

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

# *Family Survey*

## Report

**January 2011**

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### **About the *Center for Disabilities Studies***

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

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

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Without survey participants and interviewers, no survey project can be successful. Therefore, I would like to express my deep appreciation to the parents and caregivers who agreed to take part in the survey, many of whom did so while caring for or feeding their children. I would also like to thank my fantastic team of interviewers– Ben Goodman, Theresa Handwerk, Samantha Jones, Rachel McCulley, Kaylee Moyer, Alex Martinez, Dan Ventura, and Kishana Williamson. Thanks for your hard work and for your contributions to help make the survey process better in the future! I also want to acknowledge the contributions of my co-author, Kaylee Moyer, who made the data analysis process and report writing process much easier. (Thanks Kaylee!)

Finally, I want to thank my wife, Liz, for her patience and support during the odd work schedule required during the day and evening data collection period, which I know was more challenging for her as we welcomed our son, Will, into the family shortly before the survey began.

Jim Salt

## **Executive Summary**

# ***Child Development Watch Family Survey Report***

Staff of the Center for Disabilities Studies of the College of Education and Human Development at the University of Delaware conducted a survey for the Child Development Watch (CDW) program from June through October 2010. This family satisfaction and perception survey was conducted via telephone, Internet, and mail with a sample of families who either had active Individualized Family Service Plans (IFSP) in CDW or had stopped receiving services from CDW no more than 6 months prior being surveyed. CDW is a part of the Birth to Three Early Intervention System's response to Part C of the Individuals with Disabilities Education Improvement Act of 2004. Delaware's Birth to Three Early Intervention System is under the lead agency of Delaware Department of Health and Social Services (DHSS) and is sponsored, in part, by the Interagency Resource Management Committee (IRMC). The 2010 *Family Survey* was successfully completed with a total of 243 families. One-hundred-five (105) families from the Northern region and 57 families from the Southern region completed the survey via telephone whereas 47 families from the Northern region and 30 families from the Southern region completed the survey via the Internet. An additional four (4) Hispanic/Latino families completed the survey by mail. The total includes 153 families from the Northern region and 90 families from the Southern region. The families surveyed represented 36.9% of the total number of families receiving Child Development Watch services in Delaware.

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

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

- Over 96% of families who responded to the survey indicated that they had overall satisfaction with the services they received;
- Over 92% of families reported a positive perception of the program's accessibility and receptiveness;

- Over 93% of families reported a positive perception of the change in themselves and their family in relationship to their experience with Child Development Watch;
- Over 95% of families reported a positive perception of the change in their child in relationship to their experience with Child Development Watch;
- Over 92% of families reported a positive perception of family decision-making opportunities with Child Development Watch;
- Over 92% of families reported a positive family-program relationship with Child Development Watch staff; and
- Over 94% of families reported a positive perception of their quality of life.

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

- Over 93% of families agreed they could effectively communicate their children's needs;
- Over 93% of families reported helping their children develop and learn; and
- Over 89% of families knew their rights related to participating in this program.

## **Conclusions and Recommendations**

The results of the *2010 Child Development Watch Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful to both their children and to themselves. The data received from this survey administration are generally consistent with results from previous surveys.

The review of two years of survey data (2009 and 2010) indicate that Delaware's Birth to Three Early Intervention System has been providing services in a family-centered manner and that families have perceived the services as having a positive effect on both their children's development and their families' abilities to meet the needs of their children. Furthermore, the data provides some insight into how CDW has been affecting the quality of life of families and children.

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

These results for the *2010 Child Development Watch Family Survey* confirm that families do perceive the program to support the goals of the CDW program and are consistent with the overall philosophy of family partnership and family empowerment upon which the federal legislation and the Delaware Part C application is based.

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

There are a few recommendations for the CDW program to consider in improving the services being provided to families. These recommendations relate to the CDW transition process and the process for communicating complaints or concerns about CDW.

- While most families appear satisfied with transition planning, a small but not insignificant minority were dissatisfied with transition planning and their involvement in the process. 2010 reflected additional improvement in family opinions after a plateau that appeared evident in the 2009 survey. The increase seen in 2010 may have resulted from the continued focus the Birth to Three Early Intervention System has been giving to transition planning over most of the last four years. More recent efforts to improve the transition process include joint Delaware Department of Education-CDW transition process meetings that are designed to improve transitions from CDW to the school system and an online training for Service Coordinators that will provide opportunities for consistent training. CDW should also consider continuing its previous array of efforts to create positive improvements in the transition process, such as the comprehensive and early planning for transition conferences.
- Somewhat fewer families in 2010 indicated they knew who to contact if there was a complaint or concern about Child Development Watch or about their rights, so there remains room for improvement in these areas. CDW's efforts to provide additional training to staff around families' legal rights should continue, this includes the family legal rights training for Service Coordinators. Also, dissemination of the Spanish version of the Guide to Family Rights booklet should be a positive step for Spanish speaking families.

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## **Section 1: Introduction to Child Development Watch**

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

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

## **Section 2: 2010 Family Survey Sampling, Recruitment, Data Management, and Reporting Procedures**

The CDW Ongoing Program Evaluation Committee (OPEC) provided guidance to the Center for Disabilities Studies staff regarding the implementation of the *2010 Family Survey* (see Appendix B for members of the 2009-10 CDW Ongoing Program Evaluation Committee). Over the first few months of 2010, the Ongoing Program Evaluation Committee reviewed and discussed the questions for the *2010 Family Survey*. A decision was made to eliminate a short series of questions related to child care to shorten amount of time required to complete the survey. The question about participant race/ethnicity was refined to improve accuracy of the question and a duplicate question was added about child race/ethnicity to allow for better identification of multi-racial/ethnic families. Limited resources and time precluded making more substantive changes for the *2010* survey (see Appendix C for a copy of the *2010 Family Survey*).

### **Sampling**

As in previous years, a sampling matrix was used for the sampling of families. The cells of the matrix were defined by the geographic area where families lived (2 categories), and the race/ethnicity of the family (4 categories). The geographic areas were defined as northern and southern. The four race/ethnicity categories were African American, Caucasian, Hispanic/Latino and "Other." This created four cells in the North and four cells in the South, with each cell containing at least 30% of the eligible population.

### **Notification of Families and Recruitment for the Survey**

Prior to telephoning families to complete the survey, they were mailed information about the survey and provided a window of several weeks to take the survey online. The information that was mailed included the following components: (1) a cover letter signed by the CDW clinic manager, which explained the purpose of the survey, the total number of families being contacted, the usefulness of family feedback to CDW, assurances of confidentiality, examples of some of the information that would be asked during the telephone survey and instructed families to call a CDW contact number or a member of the staff at the Center for Disabilities Studies if they had questions about the survey; (2) an information sheet, which included instructions on how to complete the survey via the Internet; and (3) a list of locations with free computer and Internet access if a family lacked these elements.

A total of 658 families were identified as enrolled in CDW for at least 6 months or not having been out of the program for more than 6 months at the time of survey completion. This was a decrease of about 200 families compared to the previous year, but in keeping with the numbers from prior years. This led to a small change in methodology from the previous year (but a return to that from prior years). Letters were mailed to all 658 families prior to the opening of data collection. However, instead of drawing a sample of families for the purposes of setting completed interview targets, the cell targets were based on the total number of families. With nearly 200 fewer families than the

previous year, it was likely that all families would need to be contacted to meet the targets. See Appendix D for tables regarding the sampling process and the outcomes of the attempts to reach families by telephone.

Starting about four weeks after data collection opened, telephone calls were made to all families on the sample list who had not yet completed the survey online, until 239 families (152 in the North and 87 in the South) had completed the survey through one of these two methods. Families were contacted by telephone up to five times during the day and in the evenings. Answering machine messages were left for families who did not answer the phone. There were several reasons that families were not contacted via telephone, such as the phone number was wrong or the telephone was disconnected. As wrong or disconnected numbers were encountered, efforts were made to locate current or correct numbers by consulting online telephone directories and/or contacting CDW program staff.

In total, 243 families (153 families in the North and 90 families in the South) completed the survey either online, by telephone, or by mail. One-hundred-five (105) families from the Northern region and 57 families from the Southern region completed the survey via telephone whereas 47 families from the Northern region and 30 families from the Southern region completed the survey via the Internet. An additional four Hispanic/Latino families completed the survey by mail. The families surveyed represented 36.9% of the survey sample of 658.

In summary, 36.9% of the families in the sample (N=658) completed surveys. The goal was to have 30% of the sample complete the survey, thus the overall goal was reached. The sample of families who participated in the survey is representative of the families who participate in Child Development Watch, both by ethnicity and geographic region where they receive their services.

### **Data Collection**

Data was collected from the families via the telephone and Internet surveys from mid-June through mid-October 2010. To bolster the return rates for the Southern Hispanic/Latino cell, in September, Spanish-speaking families were sent mail surveys and offered in-person assistance with the survey. Some families also requested a mail version of the survey and they were mailed copies.

### **Data Management and Analysis**

Telephone surveys were conducted by interviewers from the Center for Disabilities Studies (CDS). Interviewers entered survey responses directly into an online survey program (SurveyMonkey) as they conducted the interviews. Internet surveys were completed via SurveyMonkey as well. SurveyMonkey is password protected, allowing only those individuals working on the evaluation to access the data. Data from SurveyMonkey were then transferred to a statistical software program (SPSS). The telephone conversations were also recorded, if the family permitted, in order to gather comments from families. All data for the telephone survey were kept on a secure server in files with password protection accessible only to personnel working on the evaluation. Any information with personal identifying information was stored separately from the data collected. The personal identifying information was stored electronically on a

secure server in files with password protection accessible to only a few personnel working on the evaluation.

### **Reporting of Interview Information**

The *Child Development Watch 2010 Family Survey Report* is designed to describe the perceptions and experiences of families enrolled in CDW. The data will be reported in frequencies and where appropriate, means will also be reported.

## Section 3: Results

The *Family Survey* was successfully completed through telephone, Internet, and mail surveys with a total sample of 243 (36.9%) of 658 families. Results from the completed surveys follow.

### 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) program that were collected by the *Family Survey* included gender, ethnic background, annual family income, county of residence, and number of individuals residing in the household.

#### Family Report of Child Gender

Of the families completing the survey, 59.7% of the families had male children enrolled in CDW, and 40.3% of the families had female children enrolled in CDW. The percentage of males was somewhat lower and the percentage of females somewhat higher than in the 2009 survey. The most recent CDW enrollment data (2009) indicates that there were 58.2% males and 41.8% females enrolled in the program. See Table 1 for specific information on the gender of children receiving services in CDW.

Table 1. Family Report of the Gender of Child Receiving Services in CDW Program.

| Gender of Child | 2010 Results |               | 2009 Results |               | CDW Program Rate* |
|-----------------|--------------|---------------|--------------|---------------|-------------------|
|                 | Number       | Percent       | Number       | Percent       |                   |
| Male Child      | 145          | 59.7%         | 125          | 62.2%         | 58.2%             |
| Female Child    | 98           | 40.3%         | 76           | 37.8%         | 41.8%             |
| <b>Total</b>    | <b>243</b>   | <b>100.0%</b> | <b>201</b>   | <b>100.0%</b> | <b>100.0%</b>     |

\*Based on the 2009 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 and that of their children who are in the CDW program. Asking about race and ethnicity this way allowed for more accurate categorization of families into the eight sample cells. Based on this method, 56.0% of all 243 families were classified as Caucasian. In addition, 23.5% of the families were classified as African American, 13.6% as Hispanic/Latino, and 7.0% as Asian/"Other." Seven families chose not to describe their race/ethnicity. See Table 2 for information about the race/ethnicity of the family members who participated in the *Family Survey*.

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

| Ethnic Background | 2010 Results |               | 2009 Results++ |               | CDW Program Rate* | Delaware Rate# |
|-------------------|--------------|---------------|----------------|---------------|-------------------|----------------|
|                   | Number       | Percent       | Number         | Percent       |                   |                |
| Caucasian         | 136          | 56.0%         | 118            | 60.5%         | 56.23%            | 70.0%          |
| African American  | 57           | 23.5%         | 42             | 21.5%         | 26.48%            | 26.3%          |
| Hispanic/Latino   | 33           | 13.6%         | 18             | 9.2%          | 13.42%            | ##             |
| Asian             | 17           | 7.0%          | 4              | 2.1%          | 3.02%             | -              |
| Other+            | --           | --            | 13             | 6.7%          | 0.85%             | 3.7%           |
| <b>Total</b>      | <b>243</b>   | <b>100.0%</b> | <b>195++</b>   | <b>100.0%</b> | <b>100.0%</b>     | <b>100.0%</b>  |

+Asian and "Other" are combined in 2010

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

\*Based on the 2009 Annual Child Count Demographic Data

#Delaware Rate: Based on Delaware Population Consortium 2009 estimates for children under the age of 5.

##The estimated proportion of Hispanic/Latino children is 16.4% of the total population of children under age 5. This a different method than that used for calculating cell goals and whether the sample is representative based on the CDW program rate. To ensure inclusion of a sufficient number of Hispanic/Latino families, the latter method treats each racial and ethnic background as a discrete, non-overlapping category. In actuality, and as reflected in the DPC 2009 rate, Hispanic/Latino ethnicity overlaps the race categories (i.e., someone of Hispanic/Latino ethnicity would also belong to the Caucasian, African American, or Asian race categories).

### Self Reported Family Income

The respondents to the *Family Survey* represented families from across the socioeconomic spectrum. Approximately 12.8% of the families reported their annual income as being under \$20,000, placing them below the government level for poverty (\$22,050 for a family of four in 2010). In comparison, Delaware's overall poverty rate is 17.4% of the population under the age of five (KIDS COUNT in Delaware, 2009). Of the families completing the *Family Survey*, 44.8% reported that they made more than \$50,000 a year. The income levels reported by families in 2010 were similar to those reported in 2009.

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 3 for specific information about the annual family income reported by families.

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

| Income Level                 | 2010 Results |               | 2009 Results |               |
|------------------------------|--------------|---------------|--------------|---------------|
|                              | Number       | Percent       | Number       | Percent       |
| Above \$100,000              | 45           | 18.5%         | 36           | 17.9%         |
| \$50,000-\$100,000           | 64           | 26.3%         | 60           | 29.9%         |
| \$20,000-\$49,999            | 53           | 21.8%         | 51           | 25.4%         |
| Under \$20,000               | 31           | 12.8%         | 21           | 10.4%         |
| Don't know/Decline to answer | 50           | 20.6%         | 33           | 16.4%         |
| <b>Total</b>                 | <b>243</b>   | <b>100.0%</b> | <b>201</b>   | <b>100.0%</b> |

### Self-Report of County of Residence

Of the 243 families who indicated the county where they reside, 63.0% (n=153) were from Northern Delaware and 37.0% (n=90) were from Southern Delaware. Of the *Family Surveys* completed, the percentage of families in each region shows a somewhat smaller proportion of families participating in CDW residing in Northern Delaware when compared with 2009 results. See Table 4 for specific information about families' reported place of residence and comparison to the 2009 results, as well as the 2009 program rate for CDW.

Table 4. Regional Location of Families Receiving CDW Services (Self Report).

| Regional Location              | 2010 Results |             | 2009 Results |               | CDW Program Rate* |
|--------------------------------|--------------|-------------|--------------|---------------|-------------------|
|                                | Number       | Percent     | Number       | Percent       | Percent           |
| Northern Delaware <sup>1</sup> | 153          | 63.0%       | 131          | 65.2%         | 61.2%             |
| Southern Delaware <sup>2</sup> | 90           | 37.0%       | 70           | 34.8%         | 38.8%             |
| <b>Total</b>                   | <b>243</b>   | <b>100%</b> | <b>201</b>   | <b>100.0%</b> | <b>100.0%</b>     |

<sup>1</sup>Northern Delaware includes New Castle County

<sup>2</sup>Southern Delaware includes Kent and Sussex Counties

\*Based on the 2009 Annual Child Count Demographic Data

### Self Reported Number of Family Members in the Household

Of the 243 families who completed the survey, the total number of immediate family members in households with a child who received CDW services varied from two to sixteen family members. The most common number of persons in the households was four (36.1%, n=84), which was also the most common number of persons in the household in the 2009 results. Household size of the survey respondents was somewhat comparable to the 2009 respondents. See Table 5 for the distribution of the number of family members in the household of those who responded to the *Family Survey*.

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

| Number of Persons | 2010 Results |             | 2009 Results |             |
|-------------------|--------------|-------------|--------------|-------------|
|                   | Number       | Percent     | Number       | Percent     |
| Two (2)           | 8            | 3.4%        | 8            | 4.1%        |
| Three (3)         | 72           | 30.9%       | 45           | 23.1%       |
| Four (4)          | 84           | 36.1%       | 75           | 38.5%       |
| Five (5)          | 41           | 17.6%       | 37           | 19.0%       |
| Six (6)           | 15           | 6.4%        | 20           | 10.3%       |
| Seven (7)         | 6            | 2.6%        | 6            | 3.1%        |
| Eight (8)         | 2            | 0.9%        | 1            | 0.5%        |
| Nine (9)          | 3            | 1.3%        | --           | --          |
| Ten (10)          | --           | --          | 2            | 1.0%        |
| Eleven (11)       | 1            | 0.4%        | 1            | 0.5%        |
| Sixteen (16)      | 1            | 0.4%        | --           | --          |
| <b>Total</b>      | <b>233+</b>  | <b>100%</b> | <b>195+</b>  | <b>100%</b> |

+Total for 2010 does not equal 243 because 10 families chose not to identify the number of persons in their household

+Total for 2009 does not equal 201 because 6 families chose not to identify the number of persons in their household

In general, the demographic data indicated that the families who completed the *Family Survey* were representative of the population of families receiving CDW services and were representative of the population of families in Delaware based upon income level and geographic location. The ethnic background of families completing the survey is comparable to that of families receiving services through CDW. The geographic location of families completing this *Family Survey* is comparable to the proportion of families served in each CDW service area. The income level reported by families in 2010 is somewhat consistent with the results of the survey in 2009.

### Family Report of Children’s Disabilities

The CDW program is specifically designed for families with children under the age of three who have a disability or are experiencing delays, and who have a condition with a high probability of resulting in developmental delays. Families were asked to describe why their child was receiving services from CDW. Of the families who described the reason for receiving services for their children, 40.5% (n=96) indicated the reason for receiving services is a speech issue, 16.5% (n=39) indicated the reason for receiving services is a developmental delay, and 12.2% (n=29) indicated the reason for receiving services is prematurity. Families receiving CDW services also reported a range of other concerns regarding their children, which included genetic or chromosomal disorders, hearing problems, cleft palate, and cerebral palsy. Some families reported multiple concerns for an individual child. See Table 6 for more information about the concerns families reported in describing the needs of their children.

Table 6. Areas of Concern Reported by Families.

| Area of Concern:  | 2010 Results |                               |
|---|--------------|-------------------------------|
|   | Number       | Percent of Families Reporting |
| Language/Speech Delay/Problem                           | 96           | 40.5%                         |
| Developmental Delays                                    | 39           | 16.5%                         |
| Premature Birth   | 29           | 12.2%                         |
| Genetic /Chromosomal Disorder (including Down Syndrome) | 18           | 7.6%                          |
| Gross Motor Delay/Problem                               | 16           | 6.8%                          |
| Hearing Problems  | 8            | 3.4%                          |
| Low Muscle Tone   | 8            | 3.4%                          |
| Sensory Issues  | 7            | 3.0%                          |
| Feeding Issues  | 7            | 3.0%                          |
| Low Birth Weight/Birth Complications                    | 6            | 2.5%                          |
| Autism  | 5            | 2.1%                          |
| Heart Problems  | 4            | 1.7%                          |
| Cognitive Problems                                      | 3            | 1.3%                          |
| Cerebral Palsy  | 2            | 0.8%                          |
| Cleft Palette   | 2            | 0.8%                          |
| Learning Disability                                     | 2            | 0.8%                          |
| Other Diagnosed Conditions                              | 25           | 10.5%                         |
| Other Concerns or Conditions                            | 35           | 14.8%                         |

## Service Use as Reported by Families

### Service Coordination

Families were asked whether or not they received service coordination services from CDW, which was explained to them as help from someone who assists in the arrangement of services. Of the 242 families completing this question on the *Family Survey*, 94.2% (n=228) acknowledged that CDW staff members worked as a liaison between themselves and their children's service providers. Of the remaining families, 3.3% (n=8) indicated that CDW had not arranged services for their children, and 2.5% (n=6) of families were unsure if CDW was coordinating for them. See Table 7 for the number of families reporting service coordination services.

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

| Service Coordination  | 2010 Results+  |             |              | 2009 Results+  |              |              |
|---|----------------|-------------|--------------|----------------|--------------|--------------|
|   | Yes            | No          | I'm Not Sure | Yes            | No           | I'm not sure |
| Do you have a service coordinator, someone who assists you in arranging for services? | 228<br>(94.2%) | 8<br>(3.3%) | 6<br>(2.5%)  | 168<br>(84.8%) | 16<br>(8.1%) | 14<br>(7.1%) |

+ Total for 2010 does not equal 243 because one family chose not to identify whether or not they receive service coordination services from CDW

+ Total for 2009 does not equal 201 because three families chose not to identify whether or not they receive service coordination services from CDW

### Services Reported Being Used by Families

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

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

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

Families completing the *2010 Family Survey* most frequently reported using speech and language therapy (72.8%, n=174), home visitation (61.9%, n=148), physical therapy (57.3%, n=137), occupational therapy (54.0%, n=129) and child development services (51.0%, n=122). The most frequently reported services used by families participating in the *Family Surveys* in both years presented in this report are speech and language therapy, home visits, child developmental services, occupational therapy, and physical therapy. The pattern of service use in the *2010 Family Survey* is similar to that for the *2009 Family Survey*. However, reported use rates were noticeably higher in 2010 for four of the top five most frequently used services, and for parent education services. See Table 9 for details about services reported being used by families receiving CDW services.

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

| Service                               | 2010 Results |         | 2009 Results |         |
|---------------------------------------|--------------|---------|--------------|---------|
|                                       | Number       | Percent | Number       | Percent |
| Service Coordination                  | 228          | 94.2%   | 168          | 83.6%   |
| Speech-Language Therapy               | 174          | 72.8%   | 131          | 65.2%   |
| Home Visits                           | 148          | 61.9%   | 112          | 55.7%   |
| Physical Therapy                      | 137          | 57.3%   | 92           | 45.8%   |
| Occupational Therapy                  | 129          | 54.0%   | 93           | 46.3%   |
| Child Development Services            | 122          | 51.0%   | 99           | 49.3%   |
| Hearing Screening                     | 53           | 22.2%   | 55           | 27.4%   |
| Parent Education                      | 49           | 20.5%   | 29           | 14.4%   |
| Health and Medical Specialty Services | 40           | 16.7%   | 34           | 16.9%   |
| Child Care/Preschool                  | 36           | 15.1%   | 28           | 13.9%   |
| Special Education                     | 34           | 14.2%   | 29           | 14.4%   |
| Vision Screening                      | 26           | 10.9%   | 24           | 11.9%   |
| Nutrition                             | 26           | 10.9%   | 18           | 9.0%    |
| Social Work                           | 20           | 10.5%   | 16           | 8.0%    |
| Counseling Services                   | 20           | 8.4%    | 6            | 3.0%    |
| Nursing                               | 16           | 6.7%    | 17           | 8.5%    |
| Transportation                        | 15           | 6.3%    | 21           | 10.4%   |
| Parent Support Group                  | 12           | 5.0%    | 13           | 6.5%    |
| Financial Support/Services            | 10           | 4.2%    | 10           | 5.0%    |
| Assistive Technology                  | 6            | 2.5%    | 5            | 2.5%    |
| Psychological Services                | 5            | 2.1%    | 8            | 4.0%    |
| Respite Care                          | 3            | 1.3%    | 2            | 1.0%    |
| Housing                               | 1            | 0.4%    | 6            | 3.0%    |
| Substance Abuse Services              | 0            | 0.0%    | 8            | 4.0%    |
| Translation Services                  | 0            | 0.0%    | 2            | 1.0%    |
| Vocational-Rehabilitation Services    | 0            | 0.0%    | 1            | 0.5%    |
| Employment Training                   | 0            | 0.0%    | 1            | 0.5%    |

The families receiving CDW services who completed the *Family Survey* reported using a total of 1,094 different child and family support services. This is an average of 4.5 services being reported annually by the 243 families who responded to the questions in the survey regarding their use of services. Twenty-six families reported using only 1 service, while three families reported using as many as 13 services. This average of 4.5 services is slightly higher than 2009, where the average number of services reported being used by families was 4.3.

Families earning above \$100,000 per year reported using an average of 4.33 services, while families earning less than \$20,000 per year reported using an average of 5.19 services annually. Families earning between \$20,000 and \$49,999 reported using an average of 4.64 services annually. Families reporting annual income between \$50,000 and \$100,000 reported using an average of 4.48 services annually. The average number of services reported being used by families in 2010 was slightly more than those in 2009 in all annual income categories, except for those families earning less than \$50,000. See

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Table 10 for details about services reported being used by families at different income levels.

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

| Annual Income of Families:                                       | 2010 Results             |                            | 2009 Results             |                            |
|--|--------------------------|----------------------------|--------------------------|----------------------------|
|  | Total Number of Services | Average Number of Services | Total Number of Services | Average Number of Services |
| All Families   | 1,094<br>(n=243)         | 4.5<br>Services            | 860<br>(n=201)           | 4.3<br>Services            |
| Families with an income above \$100,000 annually                 | 195<br>(n=45)            | 4.33<br>Services           | 122<br>(n=36)            | 3.39<br>Services           |
| Families with an income between \$50,000-\$100,000               | 287<br>(n=64)            | 4.48<br>Services           | 244<br>(n=60)            | 4.07<br>Services           |
| Families with an income between \$20,000-\$49,999                | 246<br>(n=53)            | 4.64<br>Services           | 238<br>(n=51)            | 4.67<br>Services           |
| Families with an income under \$20,000 annually+                 | 161<br>(n=31)            | 5.19<br>Services           | 129<br>(n=21)            | 6.14<br>Services           |
| Families unsure of their annual income or who declined to answer | 158<br>(n=40)            | 3.95<br>Services           | 108<br>(n=28)            | 3.86<br>Services           |

+During 2010, the poverty level was \$22,050 for a family of four.

In 2010, families residing in New Castle County reported using an average of 4.48 services, which is a slight increase compared to families in 2009, who reported using an average of 4.09 services. Families residing in Kent County in 2010 reported using an average of 4.76 services, which was slightly higher than families residing in Kent County in 2009, who reported using an average of 4.38 services. Families residing in Sussex County in 2010 reported a lower average use of services (4.38) as compared to families in 2009, who reported using an average of 4.94 services annually. Table 11 illustrates the services reported being used by families enrolled in CDW programs in each of Delaware's three counties for 2010 and 2009.

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

| County of Families:           | 2010 Results             |                            | 2009 Results             |                            |
|-------------------------------|--------------------------|----------------------------|--------------------------|----------------------------|
|                               | Total Number of Services | Average Number of Services | Total Number of Services | Average Number of Services |
| All Families                  | 1,094<br>(n=243)         | 4.5<br>Services            | 860<br>(n=201)           | 4.3<br>Services            |
| Families in New Castle County | 686<br>(n=153)           | 4.48<br>Services           | 520<br>(n=127)           | 4.09<br>Services           |
| Families in Kent County       | 176<br>(n=37)            | 4.76<br>Services           | 149<br>(n=34)            | 4.38<br>Services           |
| Families in Sussex County     | 232<br>(n=53)            | 4.38<br>Services           | 158<br>(n=32)            | 4.94<br>Services           |

Families were asked if additional services, information, and/or assistance would help them better care for their child. Of the families who responded to this question, 76.6% of the families (n=183) indicated that additional services, information, and/or assistance would not help them better care for their child. See Table 12 for details regarding the need for additional services, information, and/or assistance. For those 56 families (23.4%) who indicated that additional services, information, and/or assistance would help them better care for their child, they were asked specifically what services, information, and/or assistance would help them. Some of the families' comments were as follows:

- “Would benefit from a parent support group and respite care.”
- “More information about Autism.”
- “Maybe ways to deal with behavior issues – tantrums, etc. – positive ways to help with behavior.”
- “As much information as possible as far as what [*e.g., services, supports*] is available.”
- “Information regarding the transition ...out of CDW (i.e., support for IEPs, a list of additional services outside of the school district).”
- “A list of what programs are available in the state that can help my child with additional [*needs*]...Comparative information on what other parents are doing for their children.”

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

| Response of Family | 2010 Results |               |
|--------------------|--------------|---------------|
|                    | Number       | Percent       |
| Yes                | 56           | 23.4%         |
| No                 | 183          | 76.6%         |
| <b>Total</b>       | <b>239*</b>  | <b>100.0%</b> |

\*Total does not equal 243 because 4 families chose not to identify if additional services, information, and/or assistance would better help them care for their child.

## Federal Outcome Data

The *Family Survey* was updated in 2006 to reflect the three new federal outcomes, which are: “families know their rights,” “families effectively communicate their children’s needs,” and “families help their children develop and learn.” Families were asked to respond to the questions on a six-point Likert scale. The response choices for the families were “very strongly agree,” “strongly agree,” “agree,” “disagree,” “strongly disagree,” and “very strongly disagree.” There was also a response choice of “not applicable.” The following tables delineate the questions from the *2010 Family Survey* that reflect the measurement of the federal outcomes. All of the items in the federal outcomes were questions that were also asked in the 2009 survey.

The first federal outcome addressed questions related to families knowing their rights. The subscale consisted of four items which addressed this outcome. Overall, 89.2% of families responded positively to the questions for the first federal outcome, “families know their rights.” Although the largest percentage of families agreed that they know their rights, 10.8% of families responded negatively to the questions regarding the concept of families knowing their rights. Compared to the results in 2009 (90.7%), a similar proportion of families in 2010 responded positively to the questions regarding the concept of families knowing their rights. See Table 13 for more information on the results of the items for this outcome.

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Table 13. Families Know Their Rights.

| Federal Outcome 1:<br>Families Know<br>Their Rights   | Year        | Results                   |                   |                           |              |             |                      |                              |
|---|-------------|---------------------------|-------------------|---------------------------|--------------|-------------|----------------------|------------------------------|
|   |             | Very<br>Strongly<br>Agree | Strongly<br>Agree | Combined<br>VSA and<br>SA | Agree        | Disagree    | Strongly<br>Disagree | Very<br>Strongly<br>Disagree |
| You have received written information about your family's rights (e.g. due process, procedural safeguards).   | 2009        | 32.8%                     | 19.7%             | 52.5%                     | 44.3%        | 2.2%        | 1.1%                 | 0.0%                         |
|   | 2010        | 22.3%                     | 29.0%             | 51.3%                     | 43.8%        | 4.5%        | 0.4%                 | 0.0%                         |
| You feel you understand your family's legal rights within your child's program.   | 2009        | 28.3%                     | 21.7%             | 50.0%                     | 42.4%        | 7.1%        | 0.5%                 | 0.0%                         |
|   | 2010        | 22.6%                     | 26.1%             | 48.7%                     | 44.2%        | 6.2%        | 0.4%                 | 0.4%                         |
| 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%             | 46.0%                     | 42.2%        | 8.6%        | 2.7%                 | 0.5%                         |
|   | 2010        | 18.4%                     | 27.6%             | 46.1%                     | 39.5%        | 11.8%       | 1.8%                 | 0.9%                         |
| You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program. | 2009        | 26.2%                     | 17.6%             | 43.9%                     | 42.2%        | 10.7%       | 2.7%                 | 0.5%                         |
|   | 2010        | 17.8%                     | 28.0%             | 45.8%                     | 37.3%        | 15.1%       | 1.3%                 | 0.4%                         |
| <b>Total "Families Know Their Rights"</b>   | <b>2009</b> | <b>28.9%</b>              | <b>19.2%</b>      | <b>48.1%</b>              | <b>42.8%</b> | <b>7.2%</b> | <b>1.8%</b>          | <b>0.3%</b>                  |
|   | <b>2010</b> | <b>20.3%</b>              | <b>27.7%</b>      | <b>48.0%</b>              | <b>41.2%</b> | <b>9.4%</b> | <b>1.0%</b>          | <b>0.4%</b>                  |

The Alpha reliability coefficient for the items in this cluster is .890.

Delineating the results of the questions by ethnicity, 89.2% of Caucasian respondents, 88.9% of African Americans, and 89.2% of Hispanics/Latinos responded favorably toward the first federal outcome, "families know their rights." Likewise, 89.8% of all "other" ethnicities represented in the survey responded positively to the first federal outcome, "families know their rights" (See Table 14).

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

| Federal Outcome 1:<br>Families Know Their Rights  | Race             | Results             |                |                     |              |              |                   |                        |
|---|------------------|---------------------|----------------|---------------------|--------------|--------------|-------------------|------------------------|
|   |                  | Very Strongly Agree | Strongly Agree | Combined VSA and SA | Agree        | Disagree     | Strongly Disagree | Very Strongly Disagree |
| You have received written information about your family's rights (e.g. due process, procedural safeguards).   | Caucasian        | 27.1%               | 27.1%          | 54.3%               | 40.3%        | 5.4%         | 0.0%              | 0.0%                   |
|   | African American | 17.6%               | 33.3%          | 57.0%               | 43.1%        | 3.9%         | 2.0%              | 0.0%                   |
|   | Hispanic/Latino  | 17.2%               | 27.6%          | 44.8%               | 51.7%        | 3.4%         | 0.0%              | 0.0%                   |
|   | Other            | 6.7%                | 33.3%          | 40.0%               | 60.0%        | 0.0%         | 0.0%              | 0.0%                   |
| You feel you understand your family's legal rights within your child's program.   | Caucasian        | 26.6%               | 25.8%          | 52.3%               | 40.6%        | 7.0%         | 0.0%              | 0.0%                   |
|   | African American | 19.2%               | 26.9%          | 46.2%               | 46.2%        | 5.8%         | 1.9%              | 0.0%                   |
|   | Hispanic/Latino  | 16.1%               | 22.6%          | 38.7%               | 54.8%        | 3.2%         | 0.0%              | 3.2%                   |
|   | Other            | 13.3%               | 33.3%          | 46.7%               | 46.7%        | 6.7%         | 0.0%              | 0.0%                   |
| You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.                        | Caucasian        | 21.1%               | 24.6%          | 47.7%               | 38.5%        | 11.5%        | 2.3%              | 0.0%                   |
|   | African American | 13.5%               | 30.8%          | 44.2%               | 40.4%        | 11.5%        | 1.9%              | 1.9%                   |
|   | Hispanic/Latino  | 12.9%               | 35.5%          | 48.4%               | 35.5%        | 12.9%        | 0.0%              | 3.2%                   |
|   | Other            | 6.7%                | 26.7%          | 33.3%               | 53.3%        | 13.3%        | 0.0%              | 0.0%                   |
| You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program. | Caucasian        | 21.7%               | 24.8%          | 46.5%               | 36.4%        | 15.5%        | 1.6%              | 0.0%                   |
|   | African American | 15.4%               | 30.8%          | 46.2%               | 38.5%        | 13.5%        | 1.9%              | 0.0%                   |
|   | Hispanic/Latino  | 10.0%               | 36.7%          | 46.7%               | 36.7%        | 13.3%        | 0.0%              | 3.3%                   |
|   | Other            | 7.1%                | 28.6%          | 35.7%               | 42.9%        | 21.4%        | 0.0%              | 0.0%                   |
| <b>Total "Families Know Their Rights"</b>   | Caucasian        | <b>24.6%</b>        | <b>25.6%</b>   | <b>50.2%</b>        | <b>39.0%</b> | <b>9.9%</b>  | <b>1.0%</b>       | <b>0.0%</b>            |
|   | African American | <b>16.4%</b>        | <b>30.4%</b>   | <b>46.9%</b>        | <b>42.0%</b> | <b>8.7%</b>  | <b>1.9%</b>       | <b>0.5%</b>            |
|   | Hispanic/Latino  | <b>14.0%</b>        | <b>30.6%</b>   | <b>44.6%</b>        | <b>44.6%</b> | <b>8.3%</b>  | <b>0.0%</b>       | <b>2.5%</b>            |
|   | Other            | <b>8.5%</b>         | <b>30.5%</b>   | <b>39.0%</b>        | <b>50.8%</b> | <b>10.2%</b> | <b>0.0%</b>       | <b>0.0%</b>            |

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When analyzing the responses by the region where families receive their services, 89.8% of families receiving services in Northern Delaware and 87.9% of families receiving services in Southern Delaware responded positively to the first federal outcome, “families know their rights.” (See Table 15).

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

| Federal Outcome 1:<br>Families Know Their Rights  | Region          | Results             |                |                     |              |              |                   |                        |
|---|-----------------|---------------------|----------------|---------------------|--------------|--------------|-------------------|------------------------|
|   |                 | Very Strongly Agree | Strongly Agree | Combined VSA and SA | Agree        | Disagree     | Strongly Disagree | Very Strongly Disagree |
| You have received written information about your family's rights (e.g. due process, procedural safeguards).   | Northern        | 23.1%               | 29.4%          | 52.4%               | 43.4%        | 3.5%         | 0.7%              | 0.0%                   |
|   | Southern        | 21.0%               | 28.4%          | 49.4%               | 44.4%        | 6.2%         | 0.0%              | 0.0%                   |
| You feel you understand your family's legal rights within your child's program.   | Northern        | 22.9%               | 25.7%          | 48.6%               | 43.1%        | 6.9%         | 0.7%              | 0.7%                   |
|   | Southern        | 22.0%               | 26.8%          | 48.8%               | 46.3%        | 4.9%         | 0.0%              | 0.0%                   |
| You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.                        | Northern        | 19.7%               | 26.5%          | 46.3%               | 40.8%        | 10.2%        | 2.0%              | 0.7%                   |
|   | Southern        | 16.0%               | 29.6%          | 45.7%               | 37.0%        | 14.8%        | 1.2%              | 1.2%                   |
| 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        | 18.6%               | 26.9%          | 45.5%               | 39.3%        | 12.4%        | 2.1%              | 0.7%                   |
|   | Southern        | 16.3%               | 30.0%          | 46.3%               | 33.8%        | 20.0%        | 0.0%              | 0.0%                   |
| <b>Total "Families Know Their Rights"</b>   | <b>Northern</b> | <b>21.1%</b>        | <b>27.1%</b>   | <b>48.2%</b>        | <b>41.6%</b> | <b>8.3%</b>  | <b>1.4%</b>       | <b>0.5%</b>            |
|   | <b>Southern</b> | <b>18.8%</b>        | <b>28.7%</b>   | <b>47.5%</b>        | <b>40.4%</b> | <b>11.4%</b> | <b>0.3%</b>       | <b>0.3%</b>            |

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The second federal outcome addressed whether families are able to effectively communicate their children's needs within CDW. The subscale consisted of five items which addressed this outcome. Overall, 93.3% of families responded positively to the questions for the second federal outcome, "families effectively communicate their children's needs." Although the largest percentage of families agreed that they effectively communicate their children's needs, 6.7% of families responded negatively to the questions regarding the concept of families effectively communicating their children's needs. Compared to the results in 2009 (94.6%), a similar proportion of families in 2010 responded positively to the questions regarding the concept of families effectively communicating their children's needs. See Table 16 for more information on the results of the items in this outcome.

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

| <b>Federal Outcome 2:<br/>Families Effectively<br/>Communicate Their<br/>Children’s Needs</b>  | <b>Year</b> | <b>Results</b>                     |                           |                                    |              |                 |                              |                                       |
|--|-------------|------------------------------------|---------------------------|------------------------------------|--------------|-----------------|------------------------------|---------------------------------------|
|  |             | <b>Very<br/>Strongly<br/>Agree</b> | <b>Strongly<br/>Agree</b> | <b>Combined<br/>VSA and<br/>SA</b> | <b>Agree</b> | <b>Disagree</b> | <b>Strongly<br/>Disagree</b> | <b>Very<br/>Strongly<br/>Disagree</b> |
| 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%                     | 57.6%                              | 36.6%        | 3.1%            | 0.5%                         | 2.1%                                  |
|  | 2010        | 17.3%                              | 40.5%                     | 57.8%                              | 35.4%        | 5.5%            | 0.4%                         | 0.8%                                  |
| 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.   | 2009        | 30.1%                              | 36.7%                     | 66.8%                              | 28.1%        | 1.5%            | 1.5%                         | 2.0%                                  |
|  | 2010        | 21.8%                              | 44.5%                     | 66.4%                              | 29.0%        | 3.4%            | 0.4%                         | 0.8%                                  |
| Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.                   | 2009        | 24.0%                              | 25.3%                     | 49.3%                              | 47.3%        | 1.4%            | 0.0%                         | 2.1%                                  |
|  | 2010        | 15.6%                              | 30.7%                     | 46.4%                              | 45.8%        | 5.0%            | 2.8%                         | 0.0%                                  |
| The program communicates with you in a way that is sensitive to your culture and your ethnic group.  | 2009        | 21.0%                              | 25.4%                     | 46.4%                              | 49.3%        | 3.6%            | 0.0%                         | 0.7%                                  |
|  | 2010        | 11.9%                              | 33.5%                     | 45.5%                              | 46.0%        | 6.3%            | 1.1%                         | 1.1%                                  |
| 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%                     | 55.0%                              | 37.6%        | 4.8%            | 1.6%                         | 1.1%                                  |
|  | 2010        | 18.0%                              | 36.9%                     | 54.9%                              | 38.6%        | 4.3%            | 1.3%                         | 0.9%                                  |
| <b>Total “Families Effectively Communicate Their Children’s Needs”</b>   | <b>2009</b> | <b>26.6%</b>                       | <b>29.3%</b>              | <b>55.9%</b>                       | <b>38.7%</b> | <b>2.9%</b>     | <b>0.8%</b>                  | <b>1.6%</b>                           |
|  | <b>2010</b> | <b>17.3%</b>                       | <b>37.8%</b>              | <b>55.1%</b>                       | <b>38.2%</b> | <b>4.8%</b>     | <b>1.1%</b>                  | <b>0.8%</b>                           |

The Alpha reliability coefficient for the items in this cluster is .912.

Delineating the results of the questions by ethnicity, 93.8% of Caucasians, 93.5% of African Americans, and 90.8 % of Hispanics/Latinos responded favorably toward the second federal outcome, “families effectively communicate their children’s needs.” Likewise, 94.3% of all “other” ethnicities represented in the survey responded positively to the second federal outcome (See Table 17).

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

| Federal Outcome 2:<br>Families Effectively Communicate<br>Their Children’s Needs   | Race             | Results             |                |                     |              |             |                   |                        |
|--|------------------|---------------------|----------------|---------------------|--------------|-------------|-------------------|------------------------|
|  |                  | Very Strongly Agree | Strongly Agree | Combined VSA and SA | Agree        | Disagree    | Strongly Disagree | Very Strongly Disagree |
| As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family’s strengths, needs, and goals. | Caucasian        | 17.0%               | 43.0%          | 60.0%               | 31.9%        | 5.9%        | 0.7%              | 1.5%                   |
|  | African American | 16.7%               | 42.6%          | 59.3%               | 37.0%        | 3.7%        | 0.0%              | 0.0%                   |
|  | Hispanic/Latino  | 18.2%               | 39.4%          | 57.6%               | 33.3%        | 9.1%        | 0.0%              | 0.0%                   |
|  | Other            | 20.0%               | 13.3%          | 33.3%               | 66.7%        | 0.0%        | 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        | 24.6%               | 46.3%          | 70.9%               | 23.9%        | 3.7%        | 0.0%              | 1.5%                   |
|  | African American | 18.2%               | 43.6%          | 61.8%               | 36.4%        | 1.8%        | 0.0%              | 0.0%                   |
|  | Hispanic/Latino  | 18.2%               | 48.5%          | 66.7%               | 27.3%        | 3.0%        | 3.0%              | 0.0%                   |
|  | Other            | 18.8%               | 25.0%          | 43.8%               | 50.0%        | 6.3%        | 0.0%              | 0.0%                   |
| Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.                   | Caucasian        | 18.6%               | 36.1%          | 54.6%               | 40.2%        | 3.1%        | 2.1%              | 0.0%                   |
|  | African American | 9.3%                | 25.6%          | 34.9%               | 55.8%        | 9.8%        | 0.0%              | 0.0%                   |
|  | Hispanic/Latino  | 17.9%               | 28.6%          | 46.4%               | 39.3%        | 3.6%        | 10.7%             | 0.0%                   |
|  | Other            | 9.1%                | 9.1%           | 18.2%               | 72.7%        | 9.1%        | 0.0%              | 0.0%                   |
| The program communicates with you in a way that is sensitive to your culture and your ethnic group.  | Caucasian        | 14.7%               | 36.8%          | 51.6%               | 43.2%        | 4.2%        | 1.1%              | 0.0%                   |
|  | African American | 12.2%               | 29.3%          | 41.5%               | 46.3%        | 9.8%        | 2.4%              | 0.0%                   |
|  | Hispanic/Latino  | 3.6%                | 28.6%          | 32.1%               | 57.1%        | 3.6%        | 7.1%              | 0.0%                   |
|  | Other            | 8.3%                | 33.3%          | 41.7%               | 41.7%        | 16.7%       | 0.0%              | 0.0%                   |
| You feel that the services provided to your child and your family are individualized and change as your family’s needs change.               | Caucasian        | 21.2%               | 39.4%          | 60.6%               | 32.6%        | 4.5%        | 0.8%              | 1.5%                   |
|  | African American | 11.1%               | 35.2%          | 46.3%               | 46.3%        | 5.6%        | 1.9%              | 0.0%                   |
|  | Hispanic/Latino  | 16.1%               | 41.9%          | 58.1%               | 35.5%        | 3.2%        | 3.2%              | 0.0%                   |
|  | Other            | 18.8%               | 12.5%          | 31.3%               | 68.8%        | 0.0%        | 0.0%              | 0.0%                   |
| <b>Total “Families Effectively Communicate Their Children’s Needs”</b>   | Caucasian        | <b>19.6%</b>        | <b>40.8%</b>   | <b>60.4%</b>        | <b>33.4%</b> | <b>4.4%</b> | <b>0.8%</b>       | <b>1.0%</b>            |
|  | African American | <b>13.8%</b>        | <b>36.0%</b>   | <b>49.8%</b>        | <b>43.7%</b> | <b>5.7%</b> | <b>0.8%</b>       | <b>0.0%</b>            |
|  | Hispanic/Latino  | <b>15.0%</b>        | <b>37.9%</b>   | <b>52.9%</b>        | <b>37.9%</b> | <b>4.6%</b> | <b>4.6%</b>       | <b>0.0%</b>            |
|  | Other            | <b>15.7%</b>        | <b>18.6%</b>   | <b>34.3%</b>        | <b>60.0%</b> | <b>5.7%</b> | <b>0.0%</b>       | <b>0.0%</b>            |

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When analyzing the responses by the region where families receive their services, 93.0% of families receiving services in Northern Delaware and 93.9% of families receiving services in Southern Delaware responded positively to the second federal outcome, “families effectively communicate their children’s needs.” (See Table 18).

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

| Federal Outcome 2:<br>Families Effectively Communicate Their Children’s Needs  | Region          | Results             |                |                     |              |             |                   |                        |
|--|-----------------|---------------------|----------------|---------------------|--------------|-------------|-------------------|------------------------|
|  |                 | Very Strongly Agree | Strongly Agree | Combined VSA and SA | Agree        | Disagree    | Strongly Disagree | Very Strongly Disagree |
| As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family’s strengths, needs, & goals. | Northern        | 16.7%               | 45.3%          | 62.0%               | 31.3%        | 5.3%        | 0.0%              | 1.3%                   |
|  | Southern        | 18.4%               | 32.2%          | 50.6%               | 42.5%        | 5.7%        | 1.1%              | 0.0%                   |
| As part of the Child Development Watch program, you have been asked about your child’s strengths and needs, and goals for him or her.      | Northern        | 21.2%               | 47.0%          | 68.2%               | 26.5%        | 4.0%        | 0.0%              | 1.3%                   |
|  | Southern        | 23.0%               | 40.2%          | 63.2%               | 33.3%        | 2.3%        | 1.1%              | 0.0%                   |
| Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.                 | Northern        | 16.1%               | 32.1%          | 48.2%               | 42.9%        | 5.4%        | 3.6%              | 0.0%                   |
|  | Southern        | 14.9%               | 28.4%          | 43.3%               | 50.7%        | 4.5%        | 1.5%              | 0.0%                   |
| The program communicates with you in a way that is sensitive to your culture and your ethnic group.  | Northern        | 11.8%               | 36.4%          | 48.2%               | 44.5%        | 6.4%        | 0.9%              | 0.0%                   |
|  | Southern        | 12.1%               | 28.8%          | 40.9%               | 48.5%        | 6.1%        | 1.5%              | 3.0%                   |
| You feel that the services provided to your child and your family are individualized and change as your family’s needs change.             | Northern        | 16.9%               | 40.5%          | 57.4%               | 35.1%        | 6.1%        | 0.0%              | 1.4%                   |
|  | Southern        | 20.0%               | 30.6%          | 50.6%               | 44.7%        | 1.2%        | 3.5%              | 0.0%                   |
| <b>Total “Families Effectively Communicate Their Children’s Needs”</b>   | <b>Northern</b> | <b>16.8%</b>        | <b>41.0%</b>   | <b>57.8%</b>        | <b>35.2%</b> | <b>5.4%</b> | <b>0.7%</b>       | <b>0.9%</b>            |
|  | <b>Southern</b> | <b>18.1%</b>        | <b>32.4%</b>   | <b>50.5%</b>        | <b>43.4%</b> | <b>3.8%</b> | <b>1.8%</b>       | <b>0.5%</b>            |

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The third federal outcome addressed whether families have learned to help their children develop and learn. The subscale consisted of four items which addressed this outcome. Overall, 93.6% of families responded positively to the questions for the third federal outcome, “families help their children develop and learn.” Although the largest percentage of families agreed that they help their children develop and learn, 6.5% of families responded negatively to the questions regarding families helping their children develop and learn. Similar proportions of families in 2009 and 2010 responded positively to the questions regarding the concept of families helping their children develop and learn. See Table 19 for more information on the results of the items in this outcome.

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Table 19. Families Help Their Children Develop and Learn.

| <b>Federal Outcome 3: Families Help Their Children Develop and Learn</b>   | <b>Year</b> | <b>Results</b>             |                       |                            |              |                 |                          |                               |
|--|-------------|----------------------------|-----------------------|----------------------------|--------------|-----------------|--------------------------|-------------------------------|
|  |             | <b>Very Strongly Agree</b> | <b>Strongly Agree</b> | <b>Combined VSA and SA</b> | <b>Agree</b> | <b>Disagree</b> | <b>Strongly Disagree</b> | <b>Very Strongly Disagree</b> |
| 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%                 | 53.2%                      | 39.2%        | 5.9%            | 1.1%                     | 0.5%                          |
|  | 2010        | 23.2%                      | 36.4%                 | 59.6%                      | 34.6%        | 4.4%            | 0.4%                     | 0.9%                          |
| Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.                                 | 2009        | 23.9%                      | 26.6%                 | 50.5%                      | 42.0%        | 6.9%            | 0.5%                     | 0.0%                          |
|  | 2010        | 17.5%                      | 41.2%                 | 58.8%                      | 32.5%        | 7.0%            | 0.4%                     | 1.3%                          |
| 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%                 | 58.6%                      | 36.6%        | 4.2%            | 0.5%                     | 0.0%                          |
|  | 2010        | 22.5%                      | 35.5%                 | 58.0%                      | 36.4%        | 3.9%            | 0.9%                     | 0.9%                          |
| 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%                 | 62.8%                      | 34.3%        | 2.2%            | 0.0%                     | 0.7%                          |
|  | 2010        | 22.4%                      | 39.5%                 | 61.8%                      | 32.9%        | 3.3%            | 0.7%                     | 1.3%                          |
| <b>Total “Families Help Their Children Develop and Learn”</b>  | <b>2009</b> | <b>26.6%</b>               | <b>29.2%</b>          | <b>55.8%</b>               | <b>38.3%</b> | <b>5.0%</b>     | <b>0.6%</b>              | <b>0.3%</b>                   |
|  | <b>2010</b> | <b>21.3%</b>               | <b>38.0%</b>          | <b>59.4%</b>               | <b>34.2%</b> | <b>4.8%</b>     | <b>0.6%</b>              | <b>1.1%</b>                   |

The Alpha reliability coefficient for the items in this cluster is .899.

Delineating the results of the questions by ethnicity, 92.4% of Caucasian respondents, 94.0% of African Americans, and 89.2% of Hispanics/Latinos responded favorably toward the second federal outcome, “families help their children develop and learn.” Likewise, 100% of all “other” ethnicities represented in the survey responded positively to the third federal outcome (See Table 20).

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

| Federal Outcome 3: Families Help Their Children Develop and Learn  | Race             | Results             |                |                     |              |             |                   |                        |
|--|------------------|---------------------|----------------|---------------------|--------------|-------------|-------------------|------------------------|
|  |                  | Very Strongly Agree | Strongly Agree | Combined VSA and SA | Agree        | Disagree    | Strongly Disagree | Very Strongly Disagree |
| Since being part of Child Development Watch you are more able to get your child the services that he or she needs.   | Caucasian        | 30.0%               | 35.4%          | 65.4%               | 26.9%        | 6.2%        | 0.0%              | 1.5%                   |
|  | African American | 15.7%               | 41.2%          | 56.9%               | 39.2%        | 2.0%        | 2.0%              | 0.0%                   |
|  | Hispanic/Latino  | 16.1%               | 35.5%          | 51.6%               | 45.2%        | 3.2%        | 0.0%              | 0.0%                   |
|  | Other            | 33.3%               | 46.7%          | 80.0%               | 20.0%        | 0.0%        | 0.0%              | 0.0%                   |
| Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.                                 | Caucasian        | 21.9%               | 37.5%          | 59.4%               | 31.3%        | 9.4%        | 0.0%              | 0.0%                   |
|  | African American | 11.5%               | 42.3%          | 53.8%               | 36.5%        | 7.7%        | 1.9%              | 0.0%                   |
|  | Hispanic/Latino  | 9.4%                | 15.6%          | 25.0%               | 46.9%        | 28.1%       | 0.0%              | 0.0%                   |
|  | Other            | 25.0%               | 37.5%          | 62.5%               | 37.5%        | 0.0%        | 0.0%              | 0.0%                   |
| As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn. | Caucasian        | 26.0%               | 35.1%          | 61.1%               | 32.1%        | 5.3%        | 0.0%              | 1.5%                   |
|  | African American | 17.0%               | 34.0%          | 50.9%               | 45.8%        | 1.9%        | 1.9%              | 0.0%                   |
|  | Hispanic/Latino  | 19.4%               | 41.9%          | 61.3%               | 32.3%        | 3.2%        | 3.2%              | 0.0%                   |
|  | Other            | 35.3%               | 41.2%          | 76.5%               | 23.5%        | 0.0%        | 0.0%              | 0.0%                   |
| As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home.                                 | Caucasian        | 25.8%               | 33.0%          | 58.8%               | 35.1%        | 3.1%        | 1.0%              | 2.1%                   |
|  | African American | 7.1%                | 50.0%          | 57.1%               | 35.7%        | 7.1%        | 0.0%              | 0.0%                   |
|  | Hispanic/Latino  | 29.4%               | 52.9%          | 82.4%               | 17.6%        | 0.0%        | 0.0%              | 0.0%                   |
|  | Other            | 27.3%               | 45.5%          | 72.7%               | 27.3%        | 0.0%        | 0.0%              | 0.0%                   |
| <b>Total “Families Help Their Children Develop and Learn”</b>  | Caucasian        | <b>25.9%</b>        | <b>35.4%</b>   | <b>61.3%</b>        | <b>31.1%</b> | <b>6.2%</b> | <b>0.2%</b>       | <b>1.2%</b>            |
|  | African American | <b>13.6%</b>        | <b>40.8%</b>   | <b>54.3%</b>        | <b>39.7%</b> | <b>4.3%</b> | <b>1.6%</b>       | <b>0.0%</b>            |
|  | Hispanic/Latino  | <b>17.1%</b>        | <b>34.2%</b>   | <b>51.4%</b>        | <b>37.8%</b> | <b>9.9%</b> | <b>0.9%</b>       | <b>0.0%</b>            |
|  | Other            | <b>30.5%</b>        | <b>42.4%</b>   | <b>72.9%</b>        | <b>27.1%</b> | <b>0.0%</b> | <b>0.0%</b>       | <b>0.0%</b>            |

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When analyzing the responses by the region where families receive their services, 93.7% of families receiving services in Northern Delaware and 93.3% of families receiving services in Southern Delaware responded positively to the third federal outcome, “families help their children develop and learn.” (See Table 21).

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

| Federal Outcome 3: Families Help Their Children Develop and Learn  | Region          | Results             |                |                     |              |             |                   |                        |
|--|-----------------|---------------------|----------------|---------------------|--------------|-------------|-------------------|------------------------|
|  |                 | Very Strongly Agree | Strongly Agree | Combined VSA and SA | Agree        | Disagree    | Strongly Disagree | Very Strongly Disagree |
| Since being part of Child Development Watch you are more able to get your child the services that he or she needs.   | Northern        | 21.2%               | 40.4%          | 61.6%               | 31.5%        | 5.5%        | 0.0%              | 1.4%                   |
|  | Southern        | 26.8%               | 29.3%          | 56.1%               | 40.2%        | 2.4%        | 1.2%              | 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 your child.                                 | Northern        | 16.9%               | 46.5%          | 63.4%               | 28.9%        | 7.0%        | 0.7%              | 0.0%                   |
|  | Southern        | 18.6%               | 32.6%          | 51.2%               | 38.4%        | 7.0%        | 3.5%              | 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. | Northern        | 22.8%               | 36.6%          | 59.3%               | 35.2%        | 4.1%        | 0.0%              | 1.4%                   |
|  | Southern        | 22.1%               | 33.7%          | 55.8%               | 38.4%        | 3.5%        | 2.3%              | 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.                                 | Northern        | 20.4%               | 41.9%          | 62.4%               | 33.3%        | 2.2%        | 1.1%              | 1.1%                   |
|  | Southern        | 25.4%               | 35.6%          | 61.0%               | 32.2%        | 5.1%        | 0.0%              | 1.7%                   |
| <b>Total “Families Help Their Children Develop and Learn”</b>  | <b>Northern</b> | <b>20.3%</b>        | <b>41.9%</b>   | <b>61.6%</b>        | <b>32.1%</b> | <b>4.9%</b> | <b>0.4%</b>       | <b>1.0%</b>            |
|  | <b>Southern</b> | <b>23.0%</b>        | <b>32.6%</b>   | <b>55.6%</b>        | <b>37.7%</b> | <b>4.5%</b> | <b>1.9%</b>       | <b>0.3%</b>            |

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

## **State Outcome Data: Family Satisfaction and Perception of Services**

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

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

The responses to the questions asked of families from both the *2009* and *2010 Family Survey* are reported within these seven clusters. Families receiving CDW services were asked a series of questions to assess their experience with CDW. The response choices were "very strongly agree," "strongly agree," "agree," "disagree," "strongly disagree," and "very strongly disagree." There was also a response choice of "not applicable." While there were seven possible choices of how a family can respond to the questions, for simplicity reasons, a few of the choices are presented together. An aggregate score of all the clusters is also reported.

### **Overall Satisfaction**

Families receiving CDW services were asked about their satisfaction with the services they and their children received. The "Overall Satisfaction" ratings were derived from four items that assessed families' global perceptions of the programs' services in four areas: usefulness of services, child and family services, changes in children, and satisfaction with how things were going with 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 22.

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The “Overall Satisfaction” with CDW services of families completing the survey was positive. The calculation of this set of questions shows that 96.5% of families were satisfied with the services. This satisfaction level is consistent with the results from the *2009 Family Survey*, with 95.9% of the families reporting being satisfied with CDW services.

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

- “Everything has been great, perfect, and we’ve been happy with everything. We’re very grateful.”
- “This a great program that I highly recommend to everyone.”
- “I feel that everyone treats my family with respect and helps support us with my son. Our appointments are fun and they always give me helpful information to use with my child.”
- “Good experience...Coordinator did a really good job and worked hard getting [my child] the services needed.”
- “My child’s Service Coordinator and doctors are doing an outstanding job. I am thankful for what they have done for my daughter.”
- “CDW was a great experience for our family. Thank you for making the process so easy to navigate.”

Table 22. Cluster 1: Overall Satisfaction.

|   | 2009 Results          |                |                               | 2010 Results          |                |                               |
|---|-----------------------|----------------|-------------------------------|-----------------------|----------------|-------------------------------|
|   | Very Strongly Agree   | Strongly Agree | Disagree                      | Very Strongly Agree   | Strongly Agree | Disagree                      |
| <b>Cluster 1: Overall Satisfaction</b>  | <b>Strongly Agree</b> | <b>Agree</b>   | <b>Very Strongly Disagree</b> | <b>Strongly Agree</b> | <b>Agree</b>   | <b>Very Strongly Disagree</b> |
| You feel that the Child Development Watch services are useful to your family.                               | 58.5%                 | 38.9%          | 2.6%                          | 63.4%                 | 34.1%          | 2.6%                          |
| You are satisfied with the services your child and family are receiving.                                    | 57.5%                 | 36.6%          | 6.0%                          | 57.2%                 | 37.5%          | 5.3%                          |
| You are satisfied with the changes your child has made since beginning the Child Development Watch program. | 52.4%                 | 42.7%          | 4.9%                          | 63.7%                 | 32.7%          | 3.5%                          |
| You are satisfied with how things are going with your child and family.                                     | 54.7%                 | 41.6%          | 3.7%                          | 59.2%                 | 37.8%          | 3.0%                          |
| <b>Total Overall Satisfaction</b>   | <b>55.7%</b>          | <b>40.2%</b>   | <b>4.1%</b>                   | <b>61.2%</b>          | <b>35.3%</b>   | <b>3.4%</b>                   |

The Alpha reliability coefficient for the items in this cluster is .854

### **Families' Perceptions of Change in Selves and Their Families**

Families receiving CDW services were asked about their "Perception of Change in Selves/Family" since their children began receiving services. This cluster is composed of four items, one that assessed parents' ability to get the services needed for their children, one that assessed parents' increased knowledge about their children's needs, one that assessed parents' increased information about how to help their children develop and learn, and one that assessed parents' increased ability to help their children develop and learn skills for use at home and the other places the children spend time. Families' responses for the four items in this cluster focused on the "Perception of Change in Selves/Family" and the averaged responses for the cluster can be found in Table 23.

The overall "Perception of Change in Selves/Family" of families completing the survey as a result of the CDW program was positive. The calculation of this set of questions shows that 93.6% of families had a positive perception of change in themselves and their families. This perception of change is consistent with the results from the *2009 Family Survey*, with 94.1% of the families perceiving change in themselves and their families.

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

- "I can't believe the improvement I've seen in my son. He is a twin and his brother usually does things before he does, but since starting therapy, he actually sat before his brother did. We felt good for him to accomplish this..."
- "The services we have gotten are helping the baby, but I could use more input and ongoing assistance so that he is able to function at the best level he can."
- "Very helpful. I can now understand *[my daughter's]* language. They give me weekly activities to do with her to improve her speech."
- "In the beginning, I was unsure *[about my son's]* progress. I feel he is now caught up to where I expect him to be."
- "CDW is a wonderful program and my daughter has flourished since starting speech therapy. I cannot say enough about the wonderful services that have been provided to us...The program has truly been a God-send to my family."
- "*[CDW]* is a beautiful program. Thanks to it, I have learned how to help my child."
- "*[CDW]* offered ways in which *[my child's various]* issues could be lessened or eradicated. My child continues to make progress due to the diligent efforts of the CDW staff. I am grateful to them for their expertise."

Table 23. Cluster 2: Families' Perceptions of Change in Selves and Their Families.

|   | 2009 Results        |                |             | 2010 Results        |                |             |
|---|---------------------|----------------|-------------|---------------------|----------------|-------------|
|   | Very Strongly Agree | Strongly Agree | Disagree    | Very Strongly Agree | Strongly Agree | Disagree    |
| <b>Cluster 2:<br/>Perception of Change in Selves/Family</b>   |                     |                |             |                     |                |             |
| Since being part of Child Development Watch you are more able to get your child the services that he or she needs.  | 53.2%               | 39.2%          | 7.5%        | 59.6%               | 34.6%          | 5.7%        |
| 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.  | 50.5%               | 42.0%          | 7.4%        | 58.8%               | 32.5%          | 8.8%        |
| 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.              | 58.6%               | 36.6%          | 4.7%        | 58.0%               | 36.4%          | 5.6%        |
| As a result of the Child Development Watch program, you have learned ways to help you child develop and learn skills for use at home and the other places where he/she spends time. | 62.8%               | 34.3%          | 2.9%        | 61.8%               | 32.9%          | 5.3%        |
| <b>Total Perception of Change in Selves/Family</b>  | <b>55.8%</b>        | <b>38.3%</b>   | <b>5.8%</b> | <b>59.4%</b>        | <b>34.2%</b>   | <b>6.4%</b> |

The Alpha reliability coefficient for the items in this cluster is .899.

### Families' Perceptions of Their Children's Development and Abilities

Families receiving CDW services were asked about any changes they had observed in their children since they began receiving services. This cluster was composed of four items, two of which asked families about improvement in the child's independence, skills, and abilities; one of which addressed individualization of services; and one of which addressed satisfaction with the changes the child has made. Families' responses for the four items in this cluster describing the "Perception of Change in Child" and the averaged responses for the cluster can be found in Table 24.

The "Perception of Change in Child" of families completing to the survey was positive. The calculation of this set of questions shows that 95.6% of families had a positive perception of change in their child. This perception level reflects an increase of 3.1 percentage points compared to the results from the *2009 Family Survey* (92.5%).

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

- “More availability for appointments and keeping appointments.”
- “CDW [*staff and provider staff*] need to be willing to LISTEN to parents...Test scores are only ONE SMALL PIECE of the puzzle when evaluating a child...”
- “More frequent interaction, assessment, and evaluation.”
- “Call more on the phone to see what is going on and if there is a problem.”

When families provided comments that stated that the program was providing services that were individualized, they were asked how the program makes the services provided more individualized and change as the family’s needs change. Several families indicated that CDW and its services were “appropriate” and that they were pleased.

- “I feel that the services provided are based on individual needs and accordingly designed to suit the family needs.”
- “His therapy was very specific to his delays, so I don’t think [*services*] could have been any more individualized.”
- “CDW does an excellent job of keeping up with my daughter’s changing needs.”
- “Each therapist has worked with our family to meet our child’s needs during the best times. The timing and location of visits are critical.”

Table 24. Cluster 3: Families' Perceptions of Their Children's Development and Abilities.

|  | 2009 Results          |              |                               | 2010 Results          |              |                               |
|--|-----------------------|--------------|-------------------------------|-----------------------|--------------|-------------------------------|
|  | Very Strongly Agree   | Agree        | Disagree                      | Very Strongly Agree   | Agree        | Disagree                      |
| <b>Cluster 3:<br/>Perception of Change in Child</b>  | <b>Strongly Agree</b> | <b>Agree</b> | <b>Very Strongly Disagree</b> | <b>Strongly Agree</b> | <b>Agree</b> | <b>Very Strongly Disagree</b> |
| You feel that the services provided to your child and your family are individualized and change as your family's needs change. | 55.0%                 | 37.6%        | 7.4%                          | 54.9%                 | 38.6%        | 6.4%                          |
| As a result of the Child Development Watch program, you see your child's skills and abilities improving.                       | 61.0%                 | 30.5%        | 8.6%                          | 65.4%                 | 32.0%        | 2.6%                          |
| As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.             | 60.0%                 | 30.6%        | 9.4%                          | 59.6%                 | 35.4%        | 4.9%                          |
| You are satisfied with the changes your child has made since beginning the Child Development Watch program.                    | 52.4%                 | 42.7%        | 4.9%                          | 63.7%                 | 32.7%        | 3.5%                          |
| <b>Total Overall Perception of Change-Child</b>  | <b>57.1%</b>          | <b>35.4%</b> | <b>7.6%</b>                   | <b>60.9%</b>          | <b>34.7%</b> | <b>4.4%</b>                   |

The Alpha reliability coefficient for the items in this cluster is .827

### Families' Perceptions of Family-Program Relations

The fourth cluster of items assessed families' perceptions of their relationships with service providers and other staff members at CDW. This subscale was composed of twelve items including items that asked about how staff treated families, whether families felt respected by program staff, whether families felt they had the opportunity to discuss their needs and have their needs met, whether families know who they needed to speak with regarding their rights and any complaints or concerns they had, and whether they felt staff communicated effectively with them and coordinated services that they needed. Families' responses for the twelve items for this cluster on "Perception of Family-Program Relations" and the averaged responses for the cluster can be found in Table 25.

Overall, families reported positive family-program relationship experiences. The calculation of this set of questions shows that 92.1% of families had positive family-program relations with the CDW staff. This satisfaction level is consistent with the results from the 2009 Family Survey, with 93.7% of the families having positive family-program relationships.

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

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- “I am very grateful for this program. My Coordinator...has worked closely with me to make sure my son has the best care available. I highly recommend this program to anyone.”
- “CDW has provided outstanding service, doing everything they could to make using their services convenient and easy to understand. I am extremely grateful that CDW services have been available for me and my family.”
- “They treated my child like he was their own child. They have a sincere interest in the children they work with.”
- “I work with [*Service Coordinator*]...and she couldn't be better. She is very comforting and lets me know that [*my son*] is going to be okay. She's just great. I've never met anyone as caring as her.”
- “Child Development Watch is a great choice for children that need a little extra love and care. We couldn't have done it without you. Thank you again.”

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Table 25. Cluster 4: Families' Perceptions of Family-Program Relations.

|  | 2009 Results        |                |          | 2010 Results        |                |          |
|--|---------------------|----------------|----------|---------------------|----------------|----------|
|  | Very Strongly Agree | Strongly Agree | Disagree | Very Strongly Agree | Strongly Agree | Disagree |
| <b>Cluster 4:<br/>Perception of Family-Program Relations</b>   |                     |                |          |                     |                |          |
| As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family's strengths, needs, and goals. | 57.6%               | 36.6%          | 5.8%     | 57.8%               | 35.4%          | 6.8%     |
| 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.   | 66.8%               | 28.1%          | 5.1%     | 66.4%               | 29.0%          | 4.6%     |
| Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.                   | 49.3%               | 47.3%          | 3.4%     | 46.4%               | 45.8%          | 7.8%     |
| The program communicates with you in a way that is sensitive to your culture and your ethnic group.  | 46.4%               | 49.3%          | 4.3%     | 45.5%               | 46.0%          | 8.5%     |
| You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.                     | 54.1%               | 38.3%          | 7.7%     | 56.3%               | 35.3%          | 8.4%     |
| Your service coordinator is able to link you to services that you need.  | 57.3%               | 36.2%          | 6.5%     | 57.6%               | 34.9%          | 7.4%     |
| Since being part of Child Development Watch you feel you are treated with respect.   | 62.4%               | 35.5           | 2.0%     | 68.6%               | 27.9%          | 3.5%     |
| The staff who assess your child's skills listen to you and respect you.  | 62.9%               | 33.6%          | 3.6%     | 58.8%               | 35.3%          | 5.9%     |
| The staff explains your child's assessment results in words you can understand.  | 62.1%               | 35.0%          | 2.9%     | 58.6%               | 37.5%          | 3.9%     |
| You are included in all planning and decisions for your child's program and services.  | 61.4%               | 33.6%          | 5.0%     | 62.7%               | 32.7%          | 4.6%     |
| You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.                 | 46.0%               | 42.2%          | 11.8%    | 46.1%               | 39.5%          | 14.5%    |

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|   |              |              |             |              |              |             |
|---|--------------|--------------|-------------|--------------|--------------|-------------|
| You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program. | 43.9%        | 42.2%        | 13.9%       | 45.8%        | 37.3%        | 16.9%       |
| <b>Total Perception of Family-Program Relations</b>   | <b>55.8%</b> | <b>37.9%</b> | <b>6.2%</b> | <b>56.0%</b> | <b>36.1%</b> | <b>8.0%</b> |

The Alpha reliability coefficient for the items in this cluster is .944.

### **Families' Perceptions of Decision-Making Opportunities**

The fifth cluster of items focused on families' "Perception of Decision-Making Opportunities" when working with the CDW personnel. This subscale was composed of six items including items that asked if families felt that the goals of their children's Individual Family Service Plan (IFSP) were important and if family members were included in decision making about programs and services for their child. Families' responses for the six items of this cluster regarding the "Perception of Decision-Making Opportunities" and the averaged responses for the cluster can be found in Table 26.

The "Perception of Decision-Making Opportunities" of families completing the survey was positive. The calculation of this set of questions shows that 92% of families had a positive perception of decision-making opportunities. This perception level is consistent with the results from the *2009 Family Survey*, with 90.8% of the families having positive perceptions of decision-making opportunities.

Table 26. Cluster 5: Families' Perceptions of Decision-Making Opportunities.

|   | 2009 Results        |                |             | 2010 Results        |                |             |
|---|---------------------|----------------|-------------|---------------------|----------------|-------------|
|   | Very Strongly Agree | Strongly Agree | Disagree    | Very Strongly Agree | Strongly Agree | Disagree    |
| <b>Cluster 5:<br/>Perception of Family Decision-Making Opportunities</b>  |                     |                |             |                     |                |             |
| You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.  | 54.1%               | 38.3%          | 7.7%        | 56.3%               | 35.3%          | 8.4%        |
| The staff who assess your child's skills listen to you and respect you.   | 62.9%               | 33.6%          | 3.6%        | 58.8%               | 35.3%          | 5.9%        |
| You are included in all planning and decisions for your child's program and services.                                     | 61.4%               | 33.6%          | 5.0%        | 62.7%               | 32.7%          | 4.6%        |
| You think the goals and objectives of your child's Individualized Family Service Plan are important.                      | 69.3%               | 27.9%          | 2.9%        | 66.7%               | 32.0%          | 1.3%        |
| You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.     | 49.3%               | 34.0%          | 16.7%       | 46.6%               | 43.9%          | 9.5%        |
| The Child Development Watch staff and your family have talked about what will happen when your child leaves this program. | 45.7%               | 35.8%          | 18.5%       | 44.9%               | 39.4%          | 15.7%       |
| <b>Total Perception of Family Decision-Making Opportunities</b>   | <b>56.7%</b>        | <b>34.1%</b>   | <b>9.2%</b> | <b>55.3%</b>        | <b>36.7%</b>   | <b>8.0%</b> |

The Alpha reliability coefficient for the items in this cluster is .794.

### Transition Planning

Of the families responding to the survey, 157 families indicated that their children were two years or older. The responses these families gave to questions related to CDW staff talking with their family about what will happen when their child leaves this program were analyzed and reported in Table 27.

Of the 152 families who answered the question, "The Child Development Watch staff and your family have talked about what will happen when your child leaves this program," 135 families (88.8%) indicated that they agreed that they had talked about the transition from the Birth to Three Program, compared to 83.9% in 2009.

Some families provided positive comments regarding the transition process, including:

- "I was pleased about the transitional planning. Because of [my child's] delay, I wasn't sure about her educational options and CDW made the transition clear and easy."

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- “I’ve been very well guided through my son’s upcoming transition.”
- “My case worker...could not have done her job better than she has. She is on top of every detail of my son’s needs. She has made his transition into pre-school so smooth.”

Other families indicated some concerns about their direct work with CDW staff in the transition process:

- “The school district was the only option as far as CDW was concerned. I did not hear of any other options unless I persisted. A formal list of information or a packet of brochures was not offered for me or for my child with special learning needs. This was frustrating as the school district had limited services...”
- “...we are at the point of transition. I feel that CDW could have *[been]* more available in this process, especially by ...participating in the IEP meeting with the school which we are going to be attending on our own.”

Still other families offered comments that confirmed that challenges associated with transition extend beyond the immediate program:

- “The point of contact – the therapist – does not know anything about the transition. Would be helpful if they knew more and could anticipate what is beyond what they are doing now into when they transition into the school district.”
- “I am not comfortable with the transition. I do not feel like the receiving school system coordinator is responsive enough to our needs...I am thankful for CDW being an advocate, but as a parent, the transition is very stressful.”

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

| Length of Time in CDW | 2010 Results        |                |               |              |                   |                        | Total           |
|-----------------------|---------------------|----------------|---------------|--------------|-------------------|------------------------|-----------------|
|                       | Very Strongly Agree | Strongly Agree | Agree         | Disagree     | Strongly Disagree | Very Strongly Disagree |                 |
| Less than 6 Months    | 0                   | 5              | 7             | 0            | 0                 | 1                      | 13              |
| 6-12 Months           | 14                  | 20             | 27            | 9            | 2                 | 0                      | 72              |
| 13-18 Months          | 4                   | 9              | 9             | 1            | 1                 | 0                      | 24              |
| More Than 18 Months   | 8                   | 14             | 18            | 0            | 3                 | 0                      | 43              |
| Total                 | 26<br>(17.1%)       | 48<br>(31.6%)  | 61<br>(40.1%) | 10<br>(6.6%) | 6<br>(4.0%)       | 1<br>(0.7%)            | 152<br>(100.0%) |

If the children receiving CDW services were two years or older, the families were also asked if they felt part of the process of making plans for what their children will be doing after leaving CDW. Nearly all families who indicated that their child was two years or older responded to this question. Of these families, 137 (92.0%) reported that they felt part of the process of making plans for what their children will be doing after leaving CDW. This

is a substantial increase compared to the proportion of families (82.0%) who responded to this question on the *2009 Family Survey*. See Table 28 for families who have children two years or older and their perceptions of being part of the process of making plans for what their child will be doing after leaving CDW by length of time in the program.

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

| Length of Time in CDW | 2010 Results        |                |               |             |                   |                        | Total         |
|-----------------------|---------------------|----------------|---------------|-------------|-------------------|------------------------|---------------|
|                       | Very Strongly Agree | Strongly Agree | Agree         | Disagree    | Strongly Disagree | Very Strongly Disagree |               |
| Less than 6 Months    | 0                   | 5              | 7             | 0           | 0                 | 1                      | 13            |
| 6-12 Months           | 13                  | 17             | 34            | 5           | 0                 | 1                      | 70            |
| 12-18 Months          | 7                   | 7              | 9             | 1           | 1                 | 0                      | 25            |
| More Than 18 Months   | 8                   | 14             | 16            | 3           | 0                 | 0                      | 41            |
| Total                 | 28<br>(18.8%)       | 43<br>(28.9%)  | 66<br>(44.3%) | 9<br>(6.0%) | 1<br>(0.7%)       | 2<br>(1.3%)            | 149<br>(100%) |

### Families' Perceptions of Program Accessibility and Receptiveness

The sixth cluster of items asked families receiving CDW services about their “Perception of Program Accessibility and Responsiveness.” This subscale was composed of nine items including questions that asked families about the ease with which they were able to find the program and enroll their child, satisfaction with the services they were receiving, and their understanding of their legal rights within the program. Families’ responses for the nine items in this cluster of the “Perception of Program Accessibility and Responsiveness” and the averaged responses for the cluster can be found in Table 29.

The “Perception of Program Accessibility and Responsiveness” of families completing the survey was positive. The calculation of this set of questions shows that 92.1% of families had a positive perception of program accessibility and responsiveness. This perception level is consistent with the results from the *2009 Family Survey*, when 92.7% of the families had positive perceptions of program accessibility and responsiveness.

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

- “Shouldn’t have to wait months to start to get services – takes too long to start.”
- “I think more frequent phone calls, more frequent check-ins to see how [my son] is doing. At this point, we hear from our Service Coordinator once every two months, which isn’t bad, but it could be better.”
- “No changes needed, they do a good job.”
- “Be more aware of cultural differences.”

Table 29. Cluster 6: Families' Perceptions of Program Accessibility and Receptiveness.

|  | 2009 Results        |                |             | 2010 Results        |                |             |
|--|---------------------|----------------|-------------|---------------------|----------------|-------------|
|  | Very Strongly Agree | Strongly Agree | Disagree    | Very Strongly Agree | Strongly Agree | Disagree    |
| <b>Cluster 6:<br/>Perception of Program Accessibility and Receptiveness</b>  |                     |                |             |                     |                |             |
| It was easy to find out about Child Development Watch.   | 49.7%               | 38.7%          | 11.6%       | 56.9%               | 31.5%          | 11.6%       |
| It was easy for you to become involved with Child Development Watch.   | 57.3%               | 33.7%          | 9.0%        | 62.5%               | 31.7%          | 5.8%        |
| Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs. | 49.3%               | 47.3%          | 3.4%        | 46.4%               | 45.8%          | 7.8%        |
| The program communicates with you in a way that is sensitive to your culture and your ethnic group.                        | 46.4%               | 49.3%          | 4.3%        | 45.5%               | 46.0%          | 8.5%        |
| You are getting the services listed in the IFSP.   | 59.2%               | 39.2%          | 1.5%        | 57.7%               | 39.6%          | 2.7%        |
| You are satisfied with the services your child and family are receiving.   | 57.5%               | 36.6%          | 6.0%        | 57.2%               | 37.5%          | 5.3%        |
| You have received written information about your family's rights (e.g. due process, procedural safeguards).                | 52.5%               | 44.3%          | 3.3%        | 51.3%               | 43.8%          | 4.9%        |
| You feel you understand your family's legal rights within your child's program.  | 50.0%               | 42.4%          | 7.6%        | 48.7%               | 44.2%          | 7.1%        |
| The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.  | 49.3%               | 34.0%          | 16.7%       | 44.9%               | 39.4%          | 15.7%       |
| <b>Total Perception of Program Accessibility and Receptiveness</b>   | <b>52.3%</b>        | <b>40.4%</b>   | <b>7.3%</b> | <b>52.5%</b>        | <b>39.6%</b>   | <b>7.9%</b> |

The Alpha reliability coefficient for the items in this cluster is .893.

### Families' Perceptions of Quality of Life

The seventh cluster of items asked families receiving CDW services about their "Perception of Quality of Life." This subscale included three items that examined families' perceptions of their child's and family's quality of life as a result of participation in CDW, having information to help the child develop and learn, and feeling that the services were useful to their family. Families' responses for the three items in the "Perception of Quality of Life" cluster and the averaged responses for the cluster can be found in Table 30.

The "Perception of Quality of Life" for the families completing the survey was positive. The calculation of this set of questions shows that 94.9% of families had a positive perception of quality of life. This perception level is somewhat higher compared to the results from the *2009 Family Survey*, with 93.6% of the families agreeing with the statements about their perceptions of quality of life.

Table 30. Cluster 7: Families' Perceptions of Quality of Life.

|  | 2009 Results        |                |             | 2010 Results        |                |             |
|--|---------------------|----------------|-------------|---------------------|----------------|-------------|
|  | Very Strongly Agree | Strongly Agree | Disagree    | Very Strongly Agree | Strongly Agree | Disagree    |
| <b>Cluster 7:<br/>Perception of Quality of Life</b>  |                     |                |             |                     |                |             |
| Since being part of Child Development Watch you feel your child's quality of life has improved.  | 58.2%               | 36.3%          | 5.5%        | 66.1%               | 32.1%          | 1.8%        |
| Since being part of Child Development Watch you feel your family's quality of life has improved.   | 52.3%               | 38.4%          | 9.3%        | 54.3%               | 37.5%          | 8.2%        |
| 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. | 58.6%               | 36.6%          | 4.7%        | 58.0%               | 36.4%          | 5.6%        |
| <b>Total Perception of Quality of Life</b>   | <b>56.5%</b>        | <b>37.1%</b>   | <b>6.4%</b> | <b>59.7%</b>        | <b>35.2%</b>   | <b>5.0%</b> |

The Alpha reliability coefficient for the items in this cluster is .838.

### Overall Perceptions of CDW Services

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 93.2%, with 6.8% of the families responding negatively. These rates are comparable to those from 2009 (93.3% and 6.7% respectively). Table 31 summarizes the seven cluster scores and presents aggregate scores.

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

|  | 2009 Results        |                |             | 2010 Results        |                |             |
|--|---------------------|----------------|-------------|---------------------|----------------|-------------|
|  | Very Strongly Agree | Strongly Agree | Disagree    | Very Strongly Agree | Strongly Agree | Disagree    |
| <b>Overall</b>   |                     |                |             |                     |                |             |
| Cluster 1: Overall Satisfaction                                  | 55.7%               | 40.2%          | 4.1%        | 61.2%               | 35.3%          | 3.4%        |
| Cluster 2: Perception of Change in Selves/Family                 | 55.8%               | 38.3%          | 5.8%        | 59.4%               | 34.2%          | 6.4%        |
| Cluster 3: Perception of Change in Child                         | 57.1%               | 35.4%          | 7.6%        | 60.9%               | 34.7%          | 4.4%        |
| Cluster 4: Perception of Family-Program Relations                | 55.8%               | 37.9%          | 6.2%        | 56.0%               | 36.1%          | 8.0%        |
| Cluster 5: Perception of Family Decision-Making Opportunities    | 56.7%               | 34.1%          | 9.2%        | 55.3%               | 36.1%          | 8.0%        |
| Cluster 6: Perception of Program Accessibility and Receptiveness | 52.3%               | 40.4%          | 7.3%        | 52.5%               | 39.6%          | 7.9%        |
| Cluster 7: Perception of Quality of Life                         | 56.5%               | 37.1%          | 6.4%        | 59.7%               | 35.2%          | 5.0%        |
| <b>Total</b>   | <b>55.4%</b>        | <b>37.9%</b>   | <b>6.7%</b> | <b>56.8%</b>        | <b>36.4%</b>   | <b>6.8%</b> |

## Child Development Watch Site Atmosphere and Accessibility

In 2000, four new questions were added to the *Family Survey*. These questions have been asked in the surveys that have followed, including this *2010 Family Survey*. This set of questions addresses families' experiences at each of the CDW sites. Families were asked to rate their experiences in terms of convenience of the offices and the relationships between families and staff members in the offices. Some families have visited different CDW locations and may have ranked their perceptions differently for different sites. Other families reported that because they received home visiting, they may never have been to a CDW location; these families may not have answered questions regarding CDW sites.

In terms of convenience of the offices, families were asked if the offices were convenient to get to and if the parking was convenient. Of the families who responded to these questions in 2010, 90.4% reported that the offices were convenient for them to get to and 85.3% reported that the parking was convenient. These results are similar to those from the *2009 Survey*. See Table 32 for a summary of the results regarding convenience of the offices.

Table 32. Aggregate Results of Questions Regarding Convenience of CDW Offices.

| Questions Regarding CDW Facilities:                               |        | 2010 Results        |                |             | 2009 Results        |                |             |
|---|--------|---------------------|----------------|-------------|---------------------|----------------|-------------|
|   |        | Very Strongly Agree | Strongly Agree | Disagree    | Very Strongly Agree | Strongly Agree | Disagree    |
| The offices are convenient to get to (Ns: 2010 = 219, 2009 = 184) | n<br>% | 94<br>42.9%         | 104<br>47.5%   | 21<br>9.6%  | 79<br>42.9%         | 89<br>48.4%    | 16<br>8.7%  |
| Parking is convenient at the offices (Ns: 2010= 217; 2009 = 178)  | n<br>% | 80<br>36.9%         | 105<br>48.4%   | 32<br>14.7% | 76<br>42.7%         | 82<br>46.1%    | 20<br>11.2% |

Families were also asked about their relationships with staff at the offices. Specifically, families were asked if the offices were comfortable, if they were treated very well by the staff, and if they felt they were a partner with the staff in planning for the care of their child. Of the families who responded to these questions in 2010, 95.0% reported that the offices were comfortable for them and their children (a decrease of almost 5 percentage points from 2009), 96.8% reported that they were treated well by staff, and 93.0% reported that they felt as if they were a partner with the staff (a decrease of just over 4 percentage points from 2009). See Table 33 for a summary of the results regarding the relationships between families and staff at the offices.

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

- “[The location is] very convenient –close to work and day care.”
- “All of the people were fantastic. Well mannered, respectful, and extremely polite.”
- “They’re wonderful people over there - they are passionate about their children and they are so good with them – the speech therapist cried to have to send him to school!”
- “Parking was inconvenient and we had a long walk to the door, once we could identify which door to enter.”
- “[The office was] very kid-friendly ([had children’s items] in the waiting room).”

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Table 33. Aggregate Results of Questions Regarding Relationships with Office Staff.

|  |  | 2010 Results           |             |                   | 2009 Results        |             |                   |
|--|--|------------------------|-------------|-------------------|---------------------|-------------|-------------------|
|  |  | Very Strongly Agree    | Agree       | Disagree          | Very Strongly Agree | Agree       | Disagree          |
| <b>Questions Regarding CDW Facilities:</b>   |  | Strongly Agree         |             | Strongly Disagree | Strongly Agree      |             | Strongly Disagree |
| You and your child were comfortable with the offices (Ns: 2010 = 219, 2009 = 186)  |  | n<br>%<br>118<br>53.9% | 90<br>41.1% | 11<br>5.0%        | 101<br>54.3%        | 84<br>45.2% | 1<br>0.5%         |
| You and your child are treated very well by the staff at the offices (Ns: 2010 = 217, 2009 = 184)                            |  | n<br>%<br>130<br>59.9% | 80<br>36.9% | 7<br>3.2%         | 117<br>63.6%        | 64<br>34.8% | 3<br>1.6%         |
| You feel you are a partner with the staff at the offices in planning for the care of your child (Ns: 2010 = 213, 2009 = 183) |  | n<br>%<br>113<br>53.1% | 85<br>39.9% | 15<br>7.0%        | 103<br>56.3%        | 75<br>41.0% | 5<br>2.7%         |

## **Section 4: Discussion and Implications**

### **Changes in the 2010 Family Survey**

Few changes were made to the *2010 Family Survey* other than minor wording corrections. A short series of questions about child care was eliminated to shorten the survey. Also, the question about participant race and ethnicity was refined to improve the accuracy of the question and a duplicate question about child race and ethnicity was added to better identify multi-racial/ethnic families. As in the *2009 Family Survey*, families were asked, at the end of the survey, if their comments or quotes could be used in state reports. As in 2009, the *2010 Survey* was administered via Internet, telephone, and mail with 243 families. This number represents 36.9% of the sample of 658 families used for this survey.

No major methodological changes were made in 2010. While interviewing the families, interviewers again entered the responses into SurveyMonkey, an online data collection website. Telephone recorders were also used again to gather comments from families, if they gave permission to be recorded. These comments were later transcribed and de-identified and incorporated into the report. In addition to telephone surveys, families included in the sample were given the option to complete the survey online via a data collection website, SurveyMonkey. All families eligible to participate in the survey were sent instructions on how to complete the survey online as well as a numeric PIN for sampling and analysis purposes.

Specific strategies targeting “hard-to-reach” families were not implemented in advance. However, in September a decision was made to bolster the completion rates for Spanish-speaking Hispanic/Latino families in southern Delaware by offering one-to-one help with completing a mailed, hard copy version of the survey. Few families participated in this assistance, but five chose to be interviewed by phone and an additional three completed the survey by mail.

### **2010 Family Survey Responses on the Federal Outcome Measures**

On the first cluster of federal outcomes regarding families knowing their rights, 89.2% of families had a positive perception of knowing their rights. On the second cluster of federal outcomes regarding being able to communicate their children’s needs, 93.3% of families had a positive perception of being able to communicate their children’s needs. On the third cluster of federal outcomes regarding helping their children develop and learn, 93.6% of families had a positive perception of helping their children develop and learn. Based on the 2006 and 2007 report from families, the Ongoing Program Evaluation Committee of the Birth to Three Early Intervention System had identified strategies to address weaknesses and set goals for improving families’ perceptions in the three areas measured by the federal outcomes.

### **2010 Family Survey Responses on the State Outcome Measures Compared to the 2009 Responses**

*Note that when compared with responses from the 2009 Family Survey the following differences are too small to be statistically significant at the corresponding alpha*

*reliability coefficient. This means that, given the way each survey cluster is created, there is expected to be a level of variation among the items in the cluster that cannot be attributed to real changes in families' experiences and opinions from one year to the next. Given the high number of families that respond positively to the survey items and this expected random variation, there is a low likelihood that statistical tests of differences from year to year will be statistically significant.*

On the 2010 Family Survey:

- 96.5% of families were satisfied with CDW services (Cluster 1), a negligible change from the 2009 Family Survey. The Alpha reliability coefficient for the items in this cluster is .854.
- 93.6% of the families reported a positive perception of change (Cluster 2) in themselves and their families, a negligible change from 2009. The Alpha reliability coefficient for the items in this cluster is .899.
- 95.6% of families receiving CDW services had a positive perception of change in their children (Cluster 3), an increase of 3.2 percentage points compared to the 2009 Survey. The Alpha reliability coefficient for the items in this cluster is .827.
- 92.1% of families had experienced positive family-program relations (Cluster 4), a slight decrease (1.6 percentage points) from 2009. The Alpha reliability coefficient for the items in this cluster is .944.
- 92.0% of families had positive perceptions of decision-making opportunities (Cluster 5). This was a slight increase (1.2 percentage points) from the 2009 Family Survey. The Alpha reliability coefficient for the items in this cluster is .794.
- 92.1% of families had positive perceptions of program accessibility and receptiveness (Cluster 6), a negligible change from the 2009 finding. The Alpha reliability coefficient for the items in this cluster is .893.
- Families' perception of quality of life (Cluster 7) was 1.3 percentage points higher in 2010 (94.9%) as compared to the 2009 findings. The Alpha reliability coefficient for the items in this cluster is .838.

### **Families' Perception of Child Development Watch Offices**

Families reported on their perceptions of the CDW offices they visited. In 2009 and 2010, similarly high percentages of families indicated that the offices were convenient to get to, though parking was rated somewhat less convenient in 2010. A lower percentage of families in 2010 than in 2009 indicated that the offices were comfortable for them and their child (95.0% versus 99.5%), but the level of satisfaction was still very high. A similar pattern was evident when families were asked if they felt as

if they were a partner with the staff at offices (93.0% in 2010 versus 98.4%). Similarly high percentages of families in each year felt that they were treated very well by the staff at the offices. Overall, a great proportion of families have positive perceptions about Child Development Watch offices and their staff.

### **Areas for Improvement**

The *2009 Family Survey* identified two areas where additional program improvement could be made, and the *2010 Survey* indicates that these remain areas for improvement. These areas focus on 1) understanding legal rights and 2) the transition process.

Following efforts to train CDW staff about helping families understand their legal rights, three of the four items in the Families Know Their Rights outcome cluster showed improvement in 2009, followed by a slight decrease in 2010. Of note, the percentage of families reporting they know who within CDW to speak with when they have concerns or a complaint decreased 2.9% percentage points in 2010 to 83.1%. Also, the proportion of families reported that they know who within CDW to speak with if they felt their family's rights were not being addressed decreased 2.7% percentage points in 2010 to 85.5%.

Given the complexity of families' legal rights, it is not surprising that there is still room for improvement in some areas.

The second area for improvement identified by the *2010 Family Survey* relates to the transition process. The proportion of families who reported they discussed the transition process with CDW staff (84.3%) was somewhat higher compared the *2009 Family Survey*. However, the rate for families with children two years or older (95.3%) was considerably higher. For a related question, 90.5% of the families reported that they felt part of the process of making plans for what their children will be doing after leaving CDW, a considerable increase compared to 2009. These results indicate that while there have been positive changes in families' experience with transition, there is still room for improvement in the CDW transition process.

### **Families Perceptions about Child Development Watch**

Overall, the general tone of the *2010 Family Survey* was positive. Most families gave positive responses to questions about their interactions with CDW and the support that the program provides to their families. Families also reported that the services were useful to their families. Most of the families completing the *2010 Family Survey* valued the role that CDW has in supporting the development of their children.

## **Section 5: Conclusions and Recommendations**

### **Conclusions**

Overall, the results of the *2010 Child Development Watch (CDW) Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful to both their children and to themselves. The data received from the 2010 survey are generally consistent with the results from the survey completed in 2009. While some of the questions have been added, deleted, or changed since the first survey administration, the results of the last seven survey administrations have generally been consistent. Nevertheless, the data continues to indicate positive findings about families' experiences with CDW.

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

### **Trends**

The *2010 Family Survey* is the eleventh time the survey has been used to measure families' satisfaction and perceptions about CDW and the Birth to Three Early Intervention System services. Using data from the past nine surveys and examining the seven clusters of the survey (see Appendix E), it is apparent that there have been some fluctuations in perceptions and satisfaction levels of families, but overall, perceptions and satisfaction levels have remained positive over time. While there were increases and decreases in the clusters in 2010, there were no significant changes in the trends of the clusters. Families' responses in most of the clusters indicated that a similar proportion of families have found CDW services to be meeting their needs over time.

### **Survey Distribution Strategies**

The strategy implemented with the *2008 Family Survey* of making an online version of the survey available to families was again repeated in 2010. This option was favored by 31.7% of families, a substantial decrease from 2009 (58.9%). While the reason for the decrease is not known, many families appear to appreciate the convenience of completing the survey online, based on the range of times and days of the week they completed surveys. As desirable as this method appears to be for many families, there are some systematic differences in how people prefer or are able to respond. While no group based on race/ethnicity or region of the state completed the survey more often online, a greater proportion African American families completed the survey by telephone compared to other racial/ethnic groups (79% versus 61% - 65%). Also, offering

one-to-assistance to Spanish Hispanic/Latino families in southern Delaware was effective in generating more completed mail and telephone surveys than were completed during the initial two months of the data collection window. Such alternative strategies appear to be an avenue worth pursuing as additional primary strategies for reaching the Spanish-speaking sub-population of Hispanic/Latino families.

## **Recommendations**

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

### **Program Recommendations**

There are a few recommendations for the CDW program to consider in improving the services being provided to families. These recommendations relate to the CDW transition process and the process for communicating complaints or concerns about CDW.

- While most families appear satisfied with transition planning, a small but not insignificant minority were dissatisfied with transition planning and their involvement in the process. 2010 reflected additional improvement in family opinions after a plateau that appeared evident in the 2009 survey. The increase seen in 2010 may have resulted from continued focus the Birth to Three Early Intervention System has been giving to transition planning over most of the last four years. More recent efforts to improve the transition process include joint Delaware Department of Education-CDW transition process meetings that are designed to improve transitions from CDW to the school system and an online training for Service Coordinators that will provide opportunities for consistent training. CDW should also consider continuing its previous array of efforts to create positive improvements in the transition process, such as the comprehensive and early planning for transition conferences.
- Somewhat fewer families in 2010 indicated they knew who to contact if there was a complaint or concern about Child Development Watch or about their rights, so there remains room for improvement in these areas. CDW's efforts to provide additional training to staff around families' legal rights should continue, this includes the family legal rights training for Service Coordinators. Also, dissemination of the Spanish version of the Guide to Family Rights booklet should be a positive step for Spanish speaking families.

### **Survey Updates and Extensions**

For the 2011 survey administration, it is recommended that the survey be further shortened, with questions that produce data that are not used by OPEC or the CDW

program, or that produce data that are much less accurate than program data proposed as candidates for deletion. In addition, it is recommended that alternatives to the current questions designed to assess cultural competence be explored with the intention of providing more useful data on this subject. It is also recommended, to further shorten the survey, that further review of the survey should occur to identify questions sets that could alternate from year to year. Other than these changes, it is recommended that the balance of the questions remain the same except for adjustments to clarify wording, as needed. Also, allowing families to complete the survey online continued to be an effective way to reach families in a convenient and efficient manner. It is recommended that the dual internet and telephone data collection methods continue and that, for Spanish-speaking Hispanic/Latino families, these be supplemented by a mail survey sent early in the data collection period. It is also recommended that, for Spanish speaking families, creative methods continue to be explored to facilitate the participation of these families.

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

- The Ongoing Program Evaluation Committee (OPEC) of the Birth to Three Early Intervention System annually review the *Family Survey* and recommend changes or additions to questions for use with CDW; it is, however, recommended that these additions or changes be consistent with the above recommendations.
- Efforts continue to include parent representatives in the survey development process. Veteran parents from the CDW process enhance the content of the survey. It may be helpful for parents to be informed that the survey they are completing was developed in part by parents who went through the same process with their children.
- OPEC continue to oversee the survey development, implementation, and reporting process in conjunction with the Center for Disabilities Studies.
- Given that the U.S. Office of Special Education Programs requires indicators of children's outcomes and families' outcomes from states, it will be important to continue to adjust the survey instrument if necessary to collect the information that is required to be reported.
- Creative efforts to generate ownership/buy-in of the survey and its findings among families, CDW staff, and provider staff be explored in order to enhance the survey participation rate. These include the development of a plan for increasing communication about the survey, its value, and its findings, and examining current communication materials for opportunities to enhance the way the survey is marketed to families.

### **Distribution and Sampling**

The *2010 Family Survey* for CDW was completed through either a telephone or Internet survey with 239 families, while an additional 4 Hispanic/Latino families completed it by mail. The *2010 Family Survey* had a survey completion rate of 36.9% of 658 families. The sample was representative of the total CDW population in terms of ethnicity and region. This representative sample was achieved by using a sampling

matrix with cells acknowledging each of these variables. This strategy was helpful in achieving a representative sample. However, it should continue to be supplemented, as possible, by continuing to include families who recently exited from CDW to maximize the size of sample.

### **Limitations**

This report reflects the telephone, Internet, and mail surveys completed by 243 families enrolled in CDW for at least six months prior to June 2010 or who had stopped receiving services no more than 6 months prior to completing the survey. The sample used includes a diverse population in regard to ethnicity, income, type of disability, and use of support services. In that regard, the families do provide a perspective on how families benefit from CDW in Delaware. When contacting all eligible families by telephone it was found that there are a number of families who did not answer the telephone interview for a variety of reasons. Similarly, not all families had access to a computer or possess the computer/Internet skills to complete the survey online. The sample is, therefore, somewhat biased to reflect the experience of families who have the time, resources, and skills to complete the survey by telephone, the Internet, or (in the case of Hispanic/Latino families) by mail. While bias was present, it was far less than bias resulting from administering the survey through a single method.

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

## History and Overview of the Family Survey Use

The *Family Survey* is the product of efforts of the Interagency Resource Management Committee (IRMC). The IRMC is composed of the secretaries or directors of the Delaware Department of Education, Department of Health and Social Services, and Delaware Services for Children, Youth and Their Families. These three departments sponsor and oversee Delaware's early childhood programs.

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

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

**IRMC Program Evaluation** - In October 1996, the IRMC again contracted with the CDS to provide technical assistance for the evaluation of IRMC sponsored programs. A major task of the contract was to fully implement the *Family Survey* with the four early intervention programs. The IRMC Evaluation Advisory Committee provided stakeholder representation on the final design of the *Family Survey* and recommendations on the sampling, distribution, data management, and report writing for the survey study. This committee was composed of personnel from the Delaware Department of Education representing ECAP and PCD programs and the Delaware Head Start Collaboration project, three representatives from the CDW program and Birth to Three Early Intervention System, and the IRMC Policy Coordinator.

In 1996, an overall evaluation process for three programs (CDW, ECAP, and PCD) and the Delaware Head Start three- and four-year-old program grantees was recommended to the IRMC (Peters, deCsipkes, & Gamel-McCormick, 1996). Part of that overall evaluation process was the full implementation of the *Family Survey*. The *Family*

*Survey* was designed and tested during 1996 with 88 families. With feedback from all of the programs using the *Family Survey* and with information derived from the 1996 pilot study, the survey was distributed to 4,751 families participating in three IRMC sponsored programs during the 1997 program year, to five Delaware Head Start grantees serving children three and four years of age, to birth mandate preschool FAPE (free appropriate public education) programs, and to non-IRMC funded preschool special education programs. Ultimately, the survey was distributed to all state level programs serving young children with disabilities between birth to five years of age and their families, and to the two largest state level early intervention programs targeting children in families at or below the poverty level.

Child Development Watch and the Birth to Three Early Intervention System have continued to use the *Family Survey* with families of children who have received services through Child Development Watch in the spring of 1998, late winter/spring of 2000, late winter/spring 2001, late winter/spring of 2002, late winter/spring of 2004, late winter/spring 2006, late winter/spring of 2007, late winter/spring of 2008, and late summer/fall of 2009. (See Peters, deCsiptes, & Gamel-McCormick, 1996; Gamel-McCormick & deCsiptes, 1997; Gamel-McCormick & Lovett, 1998a; Gamel-McCormick & Lovett, 1998b; Gamel-McCormick & Lovett, 1999; Gamel-McCormick, Worden, & Cummings, 2000; Gamel-McCormick & Cummings, 2001; Gamel-McCormick, Amsden, & Vacca, 2002; Amsden, Walker, Hartranft, & Gamel-McCormick, 2004; Yannetta, Amsden, & Bradley, 2006; Yannetta & Amsden, 2007; Sturm & Amsden, 2008, Salt & Konrad, 2010).

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

The IRMC Program evaluation, as described above, is no longer a focus of IRMC. New development is underway to design an early childhood data system that will encompass some of the previous evaluation work. Birth to Three Early Intervention System is continuing its work to examine the effectiveness of the program through family and child outcomes.

**Appendix B: 2009-2010 Membership of the Ongoing Program  
Evaluation Committee**

**2010  
Child Development Watch  
Ongoing Program Evaluation  
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## **Appendix C: 2010 Family Survey Instrument**

## Child Development Watch Family Survey (mail)- 2010

ID Number \_\_\_\_\_

Dear Family Member:

Child Development Watch 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 don't 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. Is your child a boy or girl? Boy  (1) girl  (2)
3. What is the age of your child in years and months? \_\_\_\_\_ years and \_\_\_\_\_ months
4. Please tell us the reasons your child is receiving services from Child Development Watch:
5. How long was/has your child been in the Child Development Watch program?  
Less than 6 months  (1) 6 - 12 months  (2)  
13 - 18 months  (3) more than 18 months  (4)
6. How did you find out about Child Development Watch?
7. Do you have a service coordinator, someone who helps you arrange services? (Do you receive service coordination services from Child Development Watch?)  
Yes  (1) No  (0) I'm not sure  (2)
8. Does your child have an IFSP (Individualized Family Service Plan)?  
Yes  (1) No  (0) I'm not sure  (2)

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9. Think about the services that you have received through Child Development Watch. Read the list of services and indicate if Child Development Watch has set up any of these services either now or in the past. Please check (✓) all the services that your child or family are receiving or have been linked to as a result of participation in Child Development Watch.

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

10. Would additional services, information, and/or assistance help you better care for your child?

- Yes  (1)  
No  (0)

11. If you answered “yes” to question #10 please tell us specifically what other services, information, and/or assistance would help you better care for your child.

| <b>Read the set of statements and respond to these statements with one of the following opinions:</b><br>Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree or Not Applicable<br>Here is the first question: | N/A | Very Strongly Disagree | Strongly Disagree | Disagree | Agree | Strongly Agree | Very Strongly Agree |
|---|-----|------------------------|-------------------|----------|-------|----------------|---------------------|
| 12. It was easy to find out about Child Development Watch.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 13. It was easy for you to become involved with Child Development Watch.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 14. As part of the Child Development Watch Program, you feel you have the opportunity to discuss your family’s strengths, needs, and goals.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 15. As part of the Child Development Watch program, you have been asked about your child’s strengths and needs, and your goals for him or her.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 16. You feel that you receive up-to-date information about your child’s needs so that you can make decisions for him or her.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| **If your answer to number 16 is that you disagree, please tell us what type of information you need so that you can make decisions for your child.   |     |                        |                   |          |       |                |                     |
| 17. Your service coordinator is able to link you to services that you need.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |

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|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| 18. You feel that the services provided to your child and your family are individualized and change as your family's needs change.                                | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| 19. Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.                                    | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| **How can Child Development Watch make the services that are provided to your child and your family more individualized and change as your family's needs change? |   |   |   |   |   |   |   |
| 20. The program communicates with you in a way that is sensitive to your culture and your ethnic group.   | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| **How can the program communicate with you in a way that is more sensitive to your culture and ethnic group?  |   |   |   |   |   |   |   |

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

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

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

**Now you will be asked some questions about your experience developing an Individualized Family Service Plan (IFSP).**

Does your child have or has your child had an Individualized Family Service Plan (IFSP)?

Yes  (1)                      No  (0)

| <b>Again, you will use the same answers as before:</b><br>Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree or Not Applicable | N/A | Very Strongly Disagree | Strongly Disagree | Disagree | Agree | Strongly Agree | Very Strongly Agree |
|---|-----|------------------------|-------------------|----------|-------|----------------|---------------------|
| 32. The staff that assesses your child’s skills listens to you and respects you.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 33. The staff explains your child’s assessment results in words you can understand.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 34. You are included in all planning and decisions for your child’s program and services.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 35. You think the goals and objectives of your child’s Individualized Family Service Plan are important.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 36. As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home .                                 | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 37. You are getting the services listed in the IFSP.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 38. You are satisfied with the services your child and family are receiving.  | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |

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

| <b>These next questions ask you to tell us how satisfied you are with the services you have received from Child Development Watch. This time, too, you will be using the same answers as you have used before:</b> Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree, or Not Applicable | N/A | Very Strongly Disagree | Strongly Disagree | Disagree | Agree | Strongly Agree | Very Strongly Agree |
|---|-----|------------------------|-------------------|----------|-------|----------------|---------------------|
| 40. You are satisfied with the changes your child has made since beginning the Child Development Watch program.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 41. You are satisfied with how things are going with your child and family.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 42. You have received written information about your family’s rights (e.g. due process, procedural safeguards).   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 43. You feel you understand your family’s legal rights within your child’s program.   | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| 44. You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.                        | 0 | 1 | 2 | 3 | 4 | 5 | 6 |
| 45. You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program. | 0 | 1 | 2 | 3 | 4 | 5 | 6 |

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

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

47. Is your child 2 years or older? Yes  (1) No  (0)  
 If yes, answer questions 48 & 49. If no, please go to question 50.

| For the next questions, you will use the same answers as before:<br>Very Strongly Disagree, Strongly Disagree, Disagree, Agree, Strongly Agree, Very Strongly Agree, or Not Applicable | N/A | Disagree | Strongly Disagree | Disagree | Agree | Strongly Agree | Very Strongly Agree |
|--|-----|----------|-------------------|----------|-------|----------------|---------------------|
| 48. The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.  | 0   | 1        | 2                 | 3        | 4     | 5              | 6                   |
| 49. You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.  | 0   | 1        | 2                 | 3        | 4     | 5              | 6                   |

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

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

60. What is your zip code? \_\_\_\_ \_

61. How many people are in your immediate family? \_\_\_\_\_

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

63. A. Are you Hispanic, Latino, or of Spanish origin? \_\_ Yes \_\_ No  
 B. How would you describe your race? (please check all that apply) Caucasian  (1)  
 African American  (2) Asian  (3) Other  (4) explain \_\_\_\_\_

64. A. Is your child who has been in CDW Hispanic, Latino, or of Spanish origin? \_\_ Yes \_\_ No  
 B. How would you describe this child's race? (please check all that apply)  
 Caucasian  (1) African American  (2) Asian  (3) Other  (4) explain \_\_\_\_\_



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

| Questions  | Southern Offices | N/A | Very Strongly Disagree | Strongly Disagree | Disagree | Agree | Strongly Agree | Very Strongly Agree |
|--|------------------|-----|------------------------|-------------------|----------|-------|----------------|---------------------|
| 79. You and your child were comfortable with the (name of office).   | Dover            | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Milford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Seaford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Georgetown       | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 80. The (name the office) is convenient to get to.   | Dover            | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Milford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Seaford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Georgetown       | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 81. You and your child are treated very well by the staff at the (name the office).                          | Dover            | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Milford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Seaford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Georgetown       | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 82. You feel you are a partner with the staff at the (name the office) in planning for the care of my child. | Dover            | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Milford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Seaford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Georgetown       | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
| 83. The parking is convenient at the (name the office).  | Dover            | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Milford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Seaford          | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |
|  | Georgetown       | 0   | 1                      | 2                 | 3        | 4     | 5              | 6                   |

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

85. 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  (1)      No  (0)

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

## **Appendix D: Survey Outcomes**

## Sampling Process

Table 34. Number of Families in the Sampling Cells

| <b>Cell</b>             | <b>Eligible Families in the Cell</b> | <b>Goal for Cell</b> | <b>Percentage of Selected Families</b> |
|-------------------------|--------------------------------------|----------------------|--|
| North, Caucasian        | 211                                  | 63                   | 29.9%                                  |
| North, African American | 129                                  | 38                   | 29.5%                                  |
| North, Hispanic/Latino  | 62                                   | 19                   | 30.7%                                  |
| North, Other            | 15                                   | 5                    | 33.3%                                  |
| South, Caucasian        | 150                                  | 45                   | 30.0%                                  |
| South, African American | 52                                   | 16                   | 30.8%                                  |
| South, Hispanic/Latino  | 35                                   | 12                   | 34.3%                                  |
| South, Other            | 6                                    | 3                    | 50.0%                                  |
| <b>Total</b>            | <b>658</b>                           | <b>201</b>           | <b>30.6%</b>                           |

Table 35. Reasons Families Could Not Be Contacted

| <b>Cell</b>             | <b>No Phone Number Was Provided</b> | <b>Phone Number Not in Service</b> | <b>Wrong Number</b> | <b>Families Identified as Ineligible During Call</b> |
|-------------------------|-------------------------------------|------------------------------------|---------------------|--|
| North, Caucasian        | 3                                   | 17                                 | 6                   | 0  |
| North, African American | 0                                   | 22                                 | 9                   | 1  |
| North, Hispanic/Latino  | 0                                   | 3                                  | 3                   | 0  |
| North, Other            | 0                                   | 0                                  | 0                   | 0  |
| South, Caucasian        | 0                                   | 17                                 | 10                  | 1  |
| South, African American | 0                                   | 2                                  | 5                   | 3  |
| South, Hispanic/Latino  | 2                                   | 9                                  | 3                   | 0  |
| South, Other            | 0                                   | 0                                  | 0                   | 1  |
| <b>Total</b>            | <b>5</b>                            | <b>70</b>                          | <b>36</b>           | <b>6</b>   |

Table 36. Outcomes of Family Contacts

| <b>Cell</b>             | <b>Left Messages with no Response</b> | <b>Client Refused</b> | <b>Families Identified as Ineligible During Call</b> | <b>Survey Complete</b> |
|-------------------------|---------------------------------------|-----------------------|--|------------------------|
| North, Caucasian        | 83                                    | 8                     | 0  | 54                     |
| North, African American | 47                                    | 9                     | 1  | 32                     |
| North, Hispanic/Latino  | 40                                    | 1                     | 0  | 15                     |
| North, Other            | 7                                     | 0                     | 0  | 32                     |
| South, Caucasian        | 62                                    | 9                     | 1  | 46                     |
| South, African American | 18                                    | 3                     | 3  | 15                     |
| South, Hispanic/Latino  | 9                                     | 0                     | 0  | 7                      |
| South, Other            | 1                                     | 0                     | 1  | 5                      |
| <b>Total</b>            | <b>267</b>                            | <b>30</b>             | <b>6</b>   | <b>243</b>             |

Table 37. Method of Survey Completion

| <b>Cell</b>             | <b>Telephone</b> | <b>Internet</b> | <b>Mail</b> | <b>Survey Complete</b> |
|-------------------------|------------------|-----------------|-------------|------------------------|
| North, Caucasian        | 52               | 30              | 0           | 82                     |
| North, African American | 29               | 10              | 0           | 39                     |
| North, Hispanic/Latino  | 15               | 3               | 1           | 19                     |
| North, Other            | 9                | 4               | 0           | 13                     |
| South, Caucasian        | 34               | 20              | 0           | 54                     |
| South, African American | 16               | 2               | 0           | 18                     |
| South, Hispanic/Latino  | 5                | 6               | 3           | 14                     |
| South, Other            | 2                | 2               | 0           | 4                      |
| <b>Total</b>            | <b>162</b>       | <b>77</b>       | <b>4</b>    | <b>243</b>             |

Table 38. Summary of Survey Contacts

|                         | Original Goal for Sample Cell | Cell Goal as a Percentage of the Population File | Number of Completed Surveys in Sample Cell | 2009 CDW Program Rate | Met/Exceeded the Cell Goal |                           |
|-------------------------|-------------------------------|--|--|-----------------------|----------------------------|---------------------------|
|                         |                               |  |  |                       | Based on Population File   | Based on CDW Program Rate |
| <b>North Region</b>     |                               |  |  |                       |                            |                           |
| <b>Caucasian</b>        | 63                            | 50.4%  | 82   | 51.98%                | Y                          | Y                         |
| <b>African American</b> | 38                            | 30.4%  | 39   | 29.84%                | Y                          | Y                         |
| <b>Hispanic/Latino</b>  | 19                            | 15.2%  | 19   | 14.23%                | Y                          | Y                         |
| <b>Other</b>            | 5                             | 4.0%   | 13   | 3.95%                 | Y                          | Y                         |
|                         |                               |  |  |                       |                            |                           |
| <b>South Region</b>     |                               |  |  |                       |                            |                           |
| <b>Caucasian</b>        | 45                            | 59.21%   | 54   | 62.93%                | Y                          | Y                         |
| <b>African American</b> | 16                            | 21.05%   | 18   | 21.18%                | Y                          | Y                         |
| <b>Hispanic/Latino</b>  | 12                            | 15.79%   | 14   | 11.15%                | Y                          | Y                         |
| <b>Other</b>            | 3                             | 3.95%  | 4  | 3.74%                 | Y                          | Y                         |
|                         |                               |  |  |                       |                            |                           |
| <b>Total</b>            | <b>201</b>                    |  | <b>243</b>                                 |                       |                            |                           |

## **Appendix E: Cluster Trend Graphs (2000-2010)**

Figure 1. Cluster 1: Overall Satisfaction

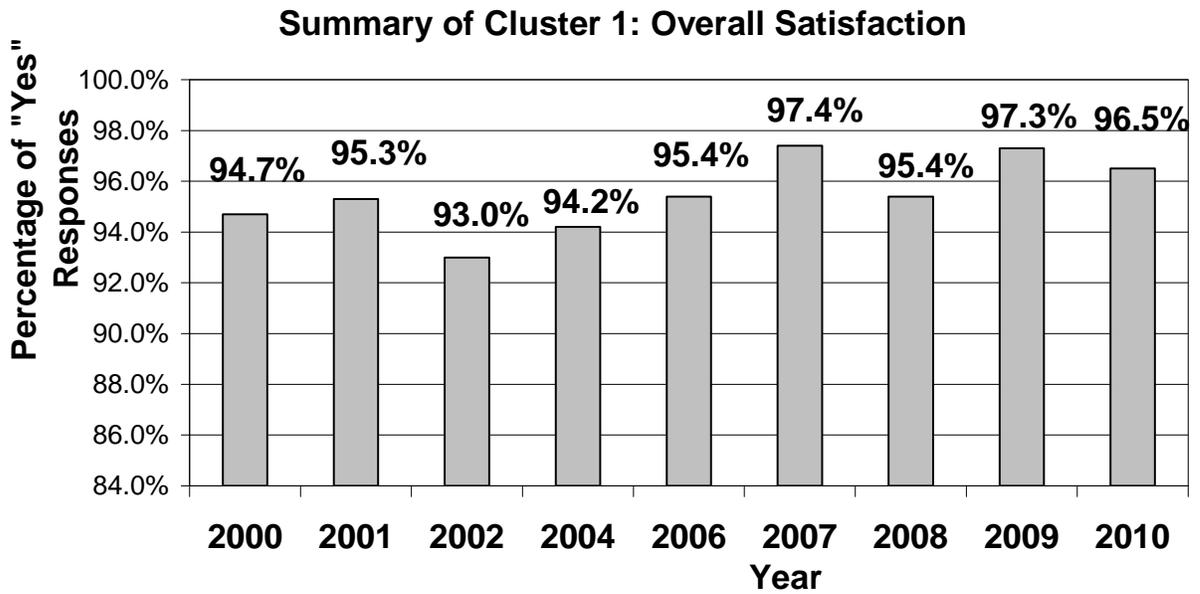


Figure 2. Cluster 2: Perceptions of Change in Self/Family

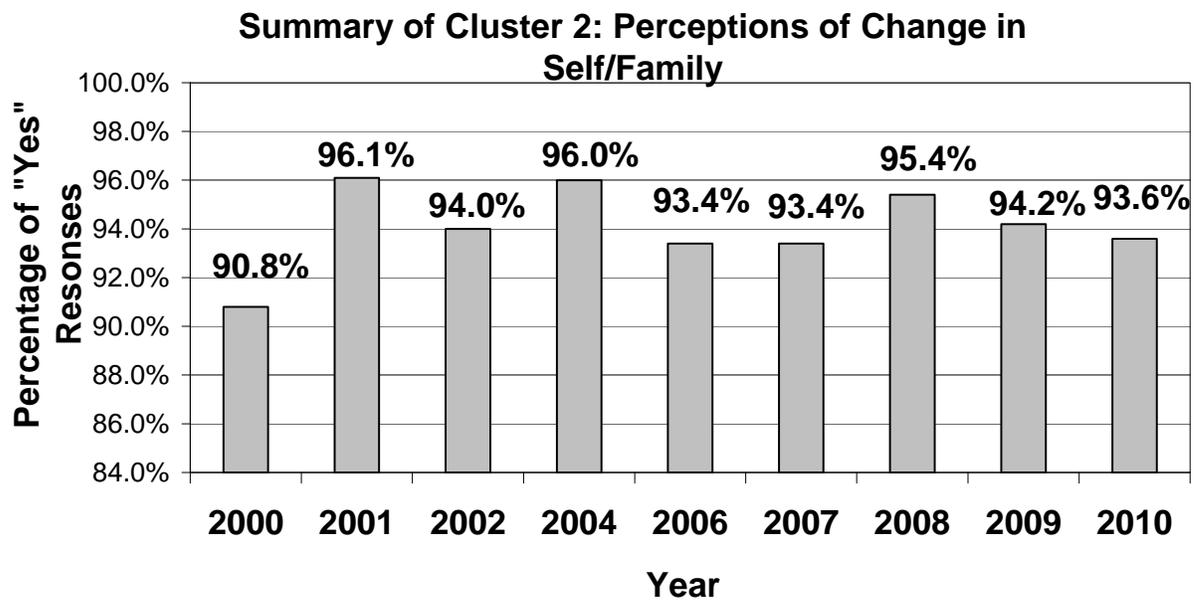


Figure 3. Cluster 3: Perceptions of Child's Change

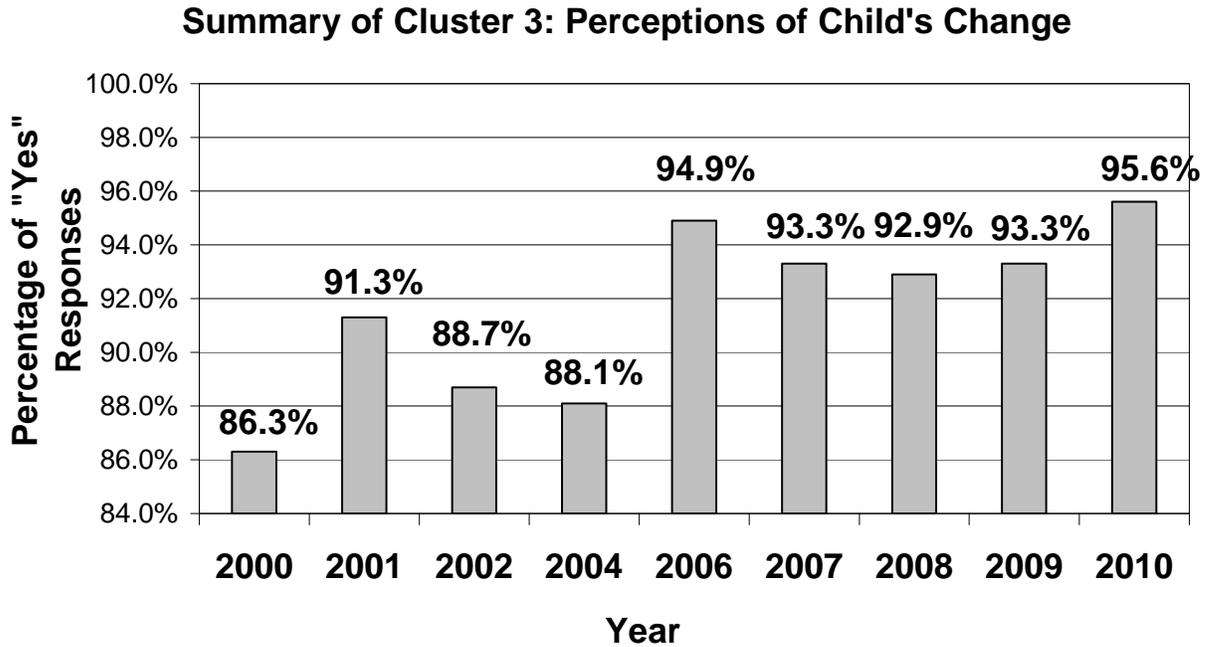


Figure 4. Cluster 4: Positive Family-Program Relations

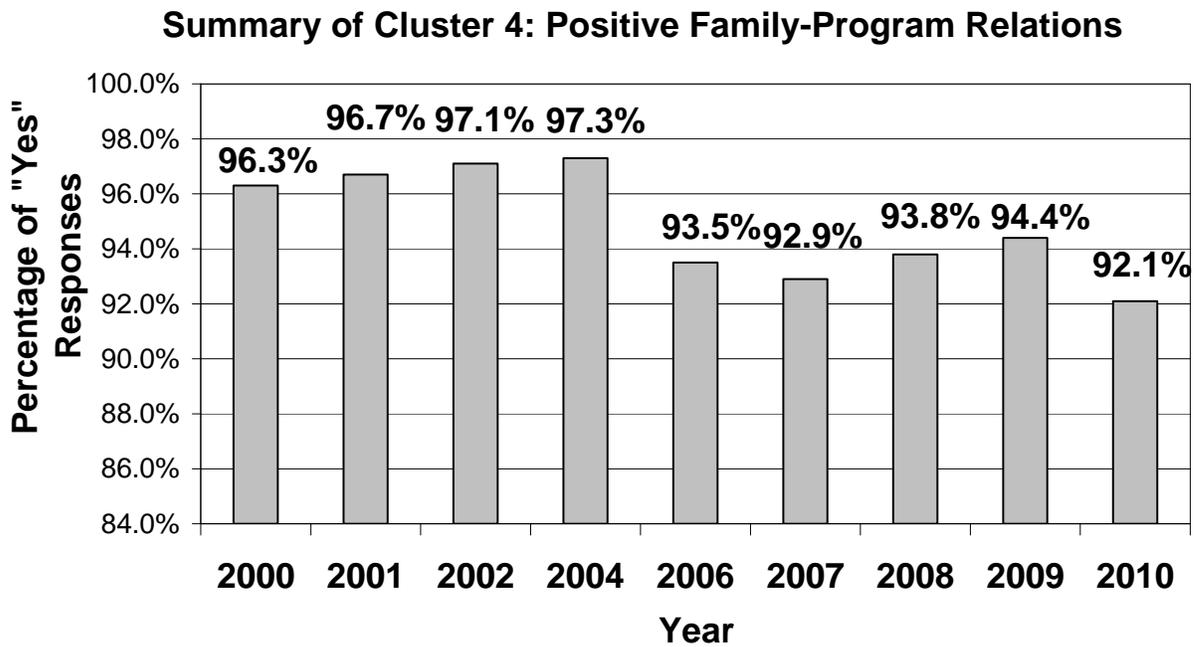


Figure 5. Cluster 5: Decision-making Opportunities

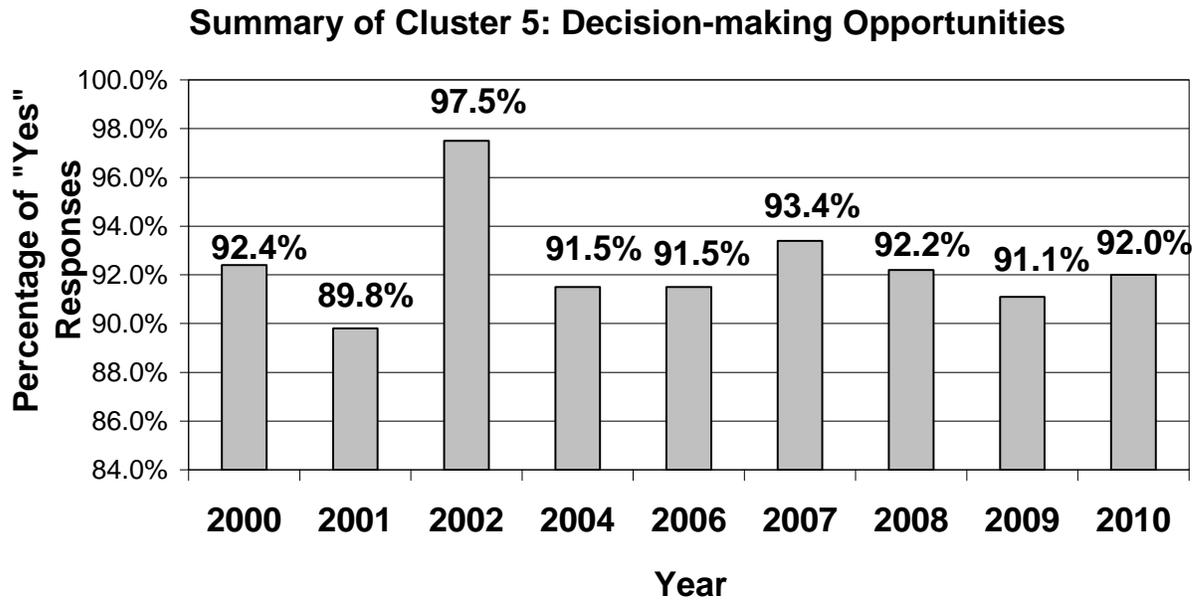


Figure 6. Cluster 6: Accessibility and Receptiveness

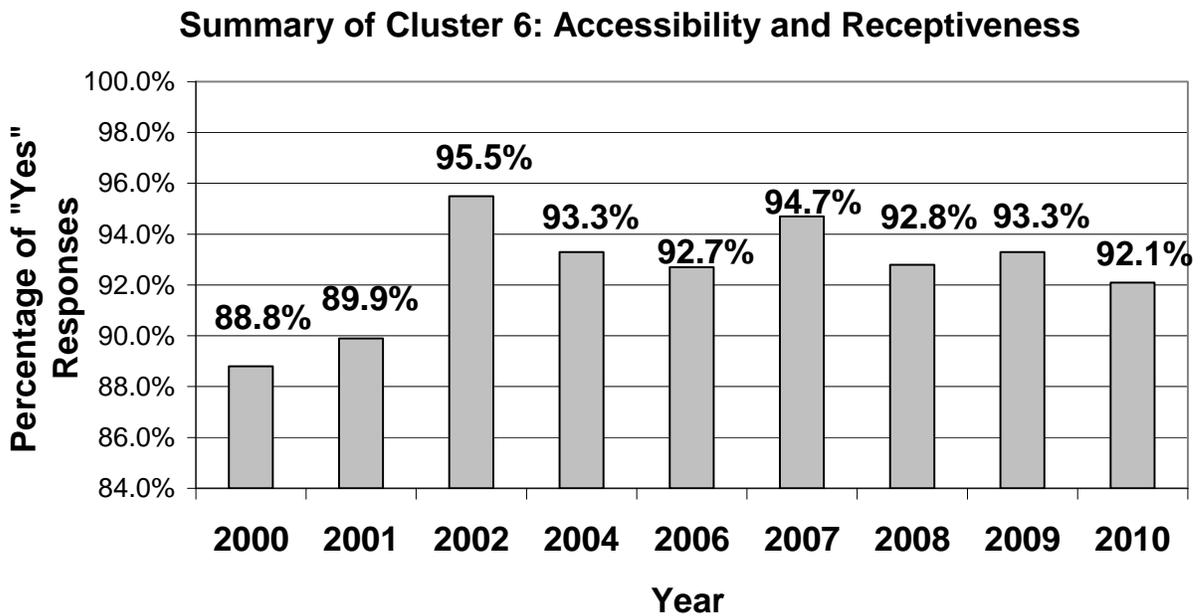
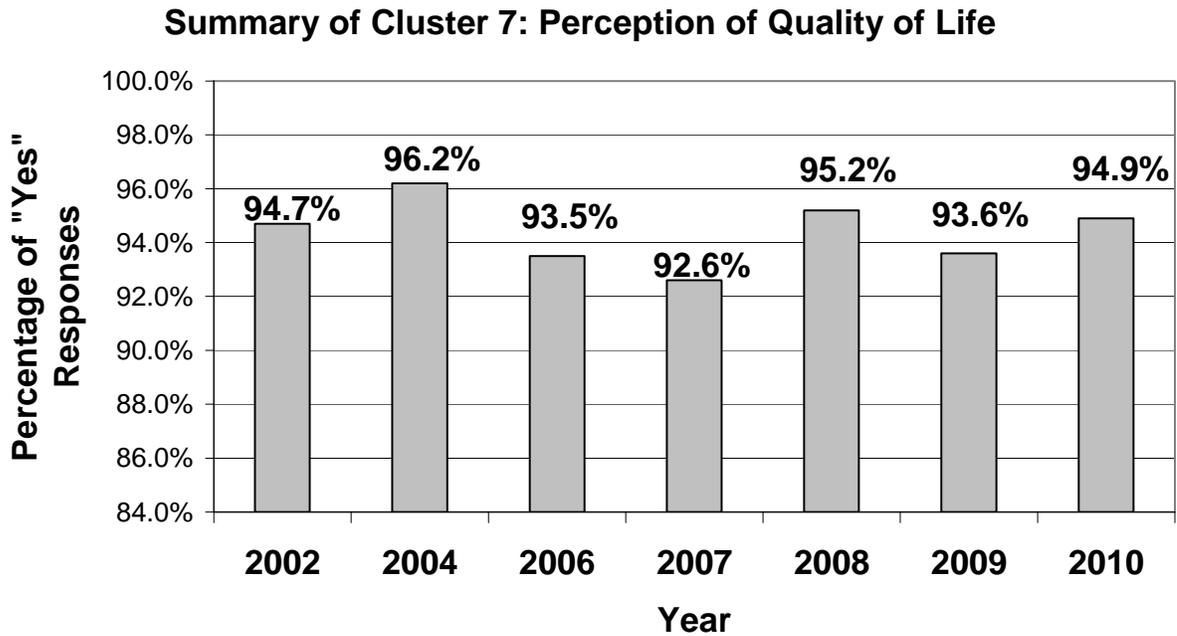


Figure 7. Cluster 7: Perception of Quality of Life



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