

Child Development Watch

Part of the Interagency Resource Management Committee

Early Intervention Outcome Evaluation Project

2013 Family Survey

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About the Delaware Education R&D Center

The Delaware Education Research and Development Center (DERDC) is an independent organization that conducts educational research, evaluation, and policy analysis based at the University of Delaware. Since 1993, the Center has served as a bridge from the university to schools, human service providers, policymakers, and the greater community.

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 Chair of the Delaware Early Childhood Council is an ex-officio member. The Committee makes both policy and budgetary decisions for early care and education programs. The IRMC received staff support during this project from the 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 the provision of 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). DHSS works collaboratively with the Departments of Education (DOE) and Services to Children, Youth, and their Families (DSCYF), and 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 the Birth to Three Early Intervention System is Rosanne Griff-Cabelli.

Executive Summary

Child Development Watch Family Survey Report

This year, the Delaware Education R&D Center (DERDC) collected survey information for the Child Development Watch (CDW) from June to October 2013. This family satisfaction and perception survey was conducted via telephone, Internet, and mail with a nonprobability sampling method. CDW serves as a component 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 the Delaware Department of Health and Social Services (DHSS) and is sponsored, in part, by the Interagency Resource Management Committee (IRMC). Infants and toddlers that participate in the CDW program are identified as having disabilities and/or developmental delays through multiple activities such as Child Find, Public Awareness, Early Identification and Screening and Central Intake.

Respondents

A total of 297 families successfully completed the 2013 Family Survey with 182 families from the Northern region and 115 families from the Southern region. The number of families surveyed this year has been the highest number since 2009.

Survey

Families were asked about their overall satisfaction with Child Development Watch services as well as their perceptions in six clustered areas: a) changes that occurred in their families, b) changes in their children's development, c) family-program relations, d) opportunities to jointly make decisions with programs about the services for their children, e) program accessibility and responsiveness, and f) changes in quality of life.

Results

Based on the data from the telephone, Internet, and mail surveys that families of children receiving Child Development Watch services completed:

- 95.0% of families who responded to the survey indicated they were satisfied overall with the services they received;
- 94.8% of families reported a positive perception of the life change in themselves and their family in relationship to their experience with Child Development Watch;
- 94.5% of families reported a positive change in their child's behavior and abilities since the beginning of their participation in the Child Development Watch;
- 93.8% of families reported a positive family-program relationship with Child Development Watch staff;
- 90.5% of families reported a positive perception of family decision-making opportunities with Child Development Watch;
- 92.9% of families reported a positive perception of the program's accessibility and receptiveness;
- 93.4% of families reported a positive perception of their quality of life.

For the fifth year in a row, the survey incorporated three federal outcomes, which are: "Families Know their Rights," "Families Effectively Communicate their Children's Needs," and "Families Help their Children Develop and Learn." Survey responses indicated:

- 88.3% of families responded that they knew their rights related to participating in this program;
- 95.9% of families agreed they could effectively communicate their children's needs;
and

- 94.8% of families reported helping their children develop and learn.

Conclusions and Recommendations

Consistent with results found in previous years, the *2013 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.

We recommend updating the participants' database to include email addresses and to include two new items in the survey related to the relationship between service coordinators and families.

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Section 1: Introduction to Child Development Watch

Child Development Watch (CDW) is a state program designed to enhance the development of infants and toddlers between the ages of birth and 36 months who have disabilities or are at risk for developing disabilities. CDW is part of a multi-agency program that provides comprehensive services to support families to meet the needs of their children. The aim of the program is to help children reach their maximum potential, while also benefitting families and the Delaware community.

CDW serves as a component 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 the Delaware Department of Health and Social Services (DHSS) and is sponsored, in part, by the Interagency Resource Management Committee (IRMC). Infants and toddlers who participate in the CDW program are identified through multiple activities such as Child Find, Public Awareness, Early Identification and Screening, and Central Intake. The goal of each activity is to ensure that children are identified, located, evaluated for eligibility, and referred to the appropriate agency.

Although DHSS is the lead agency for the program, it works collaboratively with the Departments of Education (DOE) and Services to Children, Youth, and their Families (DSCYF), and other private providers in the continuous planning and implementation of CDW services. Within DHSS, the Divisions of Management Services (DMS), Medicaid and Medical Assistance (DMMA), Division of Public Health (DPH), and the Division for the Visually Impaired (DVI) work together to ensure the provision of services to children and their families.

As an interagency program, CDW is privileged to have participating staff from multiple state and private service providers. While the Division of Public Health remains responsible for the coordination of early intervention services, the variety of resources provides the children and families serviced by CDW additional flexibility in available options.

Section 2: 2012 Family Survey Methodology

Survey

History of the survey

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 Delaware's early childhood programs.

In 1990, the IRMC sponsored a study of the early intervention system in the state and as a result, the *Family Survey* was created. Its main goal was to assess the family outcomes of programs serving children at risk and their families. It was originally based on an instrument used by the Delaware Early Childhood Center called *Early Choices* (Sandals & Peters, 2004). Additional studies of statewide early intervention programs were funded during subsequent years. In 1995, program stakeholders identified the topics that should comprise a family survey and staff at the Center for Disabilities Studies (CDS) of the College of Human Services, Education, and Public Policy at the University of Delaware developed the items. In 1996, a final instrument was agreed upon and the pilot study started.

In 1997, the survey was distributed to 4,751 families participating in state programs serving young children with disabilities between birth and five years of age. Child Development Watch and the Birth to Three Early Intervention System have continued using the *Family Survey* since 1998. For a complete history on the development and use of the survey see Salt and Moyer (2011).

Description of the Survey

The survey contains 48 questions and is divided into seven sections. The majority of items ask respondents to check the appropriate response (e.g., gender, age, income level) or mark their agreement on a five-point Likert scale (i.e., strongly agree to strongly disagree and N/A).

Although in some cases a 7-point Likert scale is preferred over a 5-point scale (Alwin & Krosnick, 1991), this year we decided to reduce the scale from 7 to 5 points. There were several reasons for this decision. First, while a 7-point scale has more discrimination and is

better for statistical analyses, for this survey we only present the percentages of each response and no statistical analysis is performed. This has been the report’s format since 2009. Second, after administering the survey last year, we began to question if respondents could really differentiate between a “strongly agree” and a “very strongly agree” opinion. In fact, due to the lack of variability between these categories, in previous years, we collapsed the agree categories (“very strongly agree,” “strongly agree,” and “agree”) in the report. Furthermore, this survey was conducted over the phone; we found a 7-point made the survey very lengthy, which discouraged respondents’ completion. All of these reasons led to our decision this year to reduce the from a 7- to 5-point Likert scale.

The following table describes the seven sections and provides an example of an item in each section. A copy of the survey is included in the appendix.

Table 1. Description of Survey Sections and Items

Section	Number of Items	Focus of Questions	Example Item
1	4	Information about respondent and child and how found out about program	How did you find out about Child Development Watch?
2	9	CDW program in general	Your service coordinator is able to link you to services that you need.
3	9	Program participation	Since being part of Child Development program you feel you family’s quality of life has improved.
4	7	Individualized Family Service Plan	You are getting the services listed in the Individualized Family Service Plan.
5	6	Services received from CDW	You have received written information about your family’s rights (e.g. due process, procedural safeguards).
6	4	Transition from Birth to Three Program	The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.
7	9	Demographic items	Zip code

Administration

This is the second year that the Child Development Watch Family Survey was administered by the Delaware Education R&D Center (DERDC). This survey information was collected for the CDW Ongoing Program Evaluation Committee (OPEC).

Consistent with our methodology from the previous year, we mailed a paper version of the survey to all the families, along with a link to complete the survey online. Families that chose to participate online completed a web based version of the survey using the secure Internet website Qualtrics, an industry-leading provider of online survey software. In addition to mailing a paper version of the survey and a postcard encouraging families to participate, we also called families on the telephone. The personal identifying information was stored electronically on a secure server in a password-protected file accessible only to DERDC personnel conducting the survey.

The structure of the survey was the same as in the previous year with the entire survey fitting inside a four-page booklet. Consistent with the version of the survey administered in 2012, we chose not to include questions included in the 2010 *Family Survey* that asked the number of persons in a household receiving CDW services or the number and type of support services received. These sections were removed in 2011 and were not included during the present administration.

The initial package mailed to families included: (1) a cover letter signed by the CDW clinic manager that explained the purpose of the survey, the usefulness of family feedback to CDW, assurances of confidentiality, the time it would take to complete the survey, and contact number of the principal evaluator at the Delaware Education R&D Center in case they had questions about the survey; (2) an information sheet that included instructions on how to complete the survey via the Internet; and (3) a copy of the survey and a prepaid postage envelope to return the survey. This package was mailed to the families in the database.

The Birth to Three Early Intervention System office provided us a database with information about 1,533 families. In contacting all families, we discovered that the database included children who do not receive services and do not have an Individual Family Service Plan (IFSP). The Birth to Three Early Intervention System office has been working on the database fixing errors and updating information.

We completed a **total of 297 surveys**. Multiple efforts were made to communicate with all families. After the initial mailing and two subsequent reminder postcards to all 1,533 families, we received 177 surveys via mail and 88 via Internet. A total of 112 surveys were returned due to inaccurate address. During the next two months, we attempted to contact by telephone all of these families who had not returned the mailed survey. We obtained completed surveys for another 32 families for a grand total of 297. Some of the reasons

many calls could not be completed included: (a) invalid phone numbers b) disconnected phones (c) families failed to answer (d) phone numbers were not provided. Voicemail messages were left whenever possible. The following table describes the data collection methods. Of the 1,236 families not completing surveys, 5 families declined to complete the survey, 178 numbers were missing from the database, 294 numbers were disconnected, invalid, wrong, or not accepting calls, and 759 messages were left but not answered. It is uncertain how many of these 1,236 families were not part of CDW. For suggestions regarding survey administration in the future, see Section 5 of this report.

Table 2. Collection Methods

Method/Reason	Number
Mail	177
Internet	88
Telephone	32
Completed	
	297
Declined	5
Missing phone number	178
Disconnected lines	294
Voice messages left	759
Total	
	1,533

Section 3: Results

Respondents

From the list of 1,533 families participating in the CDW program this year, we selected our sample by using nonprobability-sampling methods¹. We used volunteer sampling to collect data from families by reaching out to all families in the program by mail and/or by telephone. Of the 1,533 families, a total of 297 families completed the survey either by mail, Internet, or telephone. These families represent 19.4% of the total number of families in the database provided. From these 297 families, 61.3% were from the northern region of the state (New Castle County) and 38.7% from the southern region of the state (Kent and Sussex Counties). The demographic composition was as follows: 65.3% Caucasian, 13.1% African American, 13.5% Hispanic or Latino, 3.0% Asian, and 5.1% Other. The following table displays the method of survey completion for 2013 by region and race.

Table 3. Method of Family Survey 2013 Completion by Region and Race

Region and Race	Telephone	Internet	Mail	Surveys Completed
North, Caucasian	5	46	69	120
North, African American	3	6	14	23
North, Hispanic/Latino	11	4	13	28
North, Other ^a	0	3	8	11
South, Caucasian	5	18	51	74
South, African American	1	4	11	16
South, Hispanic/Latino	5	4	3	12
South, Other ^a	2	3	8	13
Total	32	88	177	297

^aAsian and "Other" are combined

¹ Non-probability sampling methods are not random and are purposive in nature. In this case, we included the entire population of families participating in the CDW program this year.

As in previous years, the goal was to have at least 30% of the total number of families receiving services complete the survey. The biggest challenge we experienced during data collection resulted from the 250% increase in families to be surveyed compared to last year. In 2012 we had a total of 614 families to survey. This year the number of families in the database increased to 1,533. The database this year included referrals, children who have left the program, or families that many have once contacted the program for information and only received introductory assessments. Although it is difficult to estimate how many families fully participated in the program and should have been surveyed, in 2013 more families were surveyed than any previous year.

The remainder of this section is divided in three main parts: demographic information, federal outcome data, and state outcome data. The last part includes the clusters and a summary of families' attitudes towards the program. Whenever possible, we have included survey findings from 2009-2012.

Demographic Information

Families were asked to provide demographic information about their children and their family. Characteristics of the children and families participating in the Child Development Watch (CDW) included gender, race and ethnicity, annual family income, and county of residence.

Family Report of Child Gender

Of the families that completed the survey, 65.7% of the families had male children enrolled in CDW and 34.3% of the families had female children enrolled in CDW. The percentage of males was somewhat higher than in previous years. The most recent CDW enrollment data (2012) indicates that there were 62.2% males and 37.8% females enrolled in the program. See Table 4 for specific information on the gender of children receiving services in CDW.

Table 4. Family Report of the Gender of Child Receiving Services in CDW Program by Year

Gender of Child	2013		2012		2010		2009		CDW Program Rate ^a
	n	%	n	%	n	%	n	%	%
Male	195	65.7	140	62.2	145	59.7	125	62.2	63.0
Female	102	34.3	85	37.8	98	40.3	76	37.8	37.0
Total	297	100	225	100	243	100	201	100	100

^a Based on the 2012 Annual Child Count Demographic Data.

Self- Identified Ethnicity of the Families

Family members who completed the survey were asked to report their own race and ethnicity in addition to the race and ethnicity of their child who was participating in the CDW program. Based on this method, 65.3% of all 297 families were classified as Caucasian, 13.1% as African American, 13.5% as Hispanic/Latino, and 3.0% as Asian. Fifteen families chose to identify as "Other." See Table 5 for information about the race/ethnicity of the family members who participated in the *Family Survey* compared to the CDW program and the state rates based on census data..

Table 5. Self-Identified Ethnic Background of Families Receiving CDW Services by Year

Ethnic Background	2013		2012		2011		2010 ^a		2009 ^b		CDW Program Rate ^c	Delaware Rate ^d
	n	%	n	%	n	%	n	%	n	%	%	%
Caucasian	194	65.3	151	67.1	116	52.3	136	56.0	118	60.5	42.1	64.6
African American	39	13.1	51	22.7	58	26.1	57	23.5	42	21.5	23.9	22.0
Hispanic/Latino	40	13.5	11	4.9	35	15.8	33	13.6	18	9.2	12.2	8.6
Asian	9	3.0	11	4.9	13	5.9	17	7.0	4	2.1	.3	3.5
Other+	15	5.1	1	0.4	--	--	--	--	13	6.7	21.5	1.3
Total	297	100	225	100	221	100	243	100	195	100	100	100

^a Asian and "Other" are combined in 2010

^b 2009 total does not equal 201 because 6 families chose not to identify their ethnic background

^c Based on the 2012 Annual Child Count Demographic Data, where "Other" includes "unknown."

^d Based on the U.S. Census

Self-Reported Family Income

The respondents to the *Family Survey* represented families from across the socioeconomic income spectrum. Approximately 16.8% of the families reported their annual income as being under \$20,000, placing them below the government level for poverty (\$23,050 for a family of four in 2012). In comparison, Delaware’s overall poverty rate is 17% of the population under the age of five (KIDS COUNT in Delaware, 2012). Of the families completing the *Family Survey*, 38.6% reported that they made more than \$50,000 a year. This year 22.6% of families chose to not indicate their income level, which is the highest percentage since data collection began in 2009. The income levels reported by families in 2013 were similar to those reported in previous years.

The wide range of socioeconomic levels of families served by CDW is due to the entitlement nature of Part C of the 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 6 for specific information about the annual family income reported by families.

Table 6. Self-Reported Annual Income of Families Receiving CDW Services by Year

Income Level	2013		2012		2010		2009	
	n	%	n	%	n	%	n	%
Above \$100,000	48	16.0	41	18.2	45	18.5	36	17.9
\$50,000-\$100,000	67	22.6	53	23.6	64	26.3	60	29.9
\$20,000-\$49,999	65	22.0	63	28.0	53	21.8	51	25.4
Under \$20,000	50	16.8	27	12.0	31	12.8	21	10.4
Don't know/Decline to answer	67	22.6	41	18.2	50	20.6	33	16.4
Total	297	100	225	100	243	100	201	100

Self-Report of County of Residence

Families were asked to indicate the county where they reside. Almost two thirds (182, 61.3 %) were from Northern Delaware; one-third (115, 38.7 %) were from Southern Delaware. This represents a somewhat similar proportion of families participating in CDW residing in Northern Delaware when compared with previous years. Table 7 presents families' reported place of residence in addition to the 2011 CDW program rate.

Table 7. Self-Reported Regional Location of Families Receiving CDW Services by Year

Regional Location	2013		2012		2011		2010		2009		CDW Program Rate ^c
	n	%	n	%	n	%	n	%	n	%	
Northern Delaware ^a	182	61.3	133	59.1	147	66.2	153	63.0	131	65.2	60.4
Southern Delaware ^b	115	38.7	92	40.9	75	33.8	90	37.0	70	34.8	39.6
Total	297	100	225	100	222	100	243	100	201	100	100

^aNorthern Delaware includes New Castle County

^bSouthern Delaware includes Kent and Sussex Counties

^cBased on the 2012 Annual Child Count Demographic Data

Federal Outcome Data

The *Family Survey* was updated in 2006 to include the three federal outcomes: "Families Know their Rights," "Families Effectively Communicate their Children's Needs," and "Families Help their Children Develop and Learn." The following tables present the 2013 *Family Survey* data related to these federal outcomes. All federal outcome items were included in the 2009-2012 surveys. Items for each outcome were averaged to obtain an overall outcome score. For each outcome, we first present a comparison among years. This is followed by 2013 data disaggregated by race and region where the services were received.

Federal Outcome 1: Families know their rights

The first federal outcome addresses if families feel that they know their rights with the CDW program. The survey includes four items. When families' responses were averaged

across all four items, 88.3% of families responded positively to these questions and 11.7% disagreed. Families expressed the most dissatisfaction with feeling their family's rights were not being addressed (Disagree and Strongly Disagree=12.9%) and knowing who within Child Development Watch could help them if they had a complaint (Disagree and Strongly Disagree=13.4%). Compared to the results in previous years, a similar proportion of families responded positively to the questions regarding the concept of families knowing their rights. See Table 8 for more information.

We compared families' average ratings by race and ethnicity, the percentages of families knowing their rights were as follows: 92.4% of Caucasians, 88.2% of African Americans, and 85.8% of Hispanics/Latinos responded favorably toward the first federal outcome, "Families Know their Rights." Likewise, 88.5% of all "other" ethnicities represented in the survey responded positively to the first federal outcome (see Table 9). Caucasian families' responses were the most positive of all ethnicities.

We also disaggregated families' average ratings by the region where families received their services, 93.3% of families receiving services in Southern Delaware articulated knowing their rights. This percentage was higher than the northern counterpart, where 88.8 % of families receiving services responded positively to this outcome (See Table 10).

Table 8. Federal Outcome 1: Families Know Their Rights by Year

Federal Outcome 1: Families Know Their Rights	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
You have received written information about your family's rights (e.g. due process, procedural safeguards).	2009	32.8%	19.7%	44.3%	96.8%	2.2%	1.1%	0.0%
	2010	22.3%	29.0%	43.8%	95.1%	4.5%	0.4%	0.0%
	2011	27.5%	36.2%	37.2%	100.9%	1.4%	0.5%	0.0%
	2012	36.3%	25.1%	34.0%	95.4%	4.1%	0.0%	0.5%
	2013	-	50.6%	43.8%	94.4%	4.5%	1.1%	-
You feel you understand your family's legal rights within your child's program.	2009	28.3%	21.7%	42.4%	92.4%	7.1%	0.5%	0.0%
	2010	22.6%	26.1%	44.2%	92.9%	6.2%	0.4%	0.5%
	2011	23.5%	33.3%	39.4%	96.2%	3.3%	0.5%	0.0%
	2012	33.3%	24.1%	38.9%	96.3%	3.2%	0.0%	0.5%
	2013	-	49.4%	44.9%	94.3%	4.9%	0.8%	-
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	2009	28.3%	17.6%	42.2%	88.1%	8.6%	2.7%	0.5%
	2010	18.4%	27.7%	39.5%	85.6%	11.8%	1.8%	0.8%
	2011	18.6%	28.5%	40.3%	87.4%	10.4%	1.8%	0.5%
	2012	31.8%	22.6%	32.6%	87.0%	12.0%	0.5%	0.5%
	2013	-	48.0%	39.1%	87.1%	12.2%	0.7%	-
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	2009	26.2%	17.6%	42.2%	86.0%	10.7%	2.7%	0.5%
	2010	17.8%	28.0%	37.3%	83.1%	15.1%	1.3%	0.4%
	2011	24.1%	26.9%	38.9%	89.9%	8.8%	0.9%	0.5%
	2012	30.6%	25.0%	31.0%	86.6%	12.4%	0.5%	0.5%
	2013	-	48.2%	38.4%	86.6%	10.9%	2.5%	-

Federal Outcome 1: Families Know Their Rights	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
		Total "Families Know Their Rights"	2009	28.9%	19.2%	42.8%	90.8%	7.2%
	2010	20.3%	27.7%	41.2%	89.2%	9.4%	1.0%	0.4%
	2011	23.4%	31.2%	38.9%	93.6%	5.9%	0.9%	0.2%
	2012	33.0%	24.2%	34.1%	91.3%	7.9%	0.3%	0.5%
	2013	-	49.1%	41.6%	90.6%	8.1%	1.3%	-

Table 9. Families Know Their Rights by Ethnicity, 2013

Items	Race	Strongly Agree (SA)	Agree	Combined SA and Agree	Disagree	Strongly Disagree
You have received written information about your family's rights (e.g. due process, procedural safeguards).	Caucasian	51.7%	44.8%	96.6%	2.9%	0.5%
	African American	52.8%	44.4%	97.2%	2.8%	0.0%
	Hispanic/Latino	42.1%	42.1%	84.2%	10.5%	5.3%
	Other	52.6%	36.8%	89.4%	10.6%	0.0%
You feel you understand your family's legal rights within your child's program.	Caucasian	51.4%	44.0%	95.4%	4.0%	0.6%
	African American	51.4%	42.9%	94.3%	5.7%	0.0%
	Hispanic/Latino	42.1%	50.0%	92.1%	5.3%	2.6%
	Other	41.2%	47.1%	88.3%	11.7%	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.	Caucasian	50.6%	38.8%	89.3%	10.7%	0.0%
	African American	51.4%	31.4%	82.9%	17.1%	0.0%
	Hispanic/Latino	35.9%	43.6%	79.5%	15.4%	5.1%
	Other	42.1%	47.4%	89.5%	10.5%	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	49.2%	39.2%	88.4%	9.9%	1.7%
	African American	51.4%	27.0%	78.4%	21.6%	0.0%
	Hispanic/Latino	41.0%	46.2%	87.2%	5.1%	7.7%
	Other	48.2%	38.4%	86.6%	10.9%	2.5%

Items	Race	Strongly Agree (SA)	Agree	Combined SA and Agree	Disagree	Strongly Disagree
	Total "Families Know Their Rights"	Caucasian	50.7%	41.7%	92.4%	6.9%
African American		51.8%	36.4%	88.2%	11.8%	0.0%
Hispanic/Latino		40.3%	45.5%	85.8%	9.1%	5.2%
Other		46.0%	42.4%	88.5%	10.9%	0.6%

Table 10. Families Know Their Rights by Geographic Region, 2013

Items	Region	Strongly Agree (SA)	Agree	Combined SA and Agree	Disagree	Strongly Disagree
		You have received written information about your family's rights (e.g. due process, procedural safeguards).	Northern	51.2%	43.2%	94.4%
Southern	49.5%		44.8%	94.3%	3.8%	1.9%
You feel you understand your family's legal rights within your child's program.	Northern	48.1%	43.8%	91.9%	7.5%	0.6%
	Southern	51.4%	46.7%	98.1%	1.0%	0.9%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Northern	49.1%	35.4%	84.5%	14.3%	1.2%
	Southern	46.4%	44.5%	90.9%	9.1%	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	50.9%	33.5%	84.4%	13.2%	2.4%
	Southern	44.0%	45.9%	89.9%	7.3%	2.8%
Total "Families Know Their Rights"	Northern	49.8%	39.0%	88.8%	9.9%	1.3%
	Southern	47.8%	45.5%	93.3%	5.3%	1.4%

Federal Outcome 2: Families Effectively Communicate Their Children's Needs

The second federal outcome addressed if families are able to effectively communicate their children's needs within CDW. The subscale consisted of five items. When families' responses were averaged across all five items, 95.9% of families responded positively to the questions for the second federal outcome "Families Effectively Communicate their Children's Needs." Compared to the results from 2012, a slightly lower percentage of families in 2013 responded positively to the questions regarding the concept of families effectively communicating their children's needs, however the 2013 results were similar to previous year's results. See Table 11 for more information on the results of the items in this outcome.

We also compared average ratings based on the ethnicity of families; 97.0% of Caucasians, 94.9% of African Americans, and 96.5 % of Hispanics/Latinos responded favorably toward the second federal outcome, "Families Effectively Communicate their Children's Needs." Likewise, 96.4% of all "other" ethnicities represented in the survey responded positively to the second federal outcome (See Table 12), which increased from 2012 (90.2%). Similarly to the first federal outcome, Hispanic and Caucasian families' responses were again the most favorable.

Referring to the responses by the region where families received their services, the average ratings were as follow: 96.6% of families receiving services in Northern Delaware and 95.1% of families receiving services in Southern Delaware responded positively to the second federal outcome, "Families Effectively Communicate their Children's Needs" (see Table 13).

Table 11. Federal Outcome 2: Families Effectively Communicate Their Children’s Needs by Year

Federal Outcome 2: Families Effectively Communicate Their Children’s Needs	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and 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.	2009	27.2%	30.4%	36.6%	94.2%	3.1%	0.5%	2.1%
	2010	17.3%	40.5%	35.4%	93.2%	5.5%	0.4%	0.8%
	2011	20.1%	45.2%	34.2%	99.5%	0.0%	0.5%	0.9%
	2012	32.4%	36.9%	27.0%	96.3%	3.2%	0.5%	0.0%
	2013	-	47.6%	50.0%	97.6%	2.1%	0.3%	-
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.	2009	30.1%	36.7%	28.1%	94.9%	1.5%	1.5%	2.0%
	2010	21.8%	44.5%	29.0%	95.3%	3.4%	0.4%	0.8%
	2011	23.5%	48.9%	27.1%	99.5%	0.0%	0.5%	0.0%
	2012	36.4%	38.7%	23.1%	98.2%	0.9%	0.9%	0.0%
	2013	-	56.6%	41.4%	98.0%	2.0%	0.0%	-
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	2009	24.0%	25.3%	47.3%	96.6%	1.4%	0.0%	2.1%
	2010	15.6%	30.7%	45.8%	92.1%	5.0%	2.8%	0.0%
	2011	21.5%	33.1%	42.0%	96.6%	1.7%	1.1%	0.6%
	2012	31.6%	24.9%	39.5%	96.0%	2.3%	0.6%	1.1%
	2013	-	49.5%	45.6%	95.1%	3.4%	1.5%	-
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	2009	21.0%	25.4%	49.3%	95.7%	3.6%	0.0%	0.7%
	2010	11.9%	33.5%	46.0%	91.4%	6.3%	1.1%	1.1%
	2011	21.5%	31.1%	44.6%	97.2%	1.7%	1.1%	0.0%
	2012	31.6%	22.8%	40.9%	95.3%	3.5%	0.6%	0.6%
	2013	-	51.9%	43.3%	95.2%	3.8%	1.0%	-
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	2009	28.6%	26.5%	37.6%	92.7%	4.8%	1.6%	1.1%
	2010	18.0%	36.9%	38.6%	93.5%	4.3%	1.3%	0.9%
	2011	25.3%	36.4%	35.9%	97.6%	1.4%	0.0%	0.9%
	2012	30.6%	32.9%	31.5%	95.0%	4.5%	0.5%	0.0%
	2013	-	48.1%	45.9%	94.0%	4.1%	1.9%	-
Total “Families Effectively Communicate Their Children’s Needs”	2009	26.6%	29.3%	38.7%	94.6%	2.9%	0.8%	1.6%
	2010	17.3%	37.8%	38.2%	93.3%	4.8%	1.1%	0.8%
	2011	22.3%	38.9%	36.8%	98.1%	0.9%	0.6%	0.4%
	2012	32.5%	31.2%	32.4%	96.2%	2.9%	0.6%	0.3%
	2013	-	50.7%	45.2%	95.9%	3.1%	1.0%	-

Table 12. Families Effectively Communicate their Children’s Needs by Race, 2013

Items	Race	Strongly		Combined		Strongly
		Agree (SA)	Agree	SA and Agree	Disagree	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	49.5%	47.3%	96.8%	2.7%	0.5%
	African American	46.2%	53.8%	100.0%	0.0%	0.0%
	Hispanic/Latino	44.7%	52.6%	97.4%	2.6%	0.0%
	Other	38.1%	61.9%	100.0%	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.	Caucasian	57.3%	39.6%	96.9%	3.1%	0.0%
	African American	53.8%	46.2%	100.0%	0.0%	0.0%
	Hispanic/Latino	60.5%	39.5%	100.0%	0.0%	0.0%
	Other	47.6%	52.4%	100.0%	0.0%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Caucasian	53.6%	43.2%	96.8%	2.4%	0.8%
	African American	42.4%	48.5%	90.9%	9.1%	0.0%
	Hispanic/Latino	42.9%	51.4%	94.3%	2.9%	2.9%
	Other	46.2%	46.2%	92.4%	0.0%	7.6%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Caucasian	57.6%	40.0%	97.6%	1.6%	0.8%
	African American	44.4%	44.4%	88.8%	11.2%	0.0%
	Hispanic/Latino	42.9%	51.4%	94.3%	2.9%	2.9%
	Other	43.0%	50.0%	93.0%	7.0%	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	48.9%	45.5%	94.4%	4.0%	1.6%
	African American	54.3%	40.0%	94.3%	5.7%	0.0%
	Hispanic/Latino	37.8%	56.8%	94.6%	5.4%	0.0%
	Other	50.0%	40.0%	90.0%	10.0%	0.0%
Total “Families Effectively Communicate Their Children’s Needs”	Caucasian	54.5%	42.5%	97.0%	2.5%	0.5%
	African American	46.7%	48.2%	94.9%	5.1%	0.0%
	Hispanic/Latino	47.8%	48.7%	96.5%	2.1%	1.5%
	Other	43.7%	52.6%	96.4%	1.8%	1.9%

Table 13. Families Effectively Communicate Their Children’s Needs by Geographic Region, 2013

Items	Region	Strongly Agree (SA)	Agree	Combined SA, and Agree	Disagree	Strongly Disagree
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family’s strengths, needs, & goals.	Northern	46.8%	51.4%	98.3%	1.7%	0.0%
	Southern	48.7%	47.8%	96.5%	2.7%	0.9%
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	55.9%	41.9%	97.8%	2.2%	0.0%
	Southern	57.7%	40.5%	98.2%	1.8%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Northern	50.4%	46.1%	96.5%	2.6%	0.9%
	Southern	48.4%	45.1%	93.4%	4.4%	2.2%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Northern	54.3%	41.4%	95.7%	3.4%	0.9%
	Southern	48.9%	45.7%	94.7%	4.3%	1.0%
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	Northern	49.7%	45.4%	95.1%	3.7%	1.2%
	Southern	45.7%	46.7%	92.4%	4.8%	2.8%
Total “Families Effectively Communicate Their Children’s Needs”	Northern	51.4%	45.2%	96.6%	2.7%	0.7%
	Southern	49.9%	45.2%	95.1%	3.6%	1.3%

Federal Outcome 3: Families Help Their Children Develop and Learn

The third federal outcome addressed if families have learned to help their children develop and learn since participating in the Child Development Watch program. The subscale consisted of four items that addressed this outcome. When families' responses were averaged across all four items, 94.8% of families responded positively to the questions for the third federal outcome. Similar proportions of families in previous years responded positively to the questions regarding the concept of families helping their children develop and learn. Again, 2013 results were slightly less favorable than previous years. See Table 14 for more information on the results of the items in this outcome.

We compared families' average ratings by race and ethnicity, 95.1% of Caucasians, 96.6% of African Americans, and 94.1% of Hispanics/Latinos responded favorably toward the second federal outcome, "Families Effectively Communicate their Children's Needs." In addition, 89.2% of all "other" ethnicities represented in the survey responded positively to the third federal outcome (See Table 15). In this federal outcome, African American families' responses were the most favorable, and as in federal outcomes 1 and 2, the families categorized as "Other" (Asian and "Other") were the ones with the largest percentages of disagreement. However, it is important to notice that such disagreement percentages were minimal overall.

We also disaggregated families' average ratings by the region where families receive their services, 94.7% of families receiving services in Northern Delaware and 94.9% of families receiving services in Southern Delaware responded positively to the third federal outcome, "Families Help their Children Develop and Learn" (see Table 16).

Table 14. Federal Outcome 3: Families Help Their Children to Develop and Learn by Year

Federal Outcome 3: Families Help Their Children Develop and Learn	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and 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.	2009	26.3%	26.9%	39.2%	92.4%	5.9%	1.1%	0.5%
	2010	23.2%	36.4%	34.6%	94.2%	4.4%	0.4%	0.9%
	2011	22.3%	37.2%	36.7%	96.2%	1.9%	0.9%	0.9%
	2012	34.3%	28.7%	32.4%	95.4%	2.8%	0.9%	0.9%
	2013	-	53.8%	41.3%	95.1%	3.4%	1.5%	-
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.	2009	23.9%	26.6%	42.0%	92.5%	6.9%	0.5%	0.0%
	2010	17.5%	41.2%	32.5%	91.2%	7.0%	0.4%	1.3%
	2011	25.2%	37.9%	35.0%	98.1%	0.9%	0.5%	0.5%
	2012	31.5%	26.9%	36.5%	94.9%	3.7%	1.4%	0.0%
	2013	-	48.1%	46.3%	94.4%	4.8%	0.7%	-
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.	2009	26.2%	32.5%	36.6%	95.3%	4.2%	0.5%	0.0%
	2010	22.5%	35.5%	36.4%	94.4%	3.9%	0.9%	0.9%
	2011	26.6%	34.1%	37.4%	98.1%	0.9%	0.9%	0.0%
	2012	31.5%	33.3%	31.5%	96.3%	2.3%	0.5%	0.9%
	2013	-	46.9%	46.5%	93.4%	5.9%	0.7%	-
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.	2009	31.4%	31.4%	34.3%	97.1%	2.2%	0.0%	0.7%
	2010	22.4%	39.5%	32.9%	94.8%	3.3%	0.7%	1.3%
	2011	30.8%	32.7%	35.5%	99.0%	0.9%	0.0%	0.0%
	2012	34.3%	27.8%	34.3%	96.4%	1.9%	1.9%	0.0%
	2013	-	54.9%	41.3%	96.2%	3.4%	0.4%	-
Total "Families Help Their Children Develop and Learn"	2009	26.6%	29.2%	38.3%	94.1%	5.0%	0.6%	0.3%
	2010	21.3%	38.0%	34.2%	93.5%	4.8%	0.6%	1.1%
	2011	26.2%	35.5%	36.2%	97.9%	1.2%	0.6%	0.4%
	2012	32.9%	29.2%	33.7%	95.8%	2.7%	1.2%	0.5%
	2013	-	50.9%	43.9%	94.8%	4.4%	0.8%	-

Table 15. Families Help Their Children to Develop and Learn by Ethnicity of the Parent, 2013

Items	Race	Strongly Agree (SA)	Agree	Combined SA, and Agree	Disagree	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	51.4%	43.9%	95.3%	2.9%	1.7%
	African American	55.6%	38.9%	94.5%	2.8%	2.8%
	Hispanic/Latino	56.8%	40.5%	97.3%	2.7%	0.0%
	Other	66.6%	22.2%	88.8%	11.2%	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 for your child.	Caucasian	47.7%	47.2%	94.9%	4.5%	0.6%
	African American	55.6%	41.7%	97.3%	2.8%	0.0%
	Hispanic/Latino	48.7%	43.6%	92.3%	5.1%	2.6%
	Other	36.8%	52.6%	89.4%	10.5%	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	42.5%	50.8%	93.3%	6.1%	0.6%
	African American	56.8%	40.5%	97.3%	2.7%	0.0%
	Hispanic/Latino	56.8%	35.1%	91.9%	5.4%	2.7%
	Other	50.0%	39.0%	89.0%	11.0%	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.	Caucasian	52.6%	44.4%	97.0%	2.9%	0.0%
	African American	62.9%	34.3%	97.2%	2.9%	0.0%
	Hispanic/Latino	61.5%	33.3%	94.8%	2.6%	2.6%
	Other	47.3%	42.1%	89.4%	10.5%	0.0%
Total "Families Help Their Children Develop and Learn"	Caucasian	48.6%	46.6%	95.1%	4.1%	0.7%
	African American	57.7%	38.9%	96.6%	2.8%	0.7%
	Hispanic/Latino	56.0%	38.1%	94.1%	4.0%	2.0%
	Other	50.2%	39.0%	89.2%	10.8%	0.0%

Table 16. Families Help Their Children to Develop and Learn by Geographical Region, 2013

Items	Region	Combined, SA, and Agree				
		Strongly Agree	Agree	Disagree	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	55.7%	40.5%	96.2%	2.5%	1.3%
	Southern	50.9%	42.5%	93.4%	4.7%	1.9%
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.	Northern	48.1%	44.4%	92.5%	6.3%	1.3%
	Southern	48.2%	49.1%	97.3%	2.7%	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	48.5%	45.5%	94.0%	4.8%	1.2%
	Southern	44.3%	48.1%	92.5%	7.5%	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.	Northern	53.2%	42.9%	96.2%	3.2%	0.6%
	Southern	57.4%	38.9%	96.3%	3.7%	0%
Total "Families Help Their Children Develop and Learn"	Northern	51.4%	43.3%	94.7%	4.2%	1.1%
	Southern	50.2%	44.7%	94.9%	4.7%	0.5%

State Outcome Data

Consistent with data analyses from previous years, we also grouped family responses in clusters, corresponding to a set of questions from the Child Development Watch Family Survey. The years included in this report are 2009 to 2013 with the exception of the 2011. Items in each cluster were averaged to obtain an overall cluster score. Descriptions of each cluster are as follows:

Cluster 1: Overall Satisfaction

Cluster 2: Families' Perception of Change in Selves and Their Families

Cluster 3: Families' Perceptions of Their Children's Development and Abilities

Cluster 4: Families' Perception of Family-Program Relations

Cluster 5: Perception of Family Decision-making Opportunities

Cluster 6: Perception of Program Accessibility and Responsiveness

Cluster 7: Perception of Quality of Life

State Cluster 1: 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 program's services in four areas: usefulness of services, child and family services, changes in children, and satisfaction with how things were going with the child and the 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.

Primarily positive responses were obtained when we asked if the services provided by CDW were useful for their families. In general, 95.0% of the families were satisfied. The overall satisfaction has been consistently high across years.

Table 17. Cluster 1: Overall Satisfaction by Year

Cluster 1: Overall Satisfaction	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD Disagree
You feel that the Child Development Watch services are useful to your family.	97.4%	2.6%	97.5%	2.6%	98.2%	1.8%	96.1%	3.9%
You are satisfied with the services your child and family are receiving.	94.1%	6.0%	94.7%	5.3%	95.9%	4.1%	93.2%	6.8%
You are satisfied with the changes your child has made since beginning the Child Development Watch program.	95.1%	4.9%	96.4%	3.5%	95.0%	5.0%	96.2%	3.8%
You are satisfied with how things are going with your child and family.	96.3%	3.7%	97.0%	3.0%	97.7%	2.3%	94.6%	5.4%
Total Overall Satisfaction	95.9%	4.1%	96.5%	3.4%	96.7%	3.3%	95.0%	5.0%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

Some families provided comments regarding the overall program:

- CDW was very supportive in my son’s transition to school! Thank you!
- The CDW representative who came to my house was a dream come true. She was here for answering all my questions and interacting with my son.
- Our service coordinator is awesome!
- Our P.T (physical therapy) through ResCare is fantastic!
- I was happy with the service he did receive. I’m grateful for what he did learn well in the program. Thank you!
- Our service coordinator was amazing! She deserves a raise if not a promotion. She made our transitioning from Florida into the school district!
- Very pleased with the program and with child growth!

- I would highly recommend this program to any child and their parents who is in need of developmental services.
- My child has had the best care with this program. The entire staff is wonderful. This is my second child in CDW and I have the best experiences both times.
- [Our service provider] is a wonderful person to work with. She was always available, understanding and patient. We will miss her as our son is transitioning.
- Thanks to Child Development Watch our family has been able to find out about many programs, I would not have been able to find out about on my own. Our service coordinator is very helpful and respectful. Child Development Watch is a wonderful program.

State Cluster 2: Families perception 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 assessing the following categories: parents’ ability to get the services needed for their children, parents’ increased knowledge about their children’s needs, parents’ increased information about how to help their children develop and learn, and parents’ increased ability to help their children develop and learn skills for use at home and 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 survey as a result of the CDW program was positive. The average of this set of questions shows that 94.8% of families had a positive perception of change in themselves and their families. This perception of change is slightly higher than the results from previous years.

The four items in this cluster obtained favorable responses from 93.4% to 96.2% of families who responded to the survey this year.

Table 18. Cluster 2: Families' Perceptions of Change in Selves and Their Families by Year

Cluster 2: Perception of Change in Selves/Family	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD Disagree
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	92.4%	7.5%	94.2%	5.7%	95.4%	4.6%	95.1%	4.9%
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.	92.5%	7.4%	91.3%	8.8%	95.0%	5.0%	94.4%	5.6%
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.	95.2%	4.7%	94.4%	5.6%	96.3%	3.7%	93.4%	6.6%
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.	97.1%	2.9%	94.7%	5.3%	96.3%	3.7%	96.2%	3.8%
Total Perception of Change in Selves/Family	94.1%	5.8%	93.6%	6.4%	95.8%	4.3%	94.8%	5.2%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

One family provided a comment regarding the changes seen in its child:

- Our family has been extremely grateful for CDW. Because of CDW services, our child and family have grown and we've seen improvement.

State Cluster 3: 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 addressed individualization of services, and one 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 Development in Child" of families completing to the survey was positive. The average of these responses indicates that 94.5% of families had a positive perception of change in their child. This perception level is consistent with results from previous years.

Several families indicated that CDW and its services were "appropriate" and that they were pleased with the way the program changes when needed.

- My experience with Child Development Watch has been great. After two visits with speech, my son has now begun to use words! It's amazing!
- I'm thankful for this program and feel the development of my child is based on the services you [CDW] have provided for her.
- I've been waiting on a list since my son was first seen by Child Development Watch for EDE (Early Development Education?) wondering when he will have a spot. Other than that, I'm pleased with all the therapy he receives. He is slowly progressing, and I'm very happy about that.
- This program has really helped stabilize our family with structured therapies. It enables us to receive more therapy than my insurance covers. [Our son] has really flourished under our therapists.
- CDW has been a wonderful asset for my grandchild since his birth in 2011. We were unsure of his development due to his early birth and spending almost 2.5 months in the NICU. There were concerns in the beginning but I feel the worst has passed thanks to CDW.

- When we started this journey, our daughter wasn't even bearing weight on her leg. Now, a year later, our daughter is not only walking but running, jumping, climbing, and striving.
- The progress I have seen in one year is remarkable!

Some families indicated that they were not pleased with their child's development since beginning services from CDW. The following responses were provided:

- My initial impression of CDW was that this program was well executed. Now I feel differently. The two ladies who did my child's initial evaluation were amazing. [My service coordinator] never returned my call. We haven't heard back from anybody at CDW or the district since our meetings. We haven't seen any improvements in our child's speech despite weekly meetings and assignments. We aren't being unreasonable with our expectations, but we are advocates for our child and CDW doesn't seem to be.
- I have some concerns about my daughter showing aggressive behavior. She bites other children and adults, hits others as well as just needed some tips on improving them. Thanks for all the help and support from your staff.

Table 19. Cluster 3: Families’ Perceptions of Their Children’s Development and Abilities by Year

Cluster 3: Families’ Perceptions of Their Children’s Development and Abilities.	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD Disagree
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	92.6%	7.4%	93.5%	6.4%	95.0%	5.0%	94.0%	6.0%
As a result of the Child Development Watch program, you see your child’s skills and abilities improving.	91.5%	8.6%	97.4%	2.6%	95.9%	4.1%	94.2%	5.8%
As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	90.6%	9.4%	95.0%	4.9%	94.4%	5.6%	93.4%	6.6%
You are satisfied with the changes your child has made since beginning the Child Development Watch program.	95.1%	4.9%	96.4%	3.5%	95.0%	5.0%	96.2%	3.8%
Total Overall Perception of Change-Child	92.5%	7.6%	95.6%	4.4%	95.1%	4.9%	94.5%	5.5%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

State Cluster 4: 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 12 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

12 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 average of this set of questions shows that 93.8% of families had positive family-program relations with the CDW staff. This satisfaction is slightly lower than the results from last year (see Table 19).

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

- I feel that my son’s progress is a result of their [Easter Seals] and input. They demonstrated as well as explained strategies to help my son improve.
- [Our CDW coordinator] has been wonderful to our family and child. She is very friendly, respectful and down to Earth. I really appreciate her help.
- Our [assessor] has also been very helpful. She was very knowledgeable. She was also very friendly, respectful and down to earth.
- [Our CDW coordinator] was great and helped me get him in a school to pick up when he leaves the program. She also helped me get Child Disability Medical insurance. That was a big bill that was taken care of thanks to her. They helped me find out why his speech was delayed because of his autism.

Several families made comments referring to negative experiences they have had with the program. This year more families showed dissatisfaction with service coordinators and quality contact with families. The standard for service coordinators is to contact families once a month, unless families have indicated otherwise. We suggest adding questions to the survey to investigate further what the issue is (see the Recommendation section). Some of the family’s comments are included below.

- I am not impressed with CDW. After the initial home visit and one doctor’s appointment we have not heard from the caseworker. I can’t even remember what the caseworker’s name is. There has been no follow-up and no contact.
- I only spoke with my service coordinator every 6 months or when I had a question or concern. I was disappointed with the feedback I received when I requested a consultation to help me understand some of the strategies given to me on paper, the therapist refused.

- My child has only been evaluated 2 times in a year and when I called her back when she requested an additional checkup finally I left a message several times over a month ago still no reply. Also, she was supposed to set up therapy for my son and failed to after I called several times . . . I feel that she should be following up with my child . . . sadly he’s being forgotten.
- I am rarely contacted by my service coordinator, only when I reach out to her. I don’t feel supported or updated and am becoming increasingly frustrated, as my child is now 25 months.
- Just *wanna* be contacted more about what CDW is working on [with my granddaughter] and how many days. A written letter would be good.
- I’m not receiving “up to date” information without requesting it. In our case, there are times we don’t know what to ask. A check in from the caseworker would be appropriate.
- I have a concern about missed services. I have contacted all who I was told; to date, I’ve heard nothing. There’s a policy of attendance for clients. What about service providers? My child’s services end in a month. Will she receive compensatory services?

Table 20. Cluster 4: Families’ Perceptions of Family- Program Relations by Year

Cluster 4: Families’ Perceptions of Family-Program Relationships	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD 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.	94.2%	5.8%	93.2%	6.8%	96.4%	3.60%	97.6%	2.4%
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.	94.9%	5.1%	95.4%	4.6%	98.2%	1.80%	97.9%	2.1%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	96.6%	3.4%	92.2%	7.8%	96.0%	4.0%	95.1%	4.9%

	2009		2010		2012		2013	
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	95.7%	4.3%	91.5%	8.5%	95.3%	4.7%	95.2%	4.8%
You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	92.4%	7.7%	91.6%	8.4%	93.7%	6.3%	88.5%	11.5%
Your service coordinator is able to link you to services that you need.	93.5%	6.5%	92.5%	7.4%	96.4%	3.6%	90.3%	9.7%
Since being part of Child Development Watch you feel you are treated with respect.	98.0%	2.0%	96.5%	3.5%	99.1%	0.9%	98.2%	1.8%
The staff who assess your child's skills listen to you and respect you.	96.5%	3.6%	94.1%	5.9%	96.8%	3.2%	96.5%	3.5%
The staff explains your child's assessment results in words you can understand.	97.1%	2.9%	96.1%	3.9%	96.8%	3.2%	96.4%	3.6%
You are included in all planning and decisions for your child's program and services.	95.0%	5.0%	95.4%	4.6%	98.6%	1.4%	96.4%	3.6%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	88.2%	11.8%	85.6%	14.5%	87.1%	12.9%	87.1%	12.9%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	86.1%	13.9%	83.1%	16.9%	86.6%	13.4%	86.6%	13.4%
Total Perception of Family-Program Relations	93.7%	6.2%	92.1%	8.0%	95.1%	4.9%	93.8%	6.2%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

State Cluster 5: 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. The last two items referred to program transition. This program provides services to children 36 months and younger. These two items were answered by 173 families whose children are 2 years or older. The “Transition Planning” section is below.

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 survey was favorable. The average of these items demonstrates that 90.5% of families had a positive perception of decision-making opportunities. This perception level is consistent with the results from previous years.

One respondent left a very detailed response in regards to their experience with the CDW program. Excerpts from her response are below:

- When my son’s IFSP was created, I spent a lot of time sharing information about him, his strengths, needs, likes, dislikes, and about our family and feel that almost none of that was included in the IFSP. When I refused the initial IFSP I refused to sign it until it was more reflective of my son as an individual. When I questioned it, my service coordinator informed me that this is what they do [write a general IFSP] first to get services started.
- I feel that if I do not take the initiative and follow up on things that I do not receive the information. IFSP was not sent to me until I requested it. . . . [the service coordinator] sent me a generalized inaccurate one and she noted in her records that she had already sent it, although I never received it. I was very disappointed in the first service coordinator and after she scheduled a second transition meeting and didn’t show up and told me she never planned on attending. I requested new one.
- The new one has been friendly in her messages, checking up on his services but we have never actually spoken in the 6 months that she was his service coordinator.

Table 21. Cluster 5: Families' Perceptions of Decision-Making Opportunities by Year

Cluster 5: Families' Perceptions of Their Children's Development and Abilities.	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD 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.	92.4%	7.7%	91.6%	8.4%	93.7%	6.3%	88.5%	11.5%
The staff who assess your child's skills listen to you and respect you.	96.5%	3.6%	94.1%	5.9%	96.8%	3.2%	96.5%	3.5%
You are included in all planning and decisions for your child's program and services.	95.0%	5.0%	95.4%	4.6%	98.6%	1.4%	96.4%	3.6%
You think the goals and objectives of your child's Individualized Family Service Plan are important.	97.2%	2.9%	98.7%	1.3%	99.5%	0.5%	98.2%	1.8%
You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	83.3%	16.7%	90.5%	9.5%	80.6%	19.4%	82.0%	18.0%
The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	81.5%	18.5%	84.3%	15.7%	86.2%	13.8%	81.6%	18.4%
Total Perception of Family Decision-Making Opportunities	90.8%	9.2%	92.0%	8.0%	91.2%	8.8%	90.5%	9.5%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

Transition Planning

Of the families responding to the survey, 173 families indicated that their children were two years or older, 121 families indicated their children being younger than 2 years old, and 3 families did not answer this question. Families of children two years or older responded to the questions in this section. Although there were only 173 out of the 297 families who responded, their responses are included in clusters 5 and 6. The first question related to transitioning plans was "The Child Development Watch staff and your family have talked about what will happen when your child leaves this program," 81.6% of these families indicated that they agreed with such statement. Similarly, 82.0% of the families agreed they felt part of the process of making plans for what their children will be doing after leaving CDW. These are two of the least favorable responses in the whole survey and suggest there is room for improvement. This has historically been one of the lowest-rated items on the survey and an area previously identified for improvement. The 2013 results are comparable to previous years (see the last two items of Table 21).

The comments we obtained from families in 2013 were mainly concerns although one family indicated that they have had a positive experience. It is natural that dissatisfied and disappointed family members were more forthcoming than satisfied ones. Some families indicated some concerns about their direct work with CDW staff in the transition process, for example:

- I think CDW coordinators need to take more time with parents and explain what is going to happen when schools do their evaluations that might change.
- No one has contacted me in regards to leaving the program; I feel very overwhelmed with the prospect of finding a suitable school for my child with no assistance.
- I think parent education is essential. Especially about transition planning.

The positive comment provided by a family member was:

- My child left the under 3 program and transitioned to the elementary school for services. Our coordinator was fabulous!

State Cluster 6: Perception 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 comprised of nine items including questions asking 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 22.

Families completing the survey had an overall favorable response to this cluster. The average of this set of items shows that 92.9% of families had a positive perception of program accessibility and responsiveness. This perception level is slightly lower than the results from last year, but comparable to results in 2009-2012.

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

- I feel that the CDW program is a good idea, but poorly executed. It took a few weeks for the initial consultation to be scheduled, then another couple of weeks for the evaluation to be scheduled. After waiting a week or so, I called- no return call. Thankfully in the meantime (a 6 week time period) my child started doing what he had supposedly been “delayed” doing, so I told the provider I would not need their services and to please let CDW know. I would have thought a follow up would have been warranted. Thankfully, we did not need these services, but I really hope that those who do get better service than what I experienced.
- I am happy with CDW because they linked us with Easter Seals in New Castle . . . otherwise, I am not happy with the services from CDW; mainly, I am unhappy with our service coordinator. She was extremely hard to get ahold of, and would take weeks to return a phone call.
- I constantly feel like I was on my own—no guidance or advice. She was only there when she absolutely had to be. She never showed up to any appointments (IEP) when I thought she would. She also led me to believe that I would get home-based care, which never happened.
- My family’s main problems with this program were my daughter’s caseworker. I feel that she was inattentive and did not display much drive to assist with obtaining help for my daughter.

- With us living in the area code 19977 and driving to Wilmington or Milford it would be nice if CDW would have a center closer to us.
- My issue regarding [my daughter's] behavior is causing great concern and controversy. I need this concern addressed as soon as possible. I'd like for someone to follow up about behavior issues being addressed.

Table 22. Cluster 6: Perception of Program Accessibility and Receptiveness by Year

Cluster 6: Perception of Program Accessibility and Receptiveness	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD Disagree
It was easy to find out about Child Development Watch.	88.4%	11.6%	88.4%	11.6%	92.0%	8.0%	91.3%	8.7%
It was easy for you to become involved with Child Development Watch.	91.0%	9.0%	94.2%	5.8%	97.3%	2.7%	95.9%	4.1%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	96.6%	3.4%	92.2%	7.8%	96.0%	4.0%	95.1%	4.9%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	95.7%	4.3%	91.5%	8.5%	95.3%	4.7%	95.2%	4.8%
You are getting the services listed in the IFSP.	98.4%	1.5%	97.3%	2.7%	96.7%	3.3%	93.9%	6.1%
You are satisfied with the services your child and family are receiving.	94.1%	6.0%	94.7%	5.3%	95.9%	4.1%	93.2%	6.8%
You have received written information about your family's rights (e.g. due process, procedural safeguards).	96.8%	3.3%	95.1%	4.9%	95.3%	4.7%	94.4%	5.6%
You feel you understand your family's legal rights within your child's program.	92.4%	7.6%	92.9%	7.1%	96.3%	3.7%	94.3%	5.7%
The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	83.3%	16.7%	84.3%	15.7%	86.2%	13.8%	81.6%	18.4%

	2009		2010		2012		2013	
Total Perception of Program Accessibility and Receptiveness	92.7%	7.3%	92.1%	7.9%	94.6%	5.4%	92.9	7.1%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

State Cluster 7: Perception 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 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 23.

The “Perception of Quality of Life” for the families completing the survey was positive. The calculation of this set of questions shows that 93.4% of families had a positive perception of quality of life since their participation in CDW. This perception level is comparable to the results from previous years.

Regarding families perceptions of the quality of life improvements, the following comments were made:

- I have Williams Syndrome. When I was a baby we didn’t have this. Now that I have twin daughters, I am beyond grateful that they have this. I wish I had this.
- My daughter was evaluated at CDW at 20 months and at 26 months at the recommendation of her doctor. When we started the program I was a little nervous and unsure but the people we worked with (at the offices of Chapman Rd. at University Plaza) were very friendly and helpful. The experts who evaluated my daughter both times were kind and professional and gave great, specific, and concrete ways to help my daughter grow in her speech, physical, and developmental skills. My daughter had occupational therapy and still has speech therapy through Easter Seals and we are very happy with what she is learning. Our family is thankful for Child Watch and the services and care they have provided for my daughter.

Table 23. Cluster 7: Perception of Quality of Life by Year

Cluster 7: Perception of Quality of Life	2009		2010		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD Disagree
Since being part of Child Development Watch you feel your child's quality of life has improved.	94.5%	5.5%	98.2%	1.8%	97.2%	2.8%	94.5%	5.5%
Since being part of Child Development Watch you feel your family's quality of life has improved.	90.7%	9.3%	91.8%	8.2%	95.7%	4.3%	92.3%	7.7%
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.	95.2%	4.7%	94.4%	5.6%	96.3%	3.7%	93.4%	6.6%
Total Perception of Quality of Life	93.6%	6.4%	94.9%	5.0%	96.4%	3.6%	93.4%	6.6%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

State Clusters Summary

The families receiving CDW services who completed the survey had an overall positive response to the services they received. Aggregating the seven clusters resulted in an overall positive response rate of 93.6%. These rates are comparable to rates found in 2012 (95.0%), 2011 (97.5%), 2010 (93.8%), and 2009 (93.3%). Table 24 summarizes the seven cluster scores and presents aggregate scores. This table includes 2011 total percentages found in a summary report (Salt, 2011). The data suggests that 93.8% of families had positive perceptions of the CDW program. The positive ratings are driven by Cluster 1: Overall Satisfaction with the CDW (95.0%) and Cluster 2: Perception of Quality of Life (94.8%) and Cluster 3: Positive Perception of Change in their child (94.5%). Cluster 5: Perception of Family Decision-Making Opportunities (90.5%) displayed the least favorable responses among families although it should be noted that this still reflects very strong positive opinions of the program.

Table 24. Cluster Summary

Clusters Summary	2009		2010		2011		2012		2013	
	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	VSA SA Agree	VSD SD Disagree	SA Agree	SD Disagree	SA Agree	SD Disagree
Cluster 1: Overall Satisfaction	95.9%	4.1%	96.5%	3.4%	99.1%	0.9%	96.7%	3.3%	95.0%	5.0%
Cluster 2: Perception of Change in Selves/Family	94.1%	5.8%	93.6%	6.4%	97.9%	2.1%	95.8%	4.3%	94.8%	5.2%
Cluster 3: Perception of Change in Child	92.5%	7.6%	95.6%	4.4%	98.4%	1.6%	95.1%	4.9%	94.5%	5.5%
Cluster 4: Perception of Family-Program Relations	93.7%	6.2%	92.1%	8.0%	96.9%	3.1%	95.1%	4.9%	93.8%	6.2%
Cluster 5: Perception of Family Decision-Making Opportunities	90.8%	9.2%	92.0%	8.0%	96.1%	3.9%	91.2%	8.8%	90.5%	9.5%
Cluster 6: Perception of Program Accessibility and Receptiveness	92.7%	7.3%	92.1%	7.9%	96.1%	3.9%	94.6%	5.4%	92.9%	7.1%
Cluster 7: Perception of Quality of Life	93.6%	6.4%	94.9%	5.0%	98.3%	1.7%	96.4%	3.6%	93.4%	6.6%
Total	93.3%	6.7%	93.8%	6.2%	97.5%	2.5%	95.0%	5.0%	93.6%	6.4%

VSA: Very Strongly Agree, SA: Strongly Agree, VSD: Very Strongly Disagree & SD: Strongly Disagree

Section 4: Conclusions

Overall, the results of the *2013 Child Development Watch (CDW) Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful both to their children and to themselves. The results from the 2013 survey are generally consistent with the results from the survey completed in previous years. Families are satisfied with the services provided to their children.

Families continue to consider CDW services to be useful, accessible, and responsive to their needs. The results indicate that Delaware's Birth to Three Early Intervention System has positive effects on both children's development and families' abilities to meet the needs of their children. Further, the data provide some insight into how CDW improves the quality of life of parents and children. Families shared candid thoughts on how helpful the program and the staff have been to them. One parent mentioned the service coordinator helped her/him switch to more affordable health care insurance so their child's needs could be better met. Families consistently expressed their gratitude to the program and its coordinators, how much the extra effort made by CDW staff matters to them.

Since 2006, Federal Outcome measures have been part of the Family Survey results. These three outcomes: "Families Know their Rights," Families Effectively Communicate Their Children's Needs," and "Families Help Their Children Develop and Learn" allow comparisons between Delaware and other states. We found positive program ratings with averages between 90.6% and 95.9% in 2013.

This year, Hispanic families had higher response rates than any previous sample. As in previous years, we found that they responded favorably to the CDW program. Although African American families had the lowest response rates this year, they also responded favorably in general. When comparing northern and southern regions, we found no differences in opinions.

Consistent with previous reports, we used the cluster structure to present state outcome measures, combing survey items into seven clusters. CDW families had very positive opinions about the program. The overall cluster average was 93.6%. The cluster with the lowest percent of positive ratings was the cluster about family decision-making with 90.5%. The highest ratings were for the clusters about Overall Satisfaction (95.0%) and Perception of Change in Selves and Family (94.8%).

Section 5: Recommendations for Future Administrations

The administration of the 2013 *Family Survey* presented multiple challenges, with the greatest challenge being contacting families to complete the survey. One of our main concerns this year was that the contact list was not up to date and did not reflect current information. One hundred and seventy-eight participants did not have phone numbers in the database. In addition to addresses and phone numbers we requested the inclusion of email address as a method of contact. Last year, we found that many families preferred completing the survey online, and requested that the survey link be sent. The number of surveys completed over the phone has been declining over the years: 162 (2010), 101 (2012), and 32 (2013). Because email addresses were not initially provided, we included this option on the original survey, postcards, phone calls, and voicemails. The number of surveys completed this year online was 88 compared to 21 last year. We believe our return rate will continue to improve if we could send the electronic link to the survey directly to families' email addresses. This would eliminate the difficulty of having to type the survey link.

This year we gave families the option to attend community meetings to increase family participation. We believed that by meeting families in person we would increase the response rate, and encourage service providers to notify families via flyers. We believed that administering the survey in person would alleviate potential difficulties due to reading levels. Despite our efforts, the flyers were not distributed to families which, in turn, resulted in no families attending the community meetings.

After multiple mailings and asking families to respond to the survey online, we started contacting them by phone. This year the phone response was low. Some of the reasons were a considerable number of invalid and disconnected phone lines (n=297), but the majority of families failed to answer our calls or reply to our voicemails (n=1,171). We believe several factors played a role in this occurrence. First, we are concerned with the large number of families for whom a cell phone is the primary phone line. Due to caller ID, many individuals do not answer calls from unknown numbers. We should consider the cost incurred by a 15-minute call on a cell phone.

We continue to encourage including CDW coordinators to engage in the data collection portion of the survey in two ways. First, we would like them to assist in informing families about the survey. Despite the initial mailing package and two subsequent postcards, many families were still unaware of the survey. In the event that phone numbers and/or addresses are not updated, the service coordinators become the only method of

administering the survey. Second, we would like coordinators to consider keeping paper copies of the survey and envelopes to take advantage of any opportunity to administer the survey confidentially. Because the current version of the survey does not explicitly address the relationship between coordinators and families, and coordinators would only be asked to provide the survey and a prepaid envelope, we would preserve the integrity of the research.

In addition, during the administration of the survey many families confused the focus of the survey to be about their coordinator. When the survey was administered over the phone, multiple families asked for clarification about the purpose of the study and if questions were to be answered with their coordinator in mind. We indicated that the purpose of this study was to address the Child Development Watch program overall and not just one person. This confusion is reflected in the qualitative responses included in the results section after each state cluster. Multiple respondents clearly sought an opportunity to share their opinions about the services provided by their coordinator. If this opportunity does not exist, we suggest the inclusion of an item that assesses this concern.

From the results, we conclude that one area in need of improvement is the transition from CDW to programs for children three years and older. When we conducted our analyses last year we found that families expressed confusion and concerns regarding this process. This year's data collection reveals very similar trends. The need for clear communication about options for children once they leave the CDW program and consistency in providing this information to families appears to be essential to family's satisfaction with the program. Improvement in this area would result in more positive ratings in the lowest rated Cluster 5.

Finally, we suggest adding two more questions about communication with service coordinators. Although the level of satisfaction regarding the program-families relations is still high (93.8%), the addition of two new questions to the survey will allow us to understand better the concerns that families experience. We propose adding the following two items: *How often is the service coordinator contacting your family?* and *How would you rate the amount of contact/communication you have with your service coordinator?*

In summary, it is our belief that involving service coordinators in the data collection and sending an electronic link directly to the participants' email would greatly increase the return rate. Service coordinators are the link between the program administrators and the families, their encouragement and the information they can provide to the families are invaluable. To the same extent, having two new questions in the survey related to this same

service coordinator-family relation will shed light on the matter and help the program improve the connection.

References

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Appendix

Child Development Watch (CDW) Family Survey 2013

Dear Family Member:

Child Development Watch (CDW) is very interested in your opinions and thoughts about the services provided to your child. As you answer the questions on this survey, please think about your child who receives services from Child Development Watch. You do not need to put your name on this form. **You may leave questions blank that you feel do not apply to you.** Please feel free to add comments to your answers. Thank you for your time!

1.	How are you related to the child participating in Child Development Watch? (e.g. Mother, grandfather, etc.)					
2.	Gender of the child	<input type="radio"/> Boy	<input type="radio"/> Girl			
3.	Has the child been in the Child Development Watch program at least 6 months?	<input type="radio"/> Yes	<input type="radio"/> No			
4.	How did you find out about Child Development Watch?					
	<input type="radio"/> Your child's doctor <input type="radio"/> Hospital or NICU <input type="radio"/> A community agency you receive services from <input type="radio"/> Community outreach/education presentation <input type="radio"/> Child care provider/preschool	<input type="radio"/> A neighbor or friend <input type="radio"/> A family member <input type="radio"/> On-line or print media (e.g., website, news story) <input type="radio"/> Already knew about Child Development Watch or found out myself				
		Other: _____				
Please indicate how much you agree with the following statements about Child Development Watch in general:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
5.	It was easy to find out about Child Development Watch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	It was easy for you to become involved with Child Development Watch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	As part of the Child Development Watch program, you feel you have the opportunity to discuss your family's strengths, needs, and goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	Your service coordinator is able to link you to services that you need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	You feel that the services provided to your child and your family are individualized and change as your family's needs change.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	The program communicates with you in a way that is sensitive to your culture and your ethnic group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Note On the separate blank page please feel free to tell us more about: <ul style="list-style-type: none"> • If you disagree on Question 9, please tell us what type of information you need so that you can make decisions for your child. • How can the program make the services more individualized and change as your family's needs change? • How does the program communicate with you in a way that is more sensitive to your culture and ethnic group? • Any additional comments about Child Development Watch in general 						

Please indicate how much you agree with the following statements about being part of Child Development Watch:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
14.	Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	<input type="radio"/>				
15.	Since being part of Child Development Watch you feel you are treated with respect.	<input type="radio"/>				
16.	Since being part of Child Development Watch you feel your child's quality of life has improved.	<input type="radio"/>				
17.	Since being part of Child Development Watch you feel your family's quality of life has improved.	<input type="radio"/>				
18.	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.	<input type="radio"/>				
19.	You feel that the Child Development Watch services are useful to your family.	<input type="radio"/>				
20.	As a result of the Child Development Watch program, you see your child's skills and abilities improving.	<input type="radio"/>				
21.	As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	<input type="radio"/>				
22.	Since being part of Child Development Watch you feel that you have more of the knowledge you need to best care for your child.	<input type="radio"/>				

Note On the separate blank page please feel free to tell us more about:

- If you disagree on Question 22, please tell us what additional knowledge you feel you need to best care for your child
- Any additional comments about being part of Child Development Watch

Please indicate how much you agree with the following statements about developing an Individualized Family Service Plan (IFSP):		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
23.	The staff that assesses your child's skills listens to you and respects you.	<input type="radio"/>				
24.	The staff explains your child's assessment results in words you can understand.	<input type="radio"/>				
25.	You are included in all planning and decisions for your child's program and services.	<input type="radio"/>				
26.	You think the goals and objectives of your child's Individualized Family Service Plan are important.	<input type="radio"/>				
27.	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.	<input type="radio"/>				
28.	You are getting the services listed in the Individualized Family Service Plan.	<input type="radio"/>				
29.	You are satisfied with the services your child and family are receiving.	<input type="radio"/>				

Note On the separate blank page please feel free to tell us more about:

- Any additional comments about the Individualized Family Service Plan

Please indicate how much you agree with the following statements about the services you have received from Child Development Watch:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
30.	You are satisfied with the changes your child has made since beginning the Child Development Watch program.	<input type="radio"/>				
31.	You are satisfied with how things are going with your child and family.	<input type="radio"/>				
32.	You have received written information about your family's rights (e.g. due process, procedural safeguards).	<input type="radio"/>				
33.	You feel you understand your family's legal rights within your child's program.	<input type="radio"/>				
34.	You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	<input type="radio"/>				
35.	You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the program.	<input type="radio"/>				

Note On the separate blank page please feel free to tell us more about:

- Any additional comments about the services you have received from Child Development Watch

36. How old is the child? 0-24 months older than 24 months

If the child is 2 years old or older, please indicate how much you agree with the following statements about Planning for Transition from the Birth to Three Program:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
37.	The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	<input type="radio"/>				
38.	You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	<input type="radio"/>				

39. Is there anything else you would like us to know about your experience with Child Development Watch, including whether there are additional services, information, and/or assistance that might help you better care for your child (including supports for your family)?

Demographic information:

40. What is your zip code? ____ ____ ____ ____ ____

41. How many people live in your household? Adults _____ Children _____

42. What county do you live in? New Castle Kent Sussex

43. Are you Hispanic, Latino, or of other Spanish origin? Yes No

44. How would you describe your race? (please check all that apply)
 Caucasian African American Asian Other: _____

45. Is your child who is in CDW of a different race or ethnicity than you? Yes No

46. If you answered YES to 45, please answer:
Is your child who has been in CDW Hispanic, Latino, or of other Spanish origin? Yes No
How would you describe this child's race? (please check all that apply)
 Caucasian African American Asian Other: _____

47. Which of the following category best describes your family's income? Please include income from all sources.

<input type="radio"/> \$20,000 or below	<input type="radio"/> Between \$40,001 and \$50,000
<input type="radio"/> Between \$20,001 and \$30,000	<input type="radio"/> Between \$50,001 and \$100,000
<input type="radio"/> Between \$30,001 and \$40,000	<input type="radio"/> Above \$100,000
	<input type="radio"/> Don't know/Decline to answer

48. Lastly, Child Development Watch likes to include comments and statements in their reports that reflect the experiences of families. Does Child Development Watch have your permission to use any of your opinions to be reported anonymously to the state of Delaware?
 Yes No

This concludes the survey. We thank you for answering these questions.
Please put your completed survey and the extra page for comments in the return envelope
that's included and mail it back to the University.

Child Development Watch (CDW) Family

Please use this page to write any additional comments or concerns about any of the questions in the survey.

