Perception of Family-Program Relations	54.2%	38.7%	7.0%	54.1%	39.4%	6.5%
Cluster 5: Perception of Family Decision-Making Opportunities	56.1%	37.3%	6.6%	52.8%	38.7%	8.3%
Cluster 6: Perception of Program Accessibility and Receptiveness	52.2%	42.5%	5.3%	49.8%	42.9%	7.3%
Cluster 7: Perception of Quality of Life	51.2%	41.4%	7.4%	56.7%	36.8%	6.5%
Total	**55.5%**	**38.4%**	**6.1%**	**54.7%**	**38.7%**	**6.6%**

Types of Programs Where Children Interact with Other Children

Again this year, families were asked to indicate in which programs children participate with other children. Of the families completing interviews, 120 (77.4%) of the children enrolled in CDW were involved in at least one type of activity where they were able to play with other children on a regular basis. Of all the families, 26.8% have their children in a play group. Usually a play group meets on a weekly or bi-weekly basis in a community. In addition, 30.1% of the families had their children in a child care center and 20.9% of the families had their children being cared for by a family child care provider. Both the child care center and family child care are available to children on a daily basis. Another 5.4% of the families had their child in Early Head Start. Finally, 31.3% of the families completing the telephone interview indicated that their children played with other children in “other” situations. Some of these included preschool, library groups, church groups, and other activity groups. See Table 27 for specific results of the types of programs in which CDW children participate.

Table 32. Types of Programs in Which CDW Children Participate.

Types of Programs Child Attends with Other Children:	2007 Results		2006 Results	
	Number	Percent	Number	Percent
Play Group	41	26.8%	76	43.9%
Child Care Center	46	30.1%	53	30.6%
Family Child Care	32	20.9%	45	26.0%
Early Head Start	8	5.4%	16	9.2%
Other	46	31.3%	98	56.6%

If the families responded that their children participated in a child care situation, the families were then asked if the child's teacher and/or child care provider worked with the family and the child's service provider to help accomplish the child's therapy goals. Of the 67 families who answered this question, 58.2% of them did have this support from the children's teachers. Families were also asked if teachers discussed the children's progress with families at least every 6 months. Of the 67 families who answered this question, 80.6% of the families did have such a discussion with teachers or child care provider. See Table 28 for specific results of the support given by children's teachers or child care providers.

Table 33. Support Given by Children's Teacher or Child Care Provider.

Support from Children's Teachers or Child Care Provider:	2007 Results		2006 Results	
	Number	Percent	Number	Percent
Teacher or child care provider works with the family and child's service provider	39 (N=67)	58.2%	57 (N=80)	71.3%
Teacher or child care provider discusses child's progress at least every 6 months with the family	54 (N=67)	80.6%	72 (N=86)	83.7%

Child Development Watch Site Atmosphere and Accessibility

In 2000, four new questions were added to the *Family Survey*. These questions have been asked in the surveys that have followed, including this *2007 Family Survey*. This set of questions addresses families' experiences at each of the CDW sites. Families were asked to rate their experiences in terms of convenience of the offices and the relationships between families and staff members in the offices. Some families have visited different CDW locations and may have ranked their perceptions differently for different sites. Other families reported that because they received home visiting, they may never have been to a CDW location; these families may not have answered questions regarding CDW sites.

In terms of convenience of the offices, families were asked if the offices were convenient to get to and if the parking was convenient. Of the families who responded to these questions in 2007, 91.5% reported that the offices were convenient for them to get

to and 89.2% reported that the parking was convenient. See Table 29 for a summary of the results regarding convenience of the offices.

Table 34. Aggregate Results of Questions Regarding Convenience of CDW Offices.

Questions Regarding CDW Facilities:		2007 Results			2006 Results		
		Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree	Very Strongly Agree / Strongly Agree	Agree	Disagree / Strongly Disagree / Very Strongly Disagree
The offices are convenient to get to	n	71	59	12	99	102	16
	%	50.0%	41.5%	8.5%	45.7%	47.0%	7.5%
Parking is convenient at the offices	n	69	55	15	90	100	26
	%	49.6%	39.6%	12.1%	41.6%	46.3%	12.1%

Families were also asked about the relationships between them and the staff at the offices. Specifically, families were asked if the offices were comfortable, if they were treated very well by the staff, and if they felt they were a partner with the staff in planning for the care of their child. Of the families who responded to these questions in 2007, 98.7% reported that the offices were comfortable for them and their children, 99.3% reported that they like how they were treated by the staff members, and 95.5% reported that they felt as if they were a partner with the staff. See Table 30 for a summary of the results regarding the relationships between families and staff at the offices.

Some families provided comments regarding the Child Development Watch office they had visited.

- "I just thought there were really nice people up there"
- "Their staff is very efficient, very nice"
- "It's just well-kept and it's a very nice environment"
- How friendly and sweet and nice and, you know, welcoming, I mean, the staff is unbelievable. I really had a positive experience"

Table 35. Aggregate Results of of Questions Regarding Relationships with Office Staff.

Questions Regarding CDW Facilities:		2007 Results			2006 Results		
		Very Strongly Agree Strongly Agree	Agree	Disagree Strongly Disagree Very Strongly Disagree	Very Strongly Agree Strongly Agree	Agree	Disagree Strongly Disagree Very Strongly Disagree
You and your child were comfortable with the offices	n %	88 61.5%	53 37.1%	2 1.4%	109 50.9%	96 44.9%	9 4.2%
You and your child are treated very well by the staff at the offices	n %	97 69.8%	41 29.5%	1 0.7%	139 64.4%	75 34.7%	2 0.9%
You feel you are a partner with the staff at the offices in planning for the care of your child	n %	73 56.1%	51 39.2%	6 4.7%	115 54.3%	90 42.5%	7 3.3%

Section 4: Discussion and Implications

Needs of Children Involved in Child Development Watch

Of the families who completed the *2007 Family Survey*, 32.3% reported that they had children who needed speech and language services, 23.4% had children who needed support for being premature, 12.0% had children who needed support for gross motor concerns, and 11.4% had children who needed support for developmental delays. Families' reporting of the use of various services has increased from 2006 to 2007. The services which saw the greatest increase in delivery were health and medical specialty services (+10.1%), vision screening (+8.0%), parent education (+5.7%), hearing screening (+5.3%), and nursing (+4.8%). There were also some services that families did not report being used as frequently in 2007 as in 2006. Those services which had declined in their use were translation services (-2.3%), psychological services (-2.1%), respite care (-2.0%), and substance abuse services (-1.4%).

On the average, these families reported using 7.1 services through Child Development Watch (CDW). This average was higher than the average in 2006 (6.7), indicating the families are using more services through CDW. This, too, may suggest that families are more aware of the services they are receiving than in the past.

Changes in the 2007 Family Survey

In contrast to the major revision to the *2006 Family* Survey, there were no questions added to the *2007 Family Survey*. Again in 2007, the survey was administered as a telephone interview with 158 families being interviewed. This sample represents 31.0% of the families participating in Child Development Watch at the time.

There were methodological changes made in the *2007 Family Survey* including the data entry for the interviewers and the use of a telephone recorder. Rather than having the interviewers complete a paper version of the survey while interviewing the families, interviewers entered the responses into SurveyMonkey, an online data collection website. This decreased data entry errors as well as helped the interviewers during the interviews. Telephone recorders were also used in order to gather comments from families. At the beginning of the interview, the interviewers asked the families if they would mind being recorded. If they allowed, the interviewer recorded the conversation. These conversations were later transcribed to incorporate comments into the report.

2007 Family Survey Responses on the Federal Outcome Measures

On the first cluster of federal outcomes regarding families knowing their rights, 88.0% of families had a positive perception of knowing their rights. On the second cluster of federal outcomes regarding being able to communicate their children's needs, 95.4% of families had a positive perception of being able to communicate their children's needs. On the third cluster of federal outcomes regarding helping their children develop

and learn, 93.4% of families had a positive perception of helping their children develop and learn. Based on the 2006 report from families, the Ongoing Program Evaluation Committee of the Birth to Three Early Intervention System has identified strategies to address weaknesses and set goals for improving families' perceptions in the three areas measured by the federal outcomes.

2007 Family Survey Responses on the State Outcome Measures Compared to the Responses of 2006

On the *2007 Family Survey:*

- 97.4% of families were satisfied with CDW services (Cluster 1). There was an increase (2.0%) in percentage of families reporting satisfaction with CDW services from the *2006 Family Survey* (95.4%).

- 93.4% of the families reported a positive perception of change (Cluster 2) in themselves and their families. This percentage stayed the same from the *2006 Family Survey*.

- 93.3% of families receiving CDW services had a positive perception of change in their children (Cluster 3). In 2006, 94.9% of families had a positive perception of change in their children.

- 92.9% of families had positive family-program relations (Cluster 4). This percentage had decreased from 2006, where 93.5% of families had positive family-program relations.

- 93.4% of families had positive perceptions of decision-making opportunities (Cluster 5). This percentage has increased from 2006, where 91.5% of families had positive perceptions of decision-making opportunities.

- On the *2007 Family Survey*, 94.7% of families had positive perceptions of program accessibility and receptiveness (Cluster 6). This percentage has increased from 2006, where 92.7% of families had positive perceptions of program accessibility and receptiveness.

- Families' perception of quality of life (Cluster 7) was lower (92.6%) on the *2007 Family Survey* compared to the 2006 *Family Survey* (93.5%).

Families' Perception of Child Development Watch Offices

Families reported on their perception of the CDW offices they visited. In 2007, a higher percentage of families indicated that the offices were comfortable for them and their child, that they were treated very well by the staff at the offices, and that the parking was convenient than in 2006. A lower percentage of families in 2007 than in 2006 indicated that the offices were convenient to get to and they feel they are a partner with the staff at the offices in planning for the care of their child.

Areas for Improvement

The *2007 Family Survey* identified two areas needing program improvement. These two areas focus on 1) providing information for families about their rights and knowing how to handle a concern or a complaint and 2) the transition process. The need for improvement in the specific information that is provided for families in CDW is evident in the responses to the questions that asked about families knowing their rights within the program and families knowing who within CDW to speak with when they have concerns. Of the families who completed telephone interviews, 11.9% reported that they disagreed to the statements in the "Families Know Their Rights" cluster. Specifically, 19.5% of the families reported that they did not know who within CDW to speak with if they felt their family's rights were not being addressed and 19.5% of the families reported that they did not know who within CDW to speak with if they had other concerns or complaints about the program.

The second area for improvement that emerged from the *2007 Family Survey* is regarding the transition process. While there was an increased proportion of families who have discussed the transition process with the CDW staff (86.2%) from the 2006 *Family Survey* (77.6%), 13.8% of the families of children two years old and older responded that the CDW staff has not discussed the transition process with them. Of the families who completed the telephone interview who had children over the age of two, 13.8% of the families reported that they had not discussed what will happen when their children leave the program. For a related question, 14.0% of the families reported that they did not feel part of the process of making plans for what their children will be doing after leaving CDW. The proportion of the sample which is expressing this sentiment has been similar over two years.

Families Perceptions about Child Development Watch

Overall, the general theme of the *2007 Family Survey* was positive. Families gave positive responses to questions about their interactions with CDW and the support that the program provides to their families. Families also reported that the services were useful to their families. Most of the families completing the telephone interview for the *2007 Family Survey* valued the role that CDW has in supporting the development of their children.

Section 5: Conclusions and Recommendations

Conclusions

Overall, the results of the *2007 Child Development Watch (CDW) Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful to both their children and to themselves. The data received from the 2007 telephone interview are generally consistent with the results from the survey completed in 2006. While some of the questions have been added, deleted, or changed since the first survey administration, the results of the last six survey administrations have generally been consistent. Nevertheless, the data continues to indicate positive findings about families' experiences with CDW.

It is evident through the data that the goal of CDW, to ensure early intervention services designed to enhance the development of infants and toddlers at risk for disabilities or developmental delays, and the capacity of their families to meet the needs of their children, is being met with a majority of families. Families continue to consider CDW services to be family-friendly, accessible, and responsive to their needs. The review of the data indicates that Delaware's Birth to Three Early Intervention System has a positive effect on both children's development and families' abilities to meet the needs of their children. Further, the data provides some insight into how CDW has been affecting the quality of life of parents and children.

Trends

The 2007 *Family Survey* is the eighth time the survey has been used to measure families' satisfaction and perceptions about CDW and the Birth to Three Early Intervention System services. Using data from the past eight surveys and examining the seven clusters of the survey (see Appendix E), it is apparent that there have been some fluctuations in perceptions and satisfaction levels of families, but overall, perceptions and satisfaction levels have remained positive over time. While there were increases and decreases in the clusters in 2007, there were no significant changes in the trends of the clusters. Families' responses in most of the clusters indicated that a similar proportion of families have found CDW services to be meeting their needs over time.

Survey Revisions and Distribution Strategies

The revisions to the *2007 Family Survey* did provide more specific information to the Birth to Three Early Intervention System regarding how the program can be more individualized for families and how the program can communicate with families in a way that is sensitive to their culture and ethnic group. While CDW continues to be highly valued by families, the revised questions help to provide a better understanding of families' perceptions.

A new strategy that was implemented with the *2007 Family Survey* was to record the telephone interviews in order to capture comments from families. These comments

help provide more information for CDW on how to improve services offered to families and on how the families perceive their services. This proved to be a helpful and useful strategy and it was decided to continue using the telephone recorders in the next survey administration.

Recommendations

While families' positive perceptions and satisfaction were reported in each of the clusters, there were a few concerns noted. These concerns would be worth considering when planning the service delivery of CDW. Specifically, while there is an increasing proportion of families feeling satisfied with the transition process, there are some who feel that the transition process is not explained to them as well as they would like. Additionally, families reported that they do not know who within CDW they need to speak with if they feel their family's rights are not being addressed or if they have additional complaints/concerns about the program.

Program Recommendations

There are a few recommendations for the CDW program to consider in improving the services being provided to families. These recommendations include the transition process, and providing information about CDW processes for families involved in CDW.

- To the statements in the *2007 Family Survey*, that "the staff and family have talked about what will happen when your child leaves the program" and "families feel part of the process of making plans for what your child will be doing after leaving Child Development Watch," approximately 86% of families have responded that they agree with the statements. While this is an increased proportion of families by about 10% who have responded to these questions in this way from past surveys, this is one area of the survey where families' perceptions are not as high on this aspect of the program as on others. The increased proportion of families responding to these questions in this way may be the result of the focus the Birth to Three Early Intervention System has been giving to transition planning in the last 24 months.

- The responses from families on the *2007 Family Survey* to the statements about knowing who within Child Development Watch to speak to if family's rights are not being addressed or if there is a complaint or concern about Child Development Watch indicated that nearly 20% of families were not aware of who they should speak with in CDW.

It would be appropriate for the Ongoing Program Evaluation Committee to discuss these concepts with the Leadership Team of Child Development Watch as a means of developing a plan to address the concepts and perceptions identified through the Family Survey.

Survey Updates and Extensions

This year, it is recommended that the questions remain the same and that prompts be added to questions to better understand the perceptions families have about the program and services and the outcomes that they have for children and their families. Also, the use of the telephone recorders provided a method of gathering comments from families about their satisfaction with services. It is recommended to utilize this technology again to record families' comments.

Similar to what was stated in the previous reports, it is recommended that:

- The Ongoing Program Evaluation Committee (OPEC) of the Birth to Three Early Intervention System annually review the *Family Survey* and recommend changes or additions to questions for use with CDW; it is, however, recommended that these additions or changes to the survey be minor, possibly two to five question additions or changes.

- Parent representatives continue to be part of the survey development process. Veteran parents from the CDW process enhance the content of the survey. It may be helpful for parents to be informed that the survey they are completing was developed in part by parents who went through the same process with their children.

- OPEC continue to oversee the survey development, implementation, and reporting process in conjunction with the Center for Disabilities Studies.

- Given that the U.S. Office of Special Education Programs now requires indicators of children's outcomes and families' outcomes from states, it will be important to continue to adjust the survey instrument if necessary to collect the information that is required to be reported.

- The *Family Survey* should continue to be used as a telephone interview rather than a mail survey because it provides more information about services being delivered. The use of telephone recorders should also be continued with the use of additional recorders to collect more comments from families.

Distribution and Sampling

The *2007 Family Survey* for CDW was completed in a telephone interview with 158 families. The *2007 Family Survey* had a telephone interview completion rate of 30.9% of the 509 eligible families. This sample was representative of the total CDW population in terms of ethnicity and region. This representative sample was achieved by using a sampling matrix with cells acknowledging each of these variables. While this strategy was helpful in achieving a representative sample, this strategy should be modified in order to account for attrition in the sample. To insure responsible sampling of the families involved in CDW, the procedures should include:

- Target an overall sampling of 15-20% of those families who have been active with

CDW for at least six months.

- A method of having families who do not have telephones complete the survey.

Limitations

This report reflects the telephone interviews completed by 158 families who have been enrolled in CDW for at least six months prior to April 2007. The sample used includes a diverse population in regard to ethnicity, income, type of disability, and use of support services. In that regard, the families do provide a perspective on how families benefit from CDW in Delaware. Even in doing telephone interviews, it was found that there are a number of families who did not answer the telephone interview for a variety of reasons, thus the sample is still biased to reflect the experience of families who have the time and stability to complete the telephone interview. This bias though, is less than what it was with administering a mailed survey.

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Appendix A: History and Overview of the *Family Survey* Use

History and Overview of the Family Survey Use

The *Family Survey* is the product of efforts of the Interagency Resource Management Committee (IRMC). The IRMC is composed of the secretaries or directors of the Delaware Department of Education, Department of Health and Social Services, and Delaware Services for Children, Youth and Their Families. These three departments sponsor and oversee four Delaware early intervention programs: a) the Birth to Three Early Intervention System (Part C of the Federal Individuals with Disabilities Education Improvement Act of 2004 [IDEA]), b) the Early Childhood Assistance Programs (ECAP), Delaware funded four-year-old programs using Head Start standards and programs modeled to meet the needs of four-year-olds from families living in poverty, c) the Preschool Children with Disabilities (PCD) programs (three- and four-year-olds with speech and developmental delays as served under Section 619 of Part B of the Individuals with Disabilities Improvement Education Act of 2004), and d) a major state information data tracking systems, the Integrated Services Information System (ISIS).

Development - In 1990, the IRMC sponsored a study of the early intervention system in Delaware (Early Intervention Consulting Group, 1990). One of the results was for a *Family Survey* to be developed to assess the family outcomes of the programs serving at risk children and their families. There was participation in this process by 34 stakeholders at all levels of Delaware's early intervention and early childhood education programming, including policy makers, program managers and directors, and direct service personnel from the Child Development Watch (CDW) program, Early Childhood Assistance Programs (ECAP), Head Start programs, and Preschool Children with Disabilities (PCD) programs. The original *Family Survey* was a document based on an instrument used by the Delaware Early Childhood Center *Early Choices* (DECC) program as an annual evaluation process and adapted as a recommendation for evaluation of the PCD programs (see Sandall & Peters, 1994).

Since 1994, the IRMC has funded evaluation investigations of one or more of the above mentioned programs with the purpose of developing recommended program evaluation practices for statewide early intervention programs (Sandall & Peters, 1994) During the fall of 1995, CDW, ECAP, Head Start, and PCD program stakeholders identified the topics they wished to address in a family survey. The staff at the University of Delaware Center for Disabilities Studies (CDS) then designed and wrote items for the survey. By March of 1996, a final instrument was agreed upon by the program stakeholders and a pilot study was initiated (see Peters, deCsipkes, & Gamel-McCormick, 1996).

IRMC Program Evaluation - In October 1996, the IRMC again contracted with the CDS to provide technical assistance for the evaluation of IRMC sponsored programs. A major task of the contract was to fully implement the *Family Survey* with the four early intervention programs. The IRMC Evaluation Advisory Committee provided stakeholder representation on the final design of the *Family Survey* and recommendations on the sampling, distribution, data management, and report writing for the survey study. This committee was composed of personnel from the Delaware Department of Education

representing ECAP and PCD programs and the Delaware Head Start Collaboration project, three representatives from the CDW program and Birth to Three Early Intervention System, and the IRMC Policy Coordinator.

The recommendations from these evaluation studies have included examining the effectiveness of the programs at four levels: family change and perceptions of services, child change, staff and provider perception of services, and community impact (see Figure 1).

Figure 1. Measurement Strategies for Determining Outcomes for Delaware IRMC Sponsored Programs.

Method of Measurement/ Outcome	**Best Practice Standards**	**Program Descriptions**	**Staff/ Provider Survey**	**ECEC Provider Survey**	**Child Change Measures**	**Family Survey**
Comprehensive Services and Collaboration	**X**	**X**	**X**	**X**		**X**
Family-Centered Services	**X**	**X**				**X**
High Quality	**X**	**X**	**X**	**X**		**X**
Effective Services	**X**	**X**	**X**	**X**	**X**	**X**

In 1996, an overall evaluation process for three programs (CDW, ECAP, and PCD) and the Delaware Head Start three- and four-year-old program grantees was recommended to the IRMC (Peters, deCsipkes, & Gamel-McCormick, 1996). Part of that overall evaluation process was the full implementation of the *Family Survey*. The *Family Survey* was designed and tested during 1996 with 88 families. With feedback from all of the programs using the *Family Survey* and with information derived from that 1996 pilot study, the survey was distributed to 4,751 families participating in three IRMC sponsored programs during the 1997 program year, to five Delaware Head Start grantees serving children three and four years of age, to birth mandate preschool FAPE (free appropriate public education) programs, and to non-IRMC funded preschool special education programs. Ultimately, the survey was distributed to all state level programs serving young children with disabilities between birth to five years of age and their families, and to the two largest state level early intervention programs targeting children in families at or below the poverty level.

Child Development Watch and the Birth to Three Early Intervention System have continued to use the *Family Survey* with families of children who have received services through Child Development Watch in the spring of 1998, late winter/spring of 2000, late winter/spring 2001, late winter/spring of 2002, late winter/spring of 2004, and late winter/spring 2006. (See Peters, deCsipkes, & Gamel-McCormick, 1996; Gamel-McCormick & deCsipkes, 1997; Gamel-McCormick & Lovett, 1998a; Gamel-McCormick & Lovett, 1998b; Gamel-McCormick & Lovett, 1999; Gamel-McCormick, Worden, & Cummings, 2000; Gamel-McCormick & Cummings, 2001; Gamel-

McCormick, Amsden, & Vacca, 2002; Gamel-McCormick, Amsden, 2004, Gamel-McCormick, Amsden, & Rogers, 2006)

The methodology for administering the *Family Survey* transitioned from being a mailed survey in 2004 to a telephone interview beginning in 2006. Because of the addition of the Federal Outcome measures, a pilot study was developed to compare two different processes for collecting information from families. In the spring of 2005, one method implemented was having service coordinators distribute surveys to select families and request that the surveys be returned to the Center for Disabilities Studies. The other method implemented was interviewing families in a telephone call. The pilot study resulted in a decision to implement the telephone interview process for collecting information from families in order to document the items required in the report to the Federal government.

Appendix B: 2006-2007 Membership of the Ongoing Program Evaluation Committee

2006-2007
Child Development Watch
Ongoing Program Evaluation
Committee Members

Rosanne Griff-Cabelli
Birth to Three Early Intervention System
Division of Management Services
Department of Health and Social Services

Anne Marie Higley
Child Development Watch, Northern Health Services

Meri Jo Montague
Child Development Watch, Southern Health Services
Division of Developmental Disabilities Services
Department of Health and Social Services

Richard Maichle
Christiana Care Health Services, Inc.

Carol Owens
Child Development Watch
Southern Health Services, Division of Public Health,
Department of Health and Social Services

Michael Gamel-McCormick
Deborah Amsden
Kelly Yannetta
Center for Disabilities Studies, University of Delaware

Advisors:

Barbara Akenhead
Child Development Watch
Northern Health Services, Division of Public Health,
Department of Health and Social Services

Sara Myers
Child Development Watch
Southern Health Services, Division of Public Health,
Department of Health and Social Services

Thomas Kelly, MD
Public Health, Division of Developmental Disabilties Services,
Member of the ICC

Dennis Rubino
Division of Public Health
Department of Health and Social Services

Arnetta Woodson
Parent and Chair of the ICC

Appendix C: 2007 Family Survey Instrument

Telephone Family Survey 2007

Data Entered by_____on_____ Survey Number _____

Hello, this is _____from the Center for Disabilities Studies. You recently received a letter about a survey we are doing with parents who have children who have received services through Child Development Watch. I'm calling to ask you about taking the survey. Would now be a convenient time or when should I call you back?

Child Development Watch is very interested in your opinions and thoughts regarding the services provided to your child. As you answer the questions in this interview, please think about your child who receives services from Child Development Watch.

Before we begin, I want to remind you of your rights as a participant in this evaluation. You are one of 180 people who have been randomly selected to have a telephone interview. The questions in this interview ask about your experiences with Child Development Watch. There are also questions asking about how your family has changed, and how your child has changed as a result of receiving Child Development Watch services.

You may choose not to answer questions if you do not want to. All the information that you provide will remain completely confidential and will be combined with the information from all the families answering the questions. Information that is reported will not identify anyone who has answered these questions. This interview will take about 20 minutes. There are no risks to you by participating in this study. Do you have any questions before we begin the interview? If you are ready, we will begin.

We are asking participants if they would mind if their responses are recorded. This would allow us to collect quotes from families and check our data entry process. If you do choose to be recorded, your responses will not be connected with any of your identifying information, such as your name. If you do not choose to be recorded, I hope that you will still complete the survey with me. Would you be willing to have your responses recorded?

1. How are you related to the child participating in Child Development Watch? _____
(e.g. Mother, grandfather, etc.)

2. Is your child a boy or girl? Boy ☐ (1) girl ☐(2)

3. What is your child's birth date? (Month / day / year) _____-_____-_____

4. Please tell me the reasons that your child is receiving services from Child Development Watch:

5. How long has your child been in the Child Development Watch program? *Listen for an answer and check the appropriate box. If they need to be prompted, then ask…*
   Less than 6 months ☐ (1) 6 - 12 months ☐ (2)
   12 - 18 months ☐ (3) more than 18 months ☐ (4)

6. How did you find out about Child Development Watch?

7. Do you have a service coordinator, someone who assists you in arranging for services? (Do you receive service coordination services from Child Development Watch?)
   Yes ☐ (1) No ☐ (0) I'm not sure ☐ (2)

8. Does your child have an IFSP (Individualized Family Service Plan)?
   Yes ☐ (1) No ☐ (0) I'm not sure ☐ (2)

9. **I am going to ask you about the services that you have received through Child Development Watch**. I am going to read a list of services. Please let me know if Child Development Watch has set up any of these services either now or in the past.

Read the list and check all that the family has or had.

☐ assistive technology	☐ health/medical specialty services	☐ financial assistance
☐ child care/preschool	☐ hearing screening	☐ housing
☐ child development services	☐ home visits	☐ employment training
☐ nursing	☐ occupational therapy	☐ psychological services
☐ nutrition services	☐ physical therapy	☐ respite care
☐ special education services	☐ speech/language therapy	☐ vision screening
☐ counseling	☐ parent education	☐ parent support group
☐ social work services	☐ substance abuse treatment	☐ translation services
☐ transportation	☐ vocational rehabilitation	☐ other services you receive

10. Would additional services, information, and/or assistance help you better care for your child?
    Yes ☐ (1) No ☐ (0)

11. *If #10 is answered "yes" ask…* please tell us specifically what other services, information, and/or assistance would help you better care for your child.

I am going to read you a set of statements. I would like you to respond to these statements with one of the following opinions: Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree or Not Applicable Here is the first question:	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
12. It was easy to find out about Child Development Watch.	0	1	2	3	4	5	6
13. It was easy for you to become involved with Child Development Watch.	0	1	2	3	4	5	6
14. As part of the Child Development Watch Program, you feel you have the opportunity to discuss your family's strengths, needs, and goals.	0	1	2	3	4	5	6
15. As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and your goals for him or her.	0	1	2	3	4	5	6
16. You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	0	1	2	3	4	5	6
** If disagree – What type of information do you need so that you can make decisions for your child?							
17. Your service coordinator is able to link you to services that you need.	0	1	2	3	4	5	6
18. You feel that the services provided to your child and your family are individualized and change as your family's needs change.	0	1	2	3	4	5	6
19. Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	0	1	2	3	4	5	6
**How can Child Development Watch make the services that are provided to your child and your family more individualized and change as your family's needs change?							
20. The program communicates with you in a way that is sensitive to your culture and your ethnic group.	0	1	2	3	4	5	6
**How can the program communicate with you in a way that is more sensitive to your culture and ethnic group?							

21. For any of these statements, do you have anything that you want to add to explain your answer?

I am going to read you a set of statements about **being part of Child Development Watch.** You will use the same responses as before Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree or Not Applicable	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
22. Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	0	1	2	3	4	5	6
23. Since being part of Child Development Watch you feel you are treated with respect.	0	1	2	3	4	5	6
24. Since being part of Child Development Watch you feel your child's quality of life has improved.	0	1	2	3	4	5	6
25. Since being part of Child Development Watch you feel your family's quality of life has improved.	0	1	2	3	4	5	6
26. As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	0	1	2	3	4	5	6
27. You feel that the Child Development Watch services are useful to your family.	0	1	2	3	4	5	6
28. As a result of the Child Development Watch program, you see your child's skills and abilities improving.	0	1	2	3	4	5	6
29. As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	0	1	2	3	4	5	6
30. Since being part of Child Development Watch you feel that you have more of the knowledge you need to best care for your child.	0	1	2	3	4	5	6
** If disagree – What additional knowledge do you feel you need to best care for your child?							

31. For any of these statements, do you have anything that you want to add to explain your answer?

Now I am going to ask you some questions about your experience developing an Individualized Family Service Plan (IFSP).
Does your child have or has your child had an Individualized Family Service Plan (IFSP)?

Yes ☐(1) No ☐ (0)

If yes, please ask questions 32 - 38 **If no**, IFSP, go to question 39

Again, you will use the same answers as before: Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree or Not Applicable	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
32. The staff who assess your child's skills listen to you and respect you.	0	1	2	3	4	5	6
33. The staff explain your child's assessment results in words you can understand.	0	1	2	3	4	5	6
34. You are included in all planning and decisions for your child's program and services.	0	1	2	3	4	5	6
35. You think the goals and objectives of your child's Individualized Family Service Plan are important.	0	1	2	3	4	5	6
36. As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home and the other places where he/she spends time.	0	1	2	3	4	5	6
37. You are getting the services listed in the IFSP.	0	1	2	3	4	5	6
38. You are satisfied with the services your child and family are receiving.	0	1	2	3	4	5	6

39. For any of these statements, do you have anything that you want to add to explain your answer?

These next questions are asking you to tell us how satisfied you are with the **services you have received** from Child Development Watch. This time, too, you will be using the same answers as you have used before: Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree, or Not Applicable	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
40. You are satisfied with the changes your child has made since beginning the Child Development Watch program.	0	1	2	3	4	5	6
41. You are satisfied with how things are going with your child and family.	0	1	2	3	4	5	6
42. You have received written information about your family's rights (e.g. due process, procedural safeguards).	0	1	2	3	4	5	6
43. You feel you understand your family's legal rights within your child's program.	0	1	2	3	4	5	6
44. You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	0	1	2	3	4	5	6
45. You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	0	1	2	3	4	5	6

46. For any of these statements, do you have anything that you want to add to explain your answer?

The next questions ask about your child's participation in programs available in the community.

Does your child participate in any programs with other children such as: *(Please ask each one, check those that the child participates in.)*

47. Play groups? Yes ☐ (1) No ☐ (0)
48. Family **child care**? Yes ☐ (1) No ☐ (0)
49. **Child care** center? Yes ☐ (1) No ☐ (0)
50. Early Head Start? Yes ☐ (1) No ☐ (0)
51. Other opportunities? Yes ☐ (1) No ☐ (0)
52. If Other, explain _____

53. Do you need information about ways for your child to participate in programs with other children?
Yes ☐ (1) No ☐ (0)

54. *(If not in child care- see question 46 & 47, skip to54)* **If your child is in a child care situation**, does the child's teacher and/or child care provider work with you and your child's service provider to help accomplish your child's therapy goals?
Yes ☐ (1) No ☐ (0)

55. Does your child's teacher discuss your child's progress with you at least every 6 months? Yes ☐ (1) No ☐ (0)

The next questions are about Planning for Transition from the Birth to Three Program

56. Is your child 2 years or older? Yes ☐ (1) No ☐ (0) *If yes, ask questions 57 & 58.*

For the next questions, you will use the same answers as before: Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree, or Not Applicable	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
57. The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	0	1	2	3	4	5	6
58. You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	0	1	2	3	4	5	6

59. Is there any thing else you would like us to know about your experience with Child Development Watch?

These next questions tell us about you and help us better understand the needs throughout the state.

60. What is your zip code? ___ ___ ___ ___ ___

61. How many people are in your immediate family? _____

62. What county do you live in? New Castle ☐ (1) Kent☐ (2) Sussex ☐ (3)

63. How would you describe your race? Caucasian ☐ (1) African American ☐ (2) Latino ☐ (3) Asian ☐ (4) Other ☐ (5) explain _____

64. I am going to ask about your family's income. I am going to list some income categories. Please stop me when I get to the amount that best describes your family's income. Is your family's income:

Less than $20,000 ☐ (1)	above $100,000 ☐ (4)
between $20,000 and $49,999 ☐ (2)	don't know/decline to answer ☐ (5)
between $50,000 and $100,000 ☐ (3)	

The next questions are about the Child Development Watch **offices that you visit**. Which of these offices have you visited?

In New Castle County:

65. Limestone Road Office ☐
66. Middletown Office ☐
67. Riverside Hospital Campus ☐

In Kent or Sussex County:

68. Dover Site ☐
69. Milford Office ☐
70. Seaford Site ☐
71. Georgetown Site ☐

Child Development Watch Offices

We are interested in what you think about both the offices and the staff at the Child Development Watch locations you have visited.
I will read a statement and you respond as before with Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly or Agree. Please think about the (name of site) as you answer these questions.

(*Please ask these questions for **all** of the Child Development Watch offices that the families have visited. This page lists all the offices in Northern Delaware. The next page lists all the offices in Southern Delaware).*

Questions	Northern Offices	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
71. You and your child were comfortable with the (___) office.	Limestone	0	1	2	3	4	5	6
	Middletown	0	1	2	3	4	5	6
	Riverside Campus	0	1	2	3	4	5	6
72. The (___) office is convenient to get to.	Limestone	0	1	2	3	4	5	6
	Middletown	0	1	2	3	4	5	6
	Riverside Campus							
73. You and your child are treated very well by the staff at the (___) office.	Limestone	0	1	2	3	4	5	6
	Middletown	0	1	2	3	4	5	6
	Riverside Campus	0	1	2	3	4	5	6
74. You feel you are a partner with the staff at the (___) office in planning for the care of my child.	Limestone	0	1	2	3	4	5	6
	Middletown	0	1	2	3	4	5	6
	Riverside Campus	0	1	2	3	4	5	6
75. The parking is convenient at the (___) office.	Limestone	0	1	2	3	4	5	6
	Middletown	0	1	2	3	4	5	6
	Riverside Campus	0	1	2	3	4	5	6

76. Are there any comments you would like to make about the Northern CDW offices?

Questions	Southern Offices	N/A	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
77. You and your child were comfortable with the (name of office).	Dover	0	1	2	3	4	5	6
	Milford	0	1	2	3	4	5	6
	Seaford	0	1	2	3	4	5	6
	Georgetown	0	1	2	3	4	5	6
78. The (name the office) is convenient to get to.	Dover	0	1	2	3	4	5	6
	Milford	0	1	2	3	4	5	6
	Seaford	0	1	2	3	4	5	6
	Georgetown	0	1	2	3	4	5	6
79. You and your child are treated very well by the staff at the (name the office).	Dover	0	1	2	3	4	5	6
	Milford	0	1	2	3	4	5	6
	Seaford	0	1	2	3	4	5	6
	Georgetown	0	1	2	3	4	5	6
80. You feel you are a partner with the staff at the (name the office) in planning for the care of my child.	Dover	0	1	2	3	4	5	6
	Milford	0	1	2	3	4	5	6
	Seaford	0	1	2	3	4	5	6
	Georgetown	0	1	2	3	4	5	6
81. The parking is convenient at the (name the office).	Dover	0	1	2	3	4	5	6
	Milford	0	1	2	3	4	5	6
	Seaford	0	1	2	3	4	5	6
	Georgetown	0	1	2	3	4	5	6

82. Are there any comments you would like to make about the Southern CDW offices?

This concludes the survey. I want to thank you for answering these questions. I hope you enjoy the rest of your day.

Appendix D: 2007 Family Survey Codebook

Family Survey 2007 Codebook

Variable	Label	Variable Value	Variable Label
SurveyNumber	Survey Number	Numeric	None
DateOfInterview	Date of Interview	Date	None
Interviewer	Name of Person Doing Interview	String	None
Record	Is family willing to be recorded	0 1 77	No Yes Does Not Apply
Related	How are you related to the child participating in Child Development Watch?	0 1 2 3 4	Mother Father Grandparent Aunt Other
RelatedOther	How are you related (other response)	String	None
Gender	Is your child a boy or girl?	1 2	Boy Girl
BirthDate	What is your child's birth date?	Date	None
ReceiveServices	Please tell me the reasons that your child is receiving services from Child Development Watch.	String	None
ReasonFeeding	Feeding Issues	1 77	Yes Would Not Have Expected
ReasonSensory	Sensory Issues	1 77	Yes Would Not Have Expected
ReasonCognitive	Cognitive Problems	1 77	Yes Would Not Have Expected
ReasonCleftPalate	Cleft Palate	1 77	Yes Would Not Have Expected
ReasonHearing	Hearing Problems	1 77	Yes Would Not Have Expected
ReasonOtherDiagnosis	Other Diagnosed Conditions	1 77	Yes Would Not Have Expected
ReasonVision	Vision Impairment	1 77	Yes Would Not Have Expected
ReasonGenChrom	Genetic Disorder/Chromosomal Disorder (Down Syndrome)	1 77	Yes Would Not Have Expected
ReasonFineMotor	Fine Motor Skills Problems/Delay (OT)	1 77	Yes Would Not Have Expected

Variable	Label	Variable Value	Variable Label
ReasonTwinTrans	Twin to Twin Transfusion	1 77	Yes Would Not Have Expected
ReasonDevDelay	Developmental Delays	1 77	Yes Would Not Have Expected
ReasonMuscle	Low/High Muscle Tone (Hypotonia)	1 77	Yes Would Not Have Expected
ReasonGrossMotor	Gross Motor Delay/Problem Delays Crawling/Walking	1 77	Yes Would Not Have Expected
ReasonSpeech	Speech Delay / Language Delay	1 77	Yes Would Not Have Expected
ReasonPremature	Prematurity	1 77	Yes Would Not Have Expected
LonginCDW	How long has your child been in the Child Development Program?	1 2 3 4	Less than 6 Months 6 to 12 Months 12 to 18 Months More than 18 Months
FindOut	How did you find out about Child Development Watch?	String	None
FindOutCoded	How family found out about CDW – coded	1 2 3 4 5 6 7 8	Hospital Pediatrician Social Worker Already Knew CDW Contacted Us Other Program Friend/Relative Other
ServiceCoordinator	Do you have a service coordinator, someone who assists you in arranging for services?	0 1 2	No Yes I'm Not Sure
AssistTech	Assistive Technology	1 77	Yes Would Not Have Expected
ChildCare	Child care/preschool	1 77	Yes Would Not Have Expected
ChildDevelop	Child development Services	1 77	Yes Would Not Have Expected
Nursing	Nursing	1 77	Yes Would Not Have Expected

Variable	Label	Variable Value	Variable Label
Nutrition	Nutrition Services	1 77	Yes Would Not Have Expected
SpEdServices	Special Education Services	1 77	Yes Would Not Have Expected
Counseling	Counseling	1 77	Yes Would Not Have Expected
SocialWork	Social work services	1 77	Yes Would Not Have Expected
Transportation	Transportation	1 77	Yes Would Not Have Expected
HealthMedical	health/medical specialty services	1 77	Yes Would Not Have Expected
HearingScreening	hearing screening	1 77	Yes Would Not Have Expected
HomeVisits	home visits	1 77	Yes Would Not Have Expected
OT	occupational therapy	1 77	Yes Would Not Have Expected
PT	physical therapy	1 77	Yes Would Not Have Expected
SpeechTherapy	speech/language therapy	1 77	Yes Would Not Have Expected
ParentEd	parent education	1 77	Yes Would Not Have Expected
SubstanceAbuse	substance abuse treatment	1 77	Yes Would Not Have Expected
VocationalRehab	vocational rehabilitation	1 77	Yes Would Not Have Expected
Financial	financial assistance	1 77	Yes Would Not Have Expected
Housing	Housing	1 77	Yes Would Not Have Expected
Employment	employment training	1 77	Yes Would Not Have Expected
Psychological	psychological services	1 77	Yes Would Not Have Expected

Variable	Label	Variable Value	Variable Label
Respite	respite care	1 77	Yes Would Not Have Expected
Vision	vision screening	1 77	Yes Would Not Have Expected
ParentSupportGroup	parent support group	1 77	Yes Would Not Have Expected
Translation	translation services	1 77	Yes Would Not Have Expected
TotalServices	Total number of services family receives	Number	None
Other	Other Services Specified	String	None
AdditionalSerInfo	Would additional services, information, and/or assistance help you better care for your child?	0 1 99	No Yes Missing Data
WhatInfo	Please tell us specifically what other services, information, and/or assistance would help you better care for your child.	String	None
EasyFind	It was easy to find out about Child Development Watch.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
EasyInvolved	It was easy for you to become involved with Child Development Watch.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data

Variable	Label	Variable Value	Variable Label
Discuss Strengths	As part of the Child Development Watch program, you feel you have the opportunity to discuss your family's strengths, needs, and goals.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
AskedAboutStrengths	As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and your goals for him or her.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
ReceiveInfo	You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
TypeofInfo	What type of information do you need so that you can make decisions for your child?	String	None

Variable	Label	Variable Value	Variable Label
ServiceCoordLink	Your service coordinator is able to link you to services that you need.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
ServicesIndividualized	You feel that the services provided to your child and your family are individualized and change as your family's needs change.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
ActivitiesResources	Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
HowProvideIndividualized	How can Child Development Watch make the services that are provided to your child and your family more individualized and change as your family's needs change?	String	None
CommunicateSensitive	The program communicates with you in a way that is sensitive to your culture and your ethnic group.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
HowCommunicateSensitive	How can the program communicate with you in a way that is more sensitive to your culture and ethnic group?	String	None

Variable	Label	Variable Value	Variable Label
AddComments1	For any of these statements, do you have anything you want to add to explain your answer?	String	None
MoreAbleServices	Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
TreatedRespect	Since being part of Child Development Watch you feel you are treated with respect.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
ChildLifeImproved	Since being part of Child Development Watch you feel your child's quality of life has improved.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
FamilyLifeImproved	Since being part of Child Development Watch you feel your family's quality of life has improved.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data

Variable	Label	Variable Value	Variable Label
InformationDailyBasis	As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
ServicesUseful	You feel that the Child Development Watch services are useful to your family.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
SkillsAbilitiesImproving	As a result of the Child Development Watch program, you see your child's skills and abilities improving.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
LearningMoreThings	As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data

Variable	Label	Variable Value	Variable Label
MoreKnowledge	Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care for your child.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
AdditionalKnowledge	What additional knowledge do you feel you need to best care for your child?	String	None
AdditionalComments2	For any of these statements, do you have anything that you want to add to explain your answer?	String	None
IFSP	Does your child have or has your child had an Individualized Family Services Plan (IFSP)?	0 1 2 99	No Yes I'm Not Sure Missing Data
ListenAndRespect	The staff who assess your child's skills listen to you and respect you.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ExplainWordsUnderstand	The staff explain your child's assessment results in words you can understand.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
IncludedPlanningDecisions	You are included in all planning and decisions for your child's program and services.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
GoalsIFSPImportant	You think the goals and objectives of your child's Individualized Family Service Plan are important.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
LearnedWaysHelp	As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home and the other places where he/she spends time.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ServicesIFSP	You are getting the services listed in the IFSP.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
SatisfiedServices	You are satisfied with the services your child and family are receiving.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
AdditionalComments3	For any of these statements, do you have anything that you want to add to explain your answer?	String	None
SatisfiedChange	You are satisfied with the changes your child has made since beginning the Child Development Watch program.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
SatisfiedChildFamily	You are satisfied with how things are going with your child and family.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
ReceivedInformation	You have received written information about your family's rights (e.g. due process, procedural safeguards).	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data

Variable	Label	Variable Value	Variable Label
UnderstandLegalRights	You feel you understand your family's legal rights within your child's program	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
SpeakWithRights	You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
SpeakWithComplaints	You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	0 1 2 3 4 5 6 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Missing Data
AdditionalComments4	For any of these statements, do you have anything that you want to add to explain your answer?	String	None
InvolvedProgram	Is the child involved in programs with other children?	0 1 99	No Yes Missing Data
PlayGroups	Play Groups?	0 1 99	No Yes Missing Data
FamilyChildCare	Family Child Care?	0 1 99	No Yes Missing Data

Variable	Label	Variable Value	Variable Label
ChildCareCenter	Child Care Center?	0 1 99	No Yes Missing Data
EarlyHeadStart	Early Head Start?	0 1 99	No Yes Missing Data
OtherOpp	Other opportunities?	0 1 99	No Yes Missing Data
OtherOppExplain	If other, explain.	String	None
InformationPrograms	Do you need information about ways for your child to participate in programs with other children?	0 1 99	No Yes Missing Data
TeacherWork	Does the child's teacher and/or child care provider work with you and your child's service provider to help accomplish your child's therapy goals?	0 1 77 99	No Yes Would Not Have Expected Missing Data
TeacherDiscuss	Does your child's teacher discuss your child's progress with you at least every 6 months?	0 1 77 99	No Yes Would Not Have Expected Missing Data
Child2Years	Is your child 2 years or older?	0 1 99	No Yes Missing Data
TalkLeaveProgram	The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ProcessMakingPlans	You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
CommentsExperience	Is there anything else you would like us to know about your experience with Child Development Watch?	String	None
ZipCode	What is your zip code?	Numeric	None
PeopleinFamily	How many people are in your immediate family?	Numberic	None
PeopleInFamilyOther	How many people are in your immediate family? (other explain)	String	None
County	What county do you live in?	1 2 3 99	New Castle Kent Sussex Missing Data
Race	How would you describe your race?	1 2 3 4 5 99	Caucasian African American Latino Asian Other Missing Data
RaceOther	How would you describe your race? (other explain)	String	None
Income	What is your family income?	1 2 3 4 5 99	Less than $20,000 Between $20,000 and $49,999 Between $50,000 and $100,000 Above $100,000 Don’t Know / Decline to Answer Missing Data
VisitLimestone	Have you visited the Limestone Road Office?	1 77 99	Yes Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
VisitMiddletown	Have you visited the Middletown Office?	1 77 99	Yes Would Not Have Expected Missing Data
VisitRiverside	Have you visited the Riverside Hospital Campus Office?	1 77 99	Yes Would Not Have Expected Missing Data
VisitDover	Have you visited the Dover Office?	1 77 99	Yes Would Not Have Expected Missing Data
VisitMilford	Have you visited the Milford Office?	1 77 99	Yes Would Not Have Expected Missing Data
VisitSeaford	Have you visited the Seaford Office?	1 77 99	Yes Would Not Have Expected Missing Data
VisitGeorgetown	Have you visited the Georgetown Office?	1 77 99	Yes Would Not Have Expected Missing Data
ComfortLimestone	You and your child were comfortable with the Limestone office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ConvenientLimestone	The Limestone office is convenient to get to.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
TreatedLimestone	You and your child are treated very well by the staff at the Limestone office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
PartnerLimestone	You feel you are a partner with the staff at the Limestone office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ParkingLimestone	The parking is convenient at the Limestone office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ComfortMiddletown	You and your child were comfortable with the Middletown office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ConvenientMiddletown	The Middletown office is convenient to get to.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
TreatedMiddletown	You and your child are treated very well by the staff at the Middletown office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
PartnerMiddletown	You feel you are a partner with the staff at the Middletown office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ParkingMiddletown	The parking is convenient at the Middletown office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ComfortRiverside	You and your child were comfortable with the Riverside office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ConvenientRiverside	The Riverside office is convenient to get to.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
TreatedRiversidee	You and your child are treated very well by the staff at the Riverside office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
PartnerRiverside	You feel you are a partner with the staff at the Riverside office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ParkingRiverside	The parking is convenient at the Riverside office.	0	N/A
		1	Very Strongly Disagree
		2	Strongly Disagree
		3	Disagree
		4	Agree
		5	Strongly Agree
		6	Very Strongly Agree
		77	Would Not Have Expected
		99	Missing Data
ComfortDover	You and your child were comfortable with the Dover office.	0	N/A
		1	Very Strongly Disagree
		2	Strongly Disagree
		3	Disagree
		4	Agree
		5	Strongly Agree
		6	Very Strongly Agree
		77	Would Not Have Expected
		99	Missing Data
ConvenientDover	The Dover office is convenient to get to.	0	N/A
		1	Very Strongly Disagree
		2	Strongly Disagree
		3	Disagree
		4	Agree
		5	Strongly Agree
		6	Very Strongly Agree
		77	Would Not Have Expected
		99	Missing Data
TreatedDover	You and your child are treated very well by the staff at the Dover office.	0	N/A
		1	Very Strongly Disagree
		2	Strongly Disagree
		3	Disagree
		4	Agree
		5	Strongly Agree
		6	Very Strongly Agree
		77	Would Not Have Expected
		99	Missing Data

Variable	Label	Variable Value	Variable Label
PartnerDover	You feel you are a partner with the staff at the Dover office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ParkingDover	The parking is convenient at the Dover office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ComfortMilford	You and your child were comfortable with the Milford office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ConvenientMilford	The Milford office is convenient to get to.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
TreatedMilford	You and your child are treated very well by the staff at the Milford office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
PartnerMilford	You feel you are a partner with the staff at the Milford office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ParkingMilford	The parking is convenient at the Milford office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ComfortSeaford	You and your child were comfortable with the Seaford office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ConvenientSeaford	The Seaford office is convenient to get to.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
TreatedSeaford	You and your child are treated very well by the staff at the Seaford office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
PartnerSeaford	You feel you are a partner with the staff at the Seaford office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ParkingSeaford	The parking is convenient at the Seaford office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ComfortGeorgetown	You and your child were comfortable with the Georgetown office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
ConvenientGeorgetown	The Georgetown office is convenient to get to.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
TreatedGeorgetown	You and your child are treated very well by the staff at the Georgetown office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
PartnerGeorgetown	You feel you are a partner with the staff at the Georgetown office in planning for the care of your child.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data

Variable	Label	Variable Value	Variable Label
ParkingGeorgetown	The parking is convenient at the Georgetown office.	0 1 2 3 4 5 6 77 99	N/A Very Strongly Disagree Strongly Disagree Disagree Agree Strongly Agree Very Strongly Agree Would Not Have Expected Missing Data
CommentsNorthOffices	Are there any comments you would like to make about the Northern CDW offices?	String	None
CommentsSouthOffices	Are there any additional comments you would like to make about the Southern CDW offices?	String	None
AdditionalComments	Any Additional Comments?	String	None
RespondentID	From Survey Monkey	String	None
StartDate	From Survey Monkey	String	None
EndDate	From Survey Monkey	String	None

Appendix E: Telephone Interview Outcomes

Table 36. Number of Families in the Cells

Cell	Original Number In Cell	Families Not Eligible	Families Not Selected	Families Left in Cell	Goal for Cell
North, African American, Less than 18 Months	**73**	3	1	**69**	30
North, Caucasian, Less than 18 Months	**168**	1	72	**95**	30
North, African American, More than 18 Months	**30**	1	0	**29**	15
North, Caucasian, More than 18 Months	**45**	0	1	**44**	15
North, Other	**58**	2	1	**55**	30
South, Less than 18 Months	**92**	0	2	**90**	30
South, More than 18 Months	**35**	0	1	**34**	30
Cell is Unknown	**88**	71	0	**17**	0
Total	**589**	78	78	**433**	180

Table 37. Reasons Families Could Not Be Contacted

Cell	Adjusted Number In Cell	Letters Returned	Phone Number Not in Service	Wrong Number	No Phone Number Was Provided	Unable to Contact	"Contact-able" Families
North, African American, Less than 18 Months	**69**	2	12	7	2	1	**45**
North, Caucasian, Less than 18 Months	**95**	1	6	1	4	1	**82**
North, African American, More than 18 Months	**29**	0	4	4	0	1	**20**
North, Caucasian, More than 18 Months	**44**	0	7	2	0	0	**35**
North, Other	**55**	2	8	3	1	0	**41**
South, Less than 18 Months	**90**	5	9	6	3	5	**62**
South, More than 18 Months	**34**	0	2	2	2	4	**24**
Cell is Unknown	**17**	3	2	1	1	1	**9**
Total	**433**	13	50	26	13	13	**318**

Table 38. Outcomes of Telephone Calls

Cell	"Contact-able" Families	Left Messages with no Response	Not Done Because Cell was Complete	Client Refused	Other Reasons	Survey Complete
North, African American, Less than 18 Months	**45**	21	0	3	0	**21**
North, Caucasian, Less than 18 Months	**82**	2	42	2	1	**35**
North, African American, More than 18 Months	**20**	7	0	2	0	**11**
North, Caucasian, More than 18 Months	**35**	0	16	2	0	**17**
North, Other	**41**	6	0	1	1	**33**
South, Less than 18 Months	**62**	29	2	1	1	**31**
South, More than 18 Months	**24**	13	0	1	0	**10**
Cell is Unknown	**9**	5	4	0	0	**0**
Total	**318**	**83**	**62**	**12**	**3**	**158**

Table 39. Summary of Calling

Cell	Original Number In Cell	Adjusted Number in Cell	"Contact-able" Families	Goal for Cell	Number of Completed Interviews in Cell	Percentage of Completed Interviews to Adjusted Number in Cell	Percentage of Completed Interviews to Goal
North, African American, Less than 18 Months	**73**	**69**	**45**	30	**21**	30.4%	70.0%
North, Caucasian, Less than 18 Months	**168**	**95**	**82**	30	**35**	36.8%	116.7%
North, African American, More than 18 Months	**30**	**29**	**20**	15	**11**	37.9%	73.3%
North, Caucasian, More than 18 Months	**45**	**44**	**35**	15	**17**	38.6%	113.3%
North, Other	**58**	**55**	**41**	30	**33**	60.0%	110.0%
South, Less than 18 Months	**92**	**90**	**62**	30	**31**	34.4%	103.3%
South, More than 18 Months	**35**	**34**	**24**	30	**10**	29.4%	33.3%
Cell is Unknown	**88**	**17**	**9**	0	**0**	--	--
Total	**589**	**433**	**318**	**180**	**158**	**36.5%**	**87.8%**

Appendix F: Cluster Trend Graphs (1998-2007)

Figure 2. Overall Satisfaction

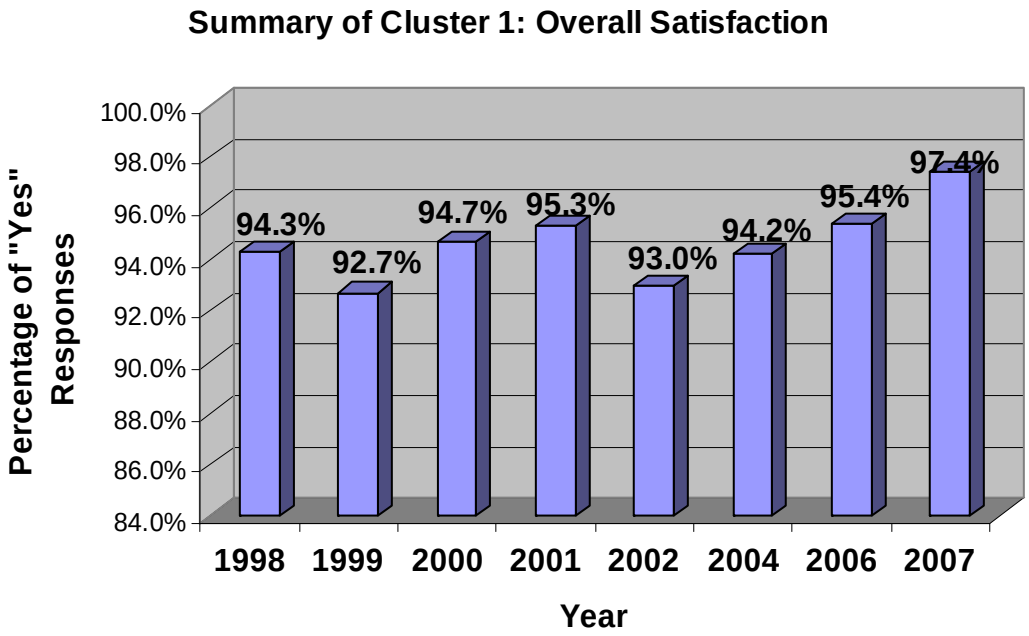


Figure 3. Perceptions of Change in Self/Family

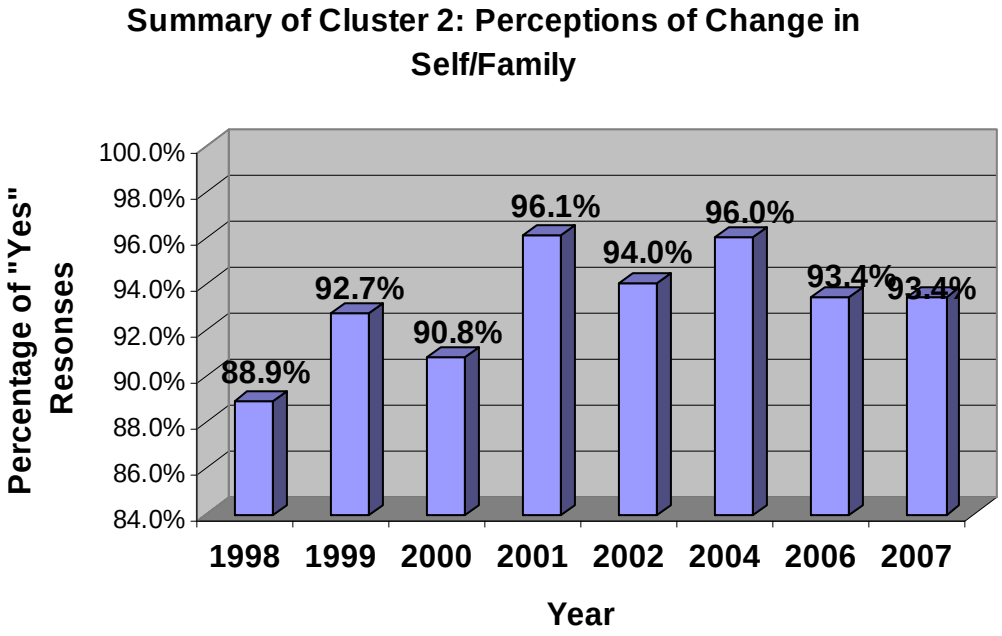


Figure 4. Perceptions of Child's Change

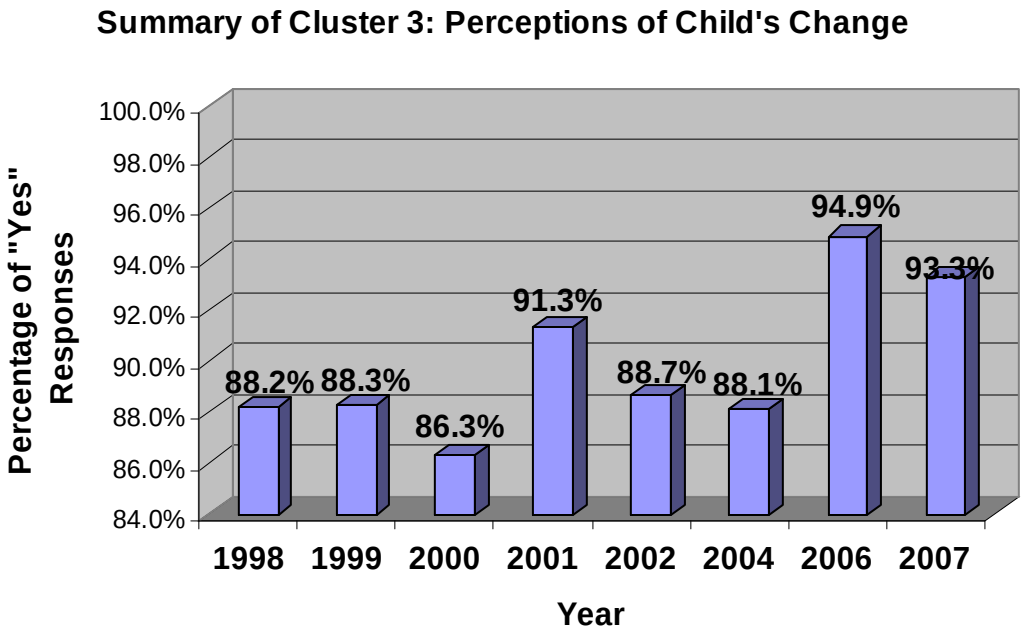


Figure 5. Positive Family-Program Relations

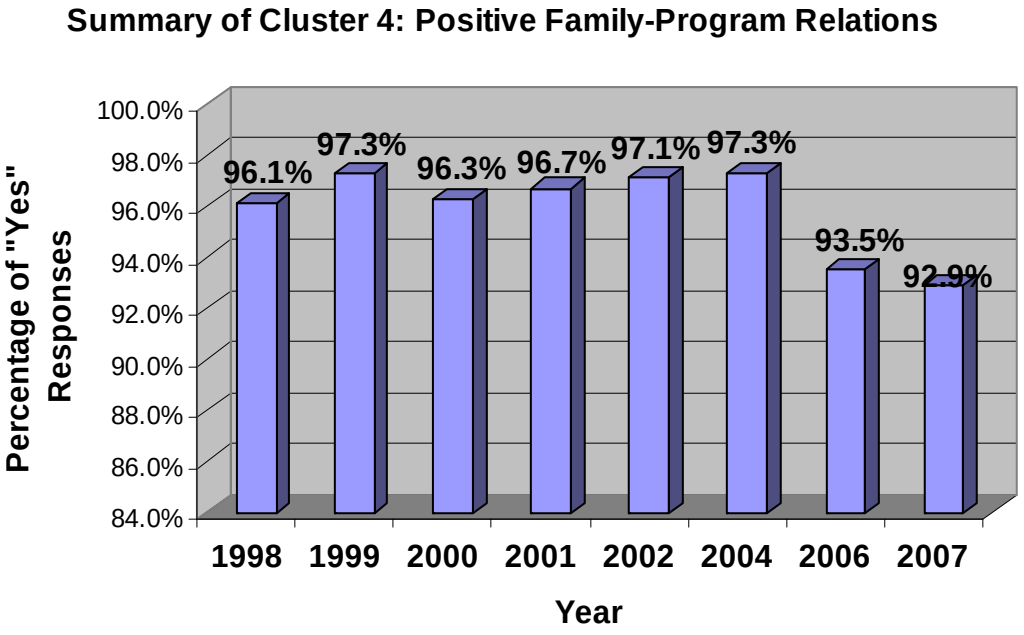


Figure 6. Decision-making Opportunities

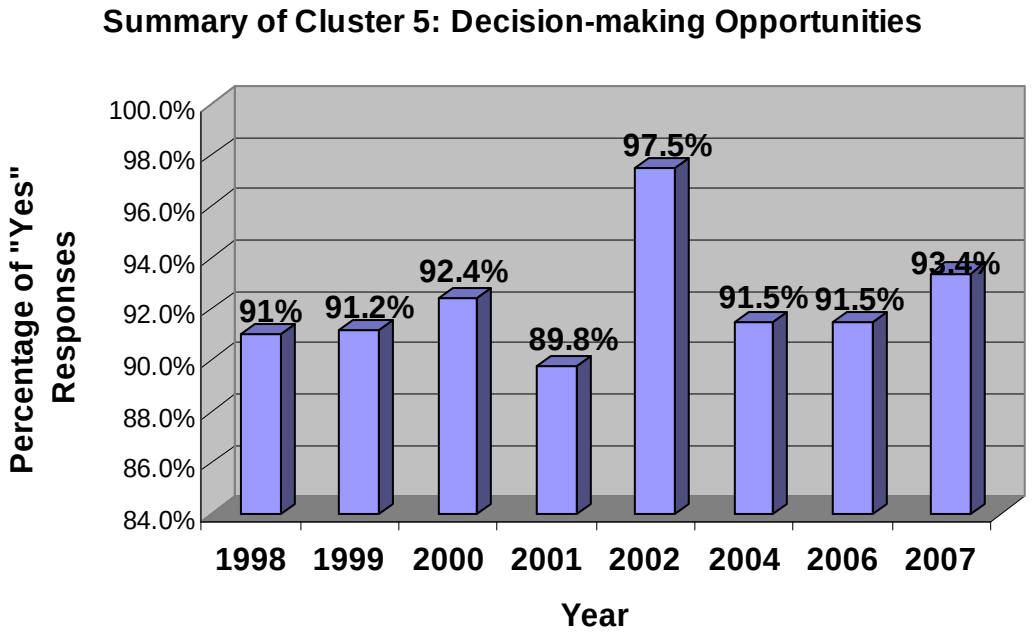


Figure 7. Accessibility and Receptiveness

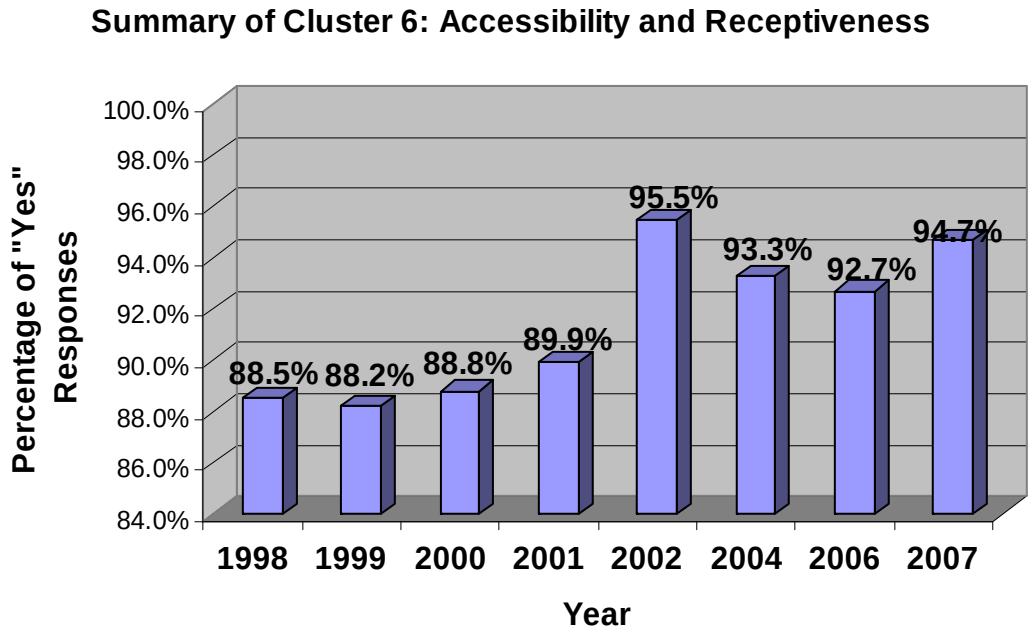
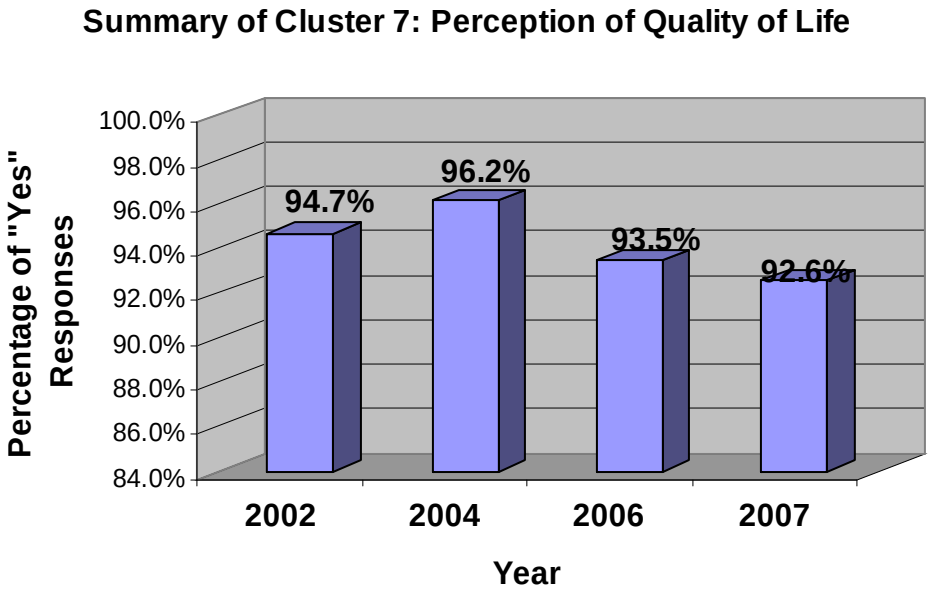


Figure 8. Perception of Quality of Life



Equal Opportunity Statement

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER The University of Delaware is committed to assuring equal opportunity to all persons and does not discriminate on the basis of race, color, gender, religion, ancestry, national origin, sexual orientation, veteran status, age, or disability in its educational programs, activities, admissions, or employment practices as required by Title IX of the Education Amendments of 1972, Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act, other applicable statutes, and University policy. Inquiries concerning these statutes and information regarding campus accessibility should be referred to the Affirmative Action officer, 305 Hullihen Hall, 302/831-2835 (voice), 302/831-4552 (TDD)