

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

2011 Family Survey

Brief Report

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Jim Salt

2011 Child Development Watch Family Survey: Brief Report

Introduction

Child Development Watch (CDW) is a state program which provides services to children between the ages of birth and 36 months who have disabilities or are at risk for developing disabilities as well as their families. CDW 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).

Each year, CDW must gather input from families about their satisfaction with and perceptions of the program. As in years past, staff of the Center for Disabilities Studies of the College of Education and Human Development at the University of Delaware conducted a family survey for the CDW program.

How the Survey Was Conducted

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 to being surveyed. Data was collected from mid-June through mid-August 2011.

Families were asked about their satisfaction with or perceptions about Child Development Watch 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, and g) perceptions about changes in quality of life.

As in previous years, the goal is to have at least 30% of families who met the criteria described above share their experiences and opinions through the survey. Additional goals are set so that 30% of the families in four race/ethnicity groups (Caucasian, Black or African American, Hispanic/Latino, and Asian/Other) share their feedback. These goals are set to try to ensure that the results are representative of the experiences of CDW families.

Who Took Part in the Survey

The 2011 *Family Survey* was successfully completed with a total of 222 families. This number represents 38.9% of the total number of families receiving Child Development Watch services in Delaware. In addition, all additional participation goals were reached, producing a sample of families that was representative of families in the CDW program. Tables 1-3 provide some descriptive information about the families that took part in the survey.

Table 1. Regional Location of Families Receiving CDW Services (Self Report).

Regional Location	2011 Results		2010 Results		CDW Program Rate*
	Number	Percent	Number	Percent	Percent
Northern Delaware ¹	147	66.2%	153	63.0%	61.2%
Southern Delaware ²	75	33.8%	90	37.0%	38.8%
Total	222	100.0%	243	100%	100.0%

¹Northern Delaware includes New Castle County

²Southern Delaware includes Kent and Sussex Counties

*Based on the 2010 Annual Child Count Demographic Data

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

Ethnic Background	2011 Results		2010 Results		CDW Program Rate*
	Number	Percent	Number	Percent	
Caucasian	116	52.3%	136	56.0%	56.23%
African American	58	26.1%	57	23.5%	26.48%
Hispanic/Latino	35	15.8%	33	13.6%	13.42%
Asian	13	5.9%	17	7.0%	3.02%
Other+	--	--	--	--	0.85%
Total	221		243	100.0%	100.0%

+Asian and "Other" are combined in 2010 and 2011.

*Based on the 2010 Annual Child Count Demographic Data.

Table 3. Method of Survey Completion

	Telephone	Internet	Mail	Survey Complete
North, Caucasian	53	27	0	80
North, African American	24	3	4	31
North, Hispanic/Latino	22	1	2	25
North, Other	9	2	0	10
South, Caucasian	25	11	0	36
South, African American	23	3	1	27
South, Hispanic/Latino	9	0	1	10
South, Other	1	0	1	2
Total	166	47	9	222

What the Survey Found

This brief report focuses on three sets of results based on family input: performance on seven state outcome clusters; performance on three federal outcomes; and perceptions about transition from Child Development Watch.

State Outcome Clusters: Across the seven clusters, very high percentages of families had positive experiences with and perceptions of CDW. Compared to 2010, these percentages were 2.5 to 5 percentage points higher in 2011. The bullets below and Table 4 provide more detail about the cluster results.

- Over 99% of families who responded to the survey indicated that they had overall satisfaction with the services they received;
- Over 96% of families reported a positive perception of the program's accessibility and receptiveness;
- Over 97% of families reported a positive perception of the change in themselves and their family in relationship to their experience with Child Development Watch;
- Over 98% of families reported a positive perception of the change in their child in relationship to their experience with Child Development Watch;
- Over 96% of families reported a positive perception of family decision-making opportunities with Child Development Watch;
- Over 96% of families reported a positive family-program relationship with Child Development Watch staff; and
- Over 98% of families reported a positive perception of their quality of life.

Table 4. State Outcome Cluster Summary Results: 2010 and 2011

	2010 Results			2011 Results		
	Very Strongly Agree	Strongly Agree	All Disagree Responses	Very Strongly Agree	Strongly Agree	All Disagree Responses
Overall						
Cluster 1: Overall Satisfaction	61.2%	35.3%	3.4%	66.0%	33.0%	0.9%
Cluster 2: Perception of Change in Selves/Family	59.4%	34.2%	6.4%	61.7%	36.2%	2.1%
Cluster 3: Perception of Change in Child	60.9%	34.7%	4.4%	65.6%	32.7%	1.6%
Cluster 4: Perception of Family-Program Relations	56.0%	36.1%	8.0%	61.7%	35.2%	3.1%
Cluster 5: Perception of Family Decision-Making Opportunities	55.3%	36.1%	8.0%	60.7%	35.4%	3.9%
Cluster 6: Perception of Program Accessibility and Receptiveness	52.5%	39.6%	7.9%	58.7%	37.4%	3.9%
Cluster 7: Perception of Quality of Life	59.7%	35.2%	5.0%	63.0%	35.3%	1.7%
Total	56.8%	36.4%	6.8%	61.9%	35.3%	2.8%

Federal Outcomes: For the fifth 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. Across the three outcomes, high percentages of families had positive experiences with and perceptions of CDW. Compared to 2010, these percentages were 4 to 5 percentage points higher in 2011. Fewer differences were seen when the results were examined by geographic region or race/ethnicity. The bullets below and Tables 5-7 provide more detail about the outcomes.

- Over 98% of families agreed they could effectively communicate their children’s needs;
- Over 97% of families reported helping their children develop and learn; and
- Over 93% of families knew their rights related to participating in this program.

Table 5: Federal Outcomes Summary: 2010 and 2011.

Year	Percent Agree through Very Strongly Agree (use VSA & SA, A)		
	Families Know Their Rights	Families Effectively Communicate Their Needs	Families Help Their Children Develop and Learn
2010	89.2%	93.3%	93.5%
2011	93.8%	98.2%	97.9%

Table 6: 2011 Federal Outcomes by Region.

Region	Percent Agree through Very Strongly Agree		
	Families Know Their Rights	Families Effectively Communicate Their Needs	Families Help Their Children Develop and Learn
Northern Region	94.1%	97.9%	97.5%
Southern Region	93.1%	98.9%	98.6%

Table 7: 2011 Federal Outcomes by Race/Ethnicity.

Race/Ethnicity	Percent Agree through Very Strongly Agree		
	Families Know Their Rights	Families Effectively Communicate Their Needs	Families Help Their Children Develop and Learn
Caucasian	96.0%	98.8%	97.3%
African American	88.2%	96.6%	97.7%
Hispanic/Latino	95.3%	98.2%	99.3%
Asian/Other	93.7%	100.0%	100.0%

Transition from CDW: Parents are often concerned about what will happen when their children leave CDW. For families with children two years or older, two questions are included in the survey to explore their perceptions and experiences related to being prepared for this transition. Most families gave positive answers to these questions. Looking at the results from 2009-2011, perceptions have either held steady or increased during that period (see Table 8 for more detail).

Table 8: Preparing from Transition from Child Development Watch – 2009-2011.

Transition Topic	Percent Agree through Very Strongly Agree		
	2009	2010	2011
Had conversations with CDW staff about what will happen when child leaves CDW	87.5%	88.8%	87.6%
Felt part of process of making plans for what child will be doing after leaving CDW	85.5%	92.0%	89.3%
Number of Families Responding	136 & 138	152 & 149	162 & 158

Conclusions and Recommendations

The results of the *2011 Child Development Watch Family Survey* indicate a high degree of satisfaction with CDW services. A very high percentage of families perceived these services as helpful to both their children and to themselves. The results from the 2011 survey are generally consistent with results from previous surveys.

The review of two years of survey data (2010 and 2011) 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 fifth 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 *2011 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. 2011 reflected a plateau after improvement indicated in the 2010 survey. The Birth to Three Early Intervention System has been giving increasing focus to transition planning over most of the last four years and gains in family perceptions over that period suggest those efforts have been helpful. 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.

- More families in 2011 indicated they knew who to contact if there was a complaint or concern about Child Development Watch (89.8% compared to 83.2% in 2010) or about their rights (91.1% compared to 89.8% in 2010). This reflects movement in the right direction, but 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.

About the *Center for Disabilities Studies*

The *Center for Disabilities Studies* (CDS) 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. CDS, established in 1992, works in conjunction with people with disabilities to better their lives. CDS staff and affiliated faculty teach pre-service and in-service courses for teachers, social service workers, and other service providers working with people with disabilities and their families. CDS operates state-of-the-art programs and assists both public and private organizations in adopting the procedures developed to operate those programs. Staff and affiliated faculty also serve on state and national policy boards and commissions that address housing, transportation, education, child care, health care, and other service areas. Staff also conducts evaluations of programs and assists in policy development at both the local and state levels. CDS is located at 461 Wyoming Road at the University of Delaware in Newark. The CDS Director 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 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.