



Family Survey Highlights FFY 2015

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Logistics

- Webinar is being recorded
- Participant lines are muted
- Chat box for questions & comments
- Materials will be posted on ECTA events page
- Post-webinar evaluation

Purpose of Today's Webinar

1. Share highlights from the Part C APR Indicator 4 national analysis (FFY 2015)
2. Highlight state work on improving family survey data and use
3. Introduce new resources related to family data & family outcomes

Part C APR Indicator 4

Percent of families who report that early intervention services have helped the family...

(A) ...know their rights

(B) ...effectively communicate their children's needs

(C) ...help their children develop and learn



What Data are Included?

- Data from states' February, 2017 APR submission
 - Federal Fiscal Year (FFY) 2015
 - School year 2015-2016
- 56 states & jurisdictions reported
- Quantitative data as reported by OSEP
- Additional ECTA coding & analyses

Note: not all states reported on all qualitative variables

APR Data Topics for Today

- State Approaches
 - Surveys used
 - Family populations surveyed
 - Dissemination and return methodologies
- Data Quality
 - Response rates
 - Representativeness
- Performance Data
 - Current year
 - Trends over time
 - By survey used

State Approaches FFY 2015

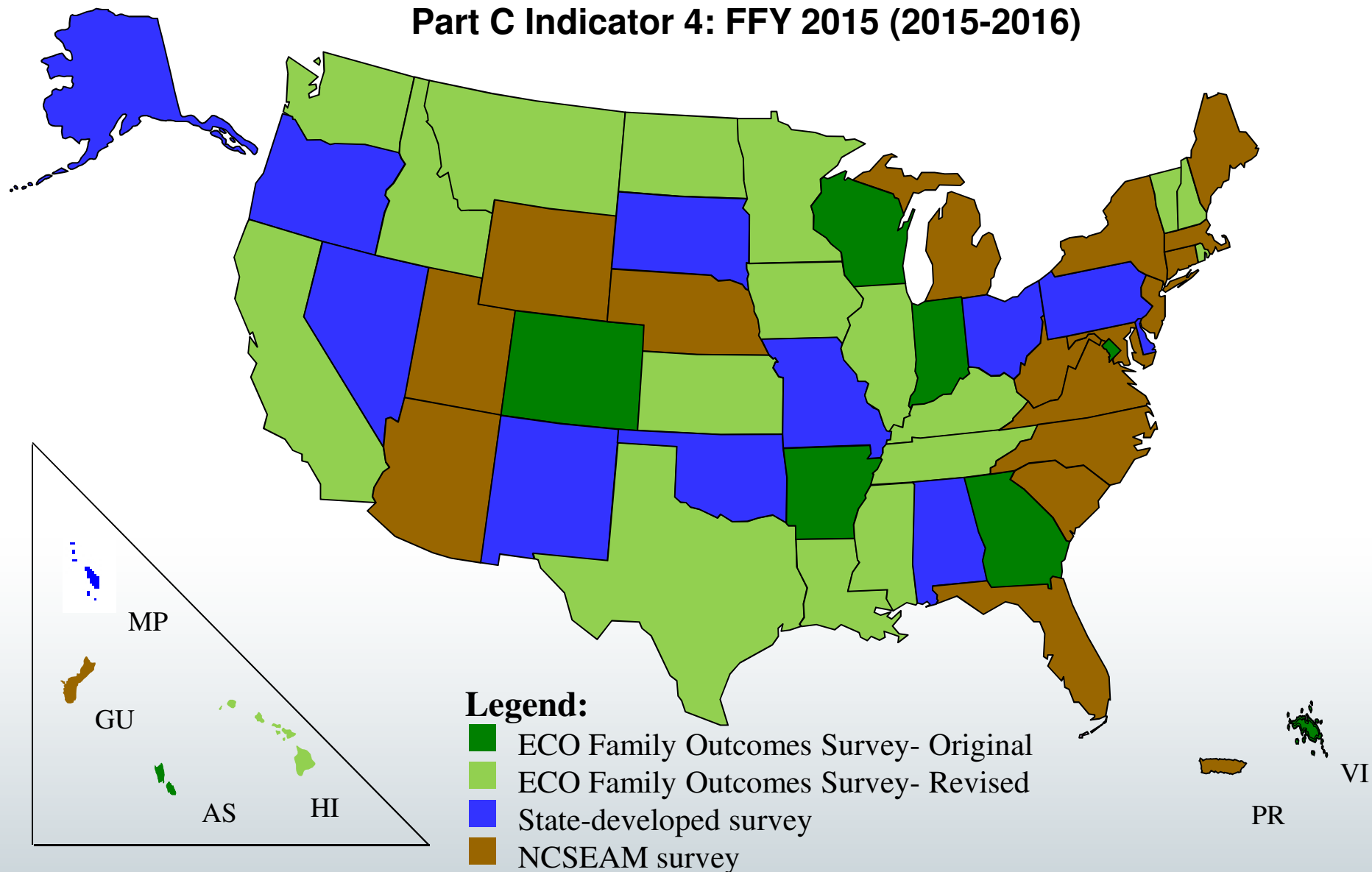


State Approaches: Surveys Used

- NCSEAM (18 states, 32%)
- FOS-Revised (18 states, 32%)
- FOS-Original (8 states, 14%)
- State-developed (12 states, 21%)

State Approaches to Family Outcomes Measurement*

Part C Indicator 4: FFY 2015 (2015-2016)



*This map shows the approaches used to measure the three family outcomes for APR reporting on Indicator C4. Some states used additional tools/ approaches to measure other family variables.

State Approaches: Family populations surveyed

- Family subgroups
 - All families in program: 30 states
 - Greater than six months of services: 19 states
 - Other: 2 states
 - Not reported/ unclear: 5 states
- Census vs sampling
 - Census: 46 states
 - Sampling: 10 states



State Approaches: Dissemination and Return

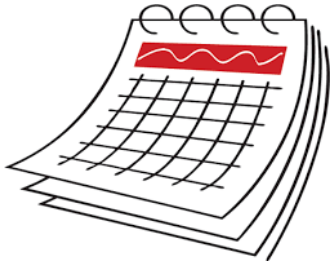
- Dissemination Methodologies (n=56)
 - Mailed: 17 states
 - In-person: 13 states
 - Multiple methods: 10 states
 - Other: 2 states
 - Not reported: 14 states

- Return Methodologies (n=56)
 - Multiple methods: 26 state
 - Mailed: 9 states
 - In-person: 1 state
 - Other: 2 states
 - Not reported/ unclear: 18 states



✓ Online option: 24 states (43%)

State Approaches: Survey Timing



Annual survey/ point in time: 22 states (39%)



At IFSP: 5 states (9%)



At exit from program: 9 states (16%)

Data Quality FFY 2015



Survey Response Rates

- Forty-three states (77%) reported a response rate
- Response rates ranged from 9.2% to 100%
- Mean response rate = 37.4%
- Median response rate = 33.3%

Response Rates and Survey Methods

Distribution Method(s)	Average response rate	Number of states
In-person distribution	53%	13
Multiple methods	39%	10
Mailed-only distribution	21%	17

Return Method(s)	Average response rate	Number of states
Multiple return methods	35%	26
Mailed return	25%	9

Data Quality:

Representativeness of Family Data

Were data representative of the state?

- Yes: 47 states (84%)
- No: 9 states (16%)

Comparison data used

- Program Data: 16 states (29%)
- 618 Data: 13 states (23%)
- Other: 6 states (11%)
- Not reported/unclear: 21 states (38%)

Data Quality: Assessing Representativeness

- Variables analyzed by states
 - Race/ethnicity
 - Geographic variables (district, county, region)
 - Child's gender
 - Child's age (at time of survey, at referral)
 - Others: disability/eligibility categories, length of time in services, income, primary language

Performance Data FFY 2015

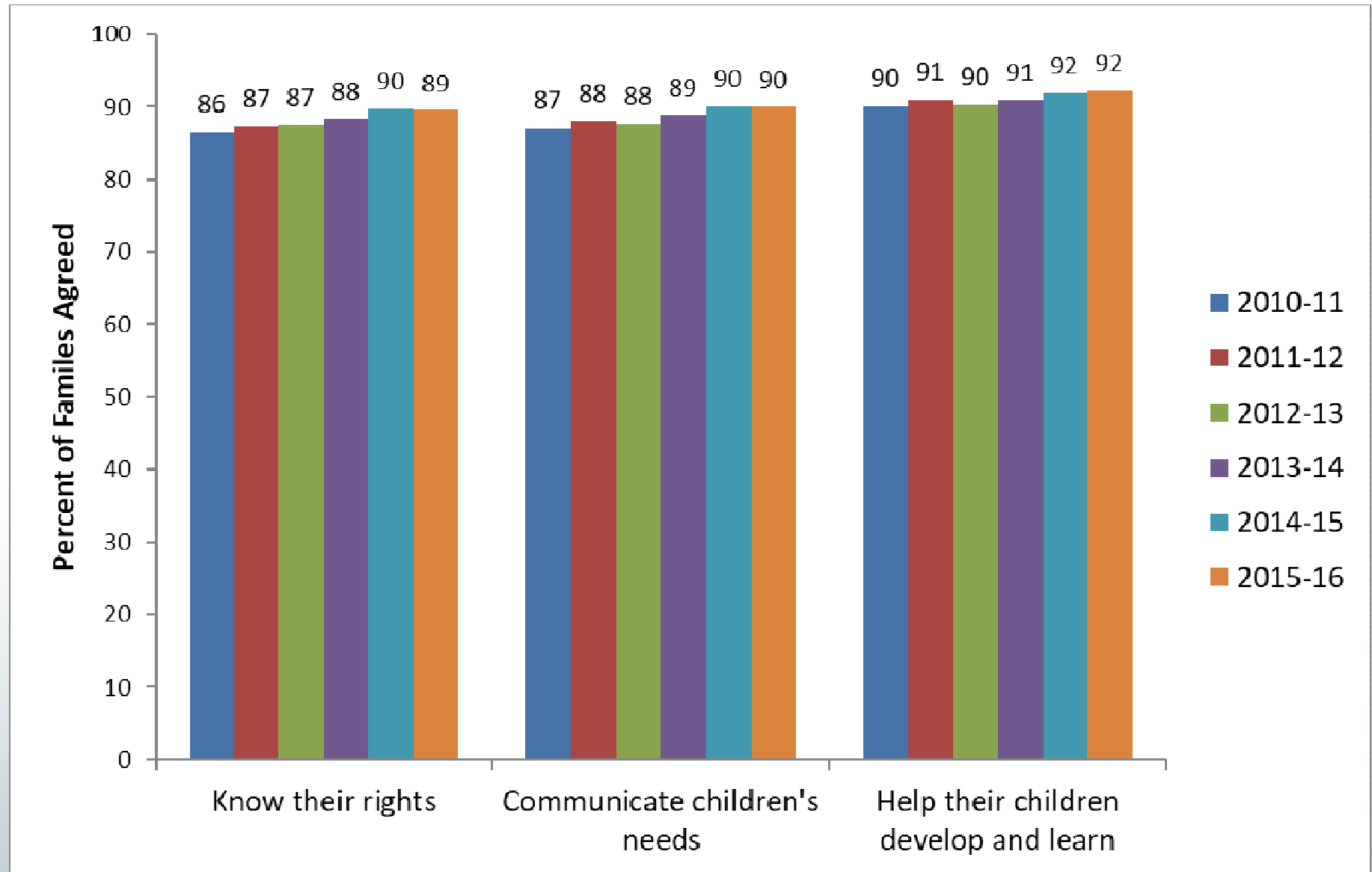


FFY 2015 Performance

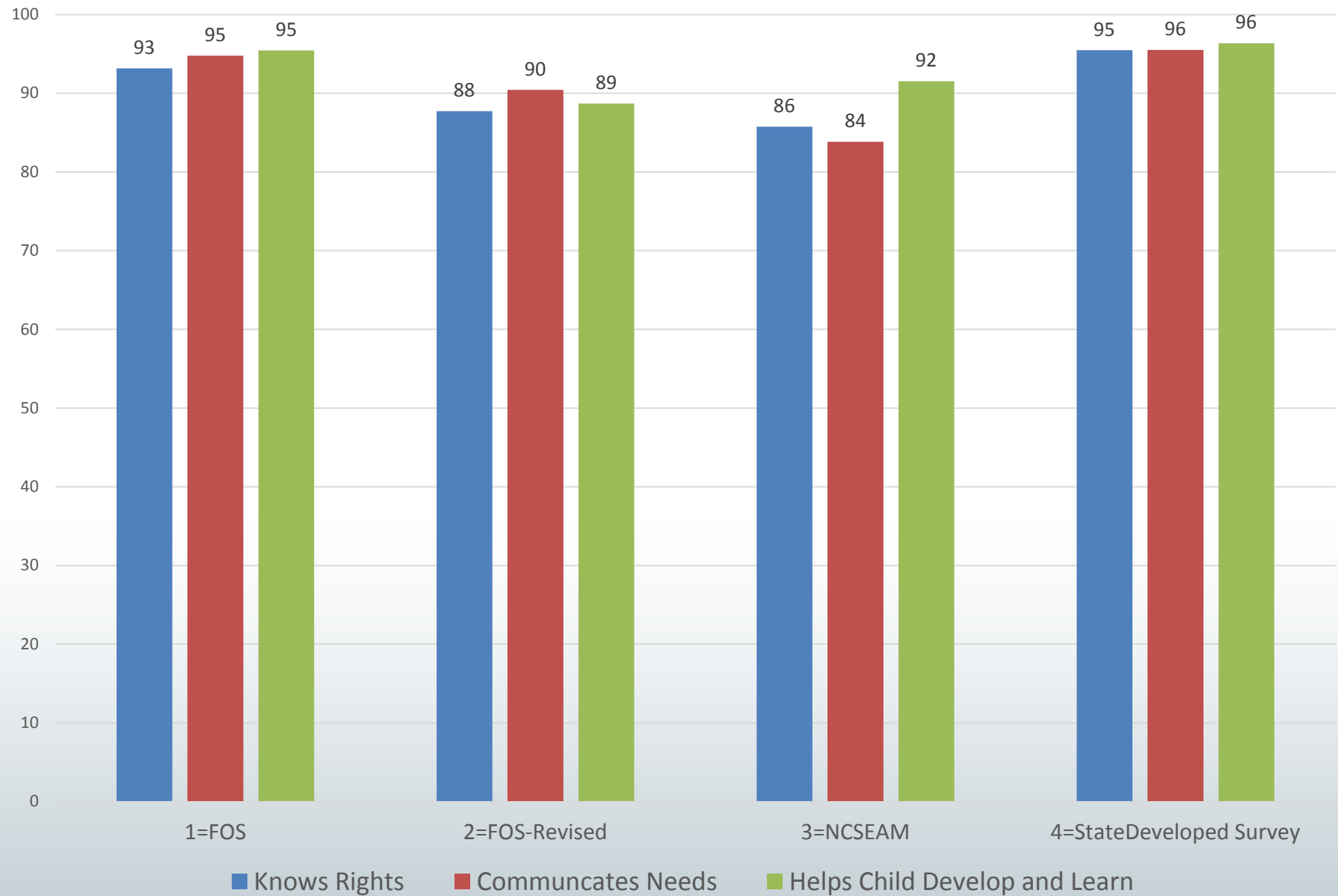
Percent of families who report that early intervention services have helped the family...

- A. Know their rights: **89.5%**
- B. Effectively communicate child's needs: **90.0%**
- C. Help child develop and learn: **92.2%**

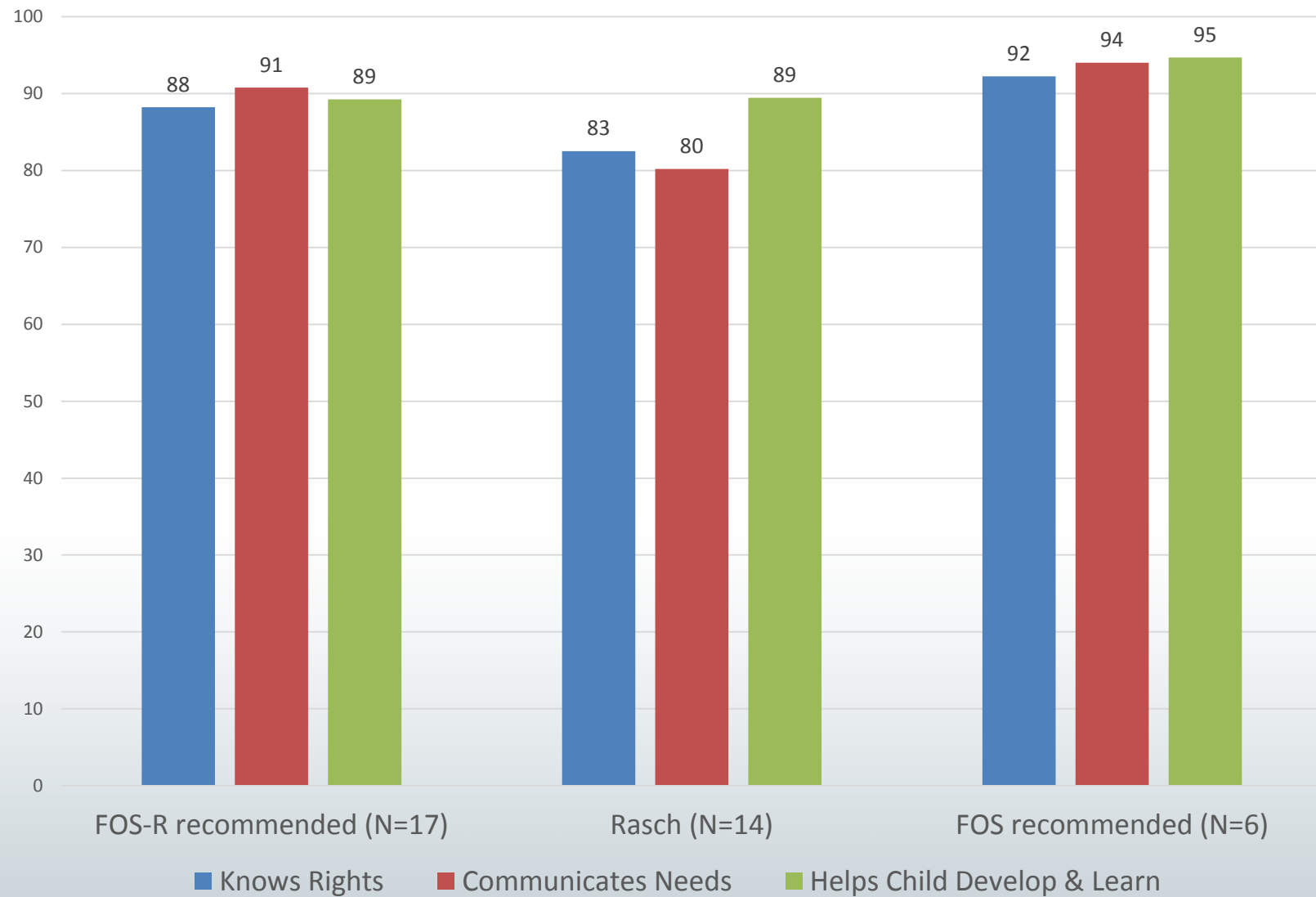
FFY 2015 Performance Trends over Time



Indicator 4 Performance by Survey Type



Performance by Scoring Cutoff Used (n=37)



State Spotlight: North Carolina Part C



the
earlier
you
know,
the
better
they'll
grow.

NC Infant-Toddler Program

Family Outcomes

October 30, 2017

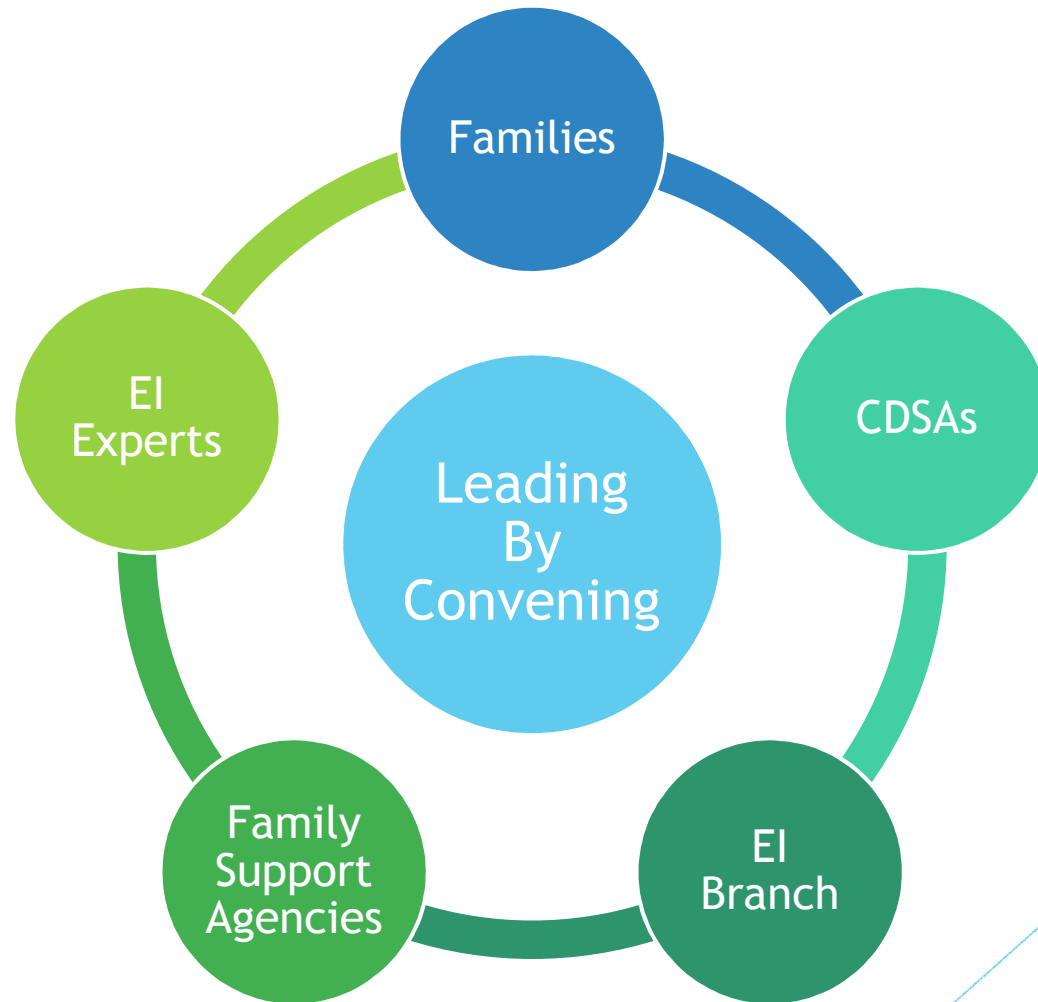


Agenda

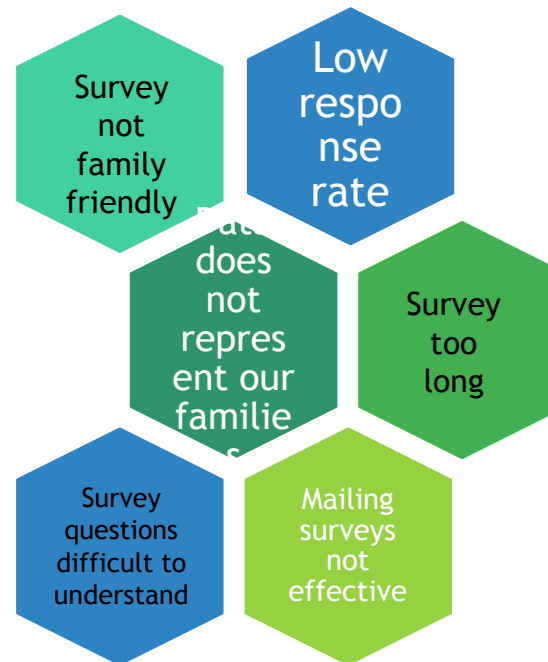
- ▶ Stakeholder Involvement
- ▶ NC Family Outcomes Needs Improvement
- ▶ Family Engagement Team
- ▶ New Family Outcomes Process
- ▶ Results
- ▶ Multi-prong Approach
- ▶ Lessons Learned



Stakeholders



Challenges to Measuring Family Outcomes



Family Engagement & Outcomes Team Goals

- ▶ Implement a NC ITP Family Outcomes Measurement System (FOMS) that utilizes a distribution and collection process that is representative of all NC families, has a high response rate, and captures family outcomes on key indicators, such as parent knowledge, skills, support, satisfaction, and progress made in the NC ITP
- ▶ Collect quality family outcome data through the FOMS that is utilized by the EI Branch and CDSAs to improve services for families
- ▶ Systematically engage families in planning and/or decision-making opportunities at the child/family, CDSA and/or state levels



Family Engagement Team Scope of Work

1: What Do We
Want to Know
From Families

2: Survey and
Distribution
Methods

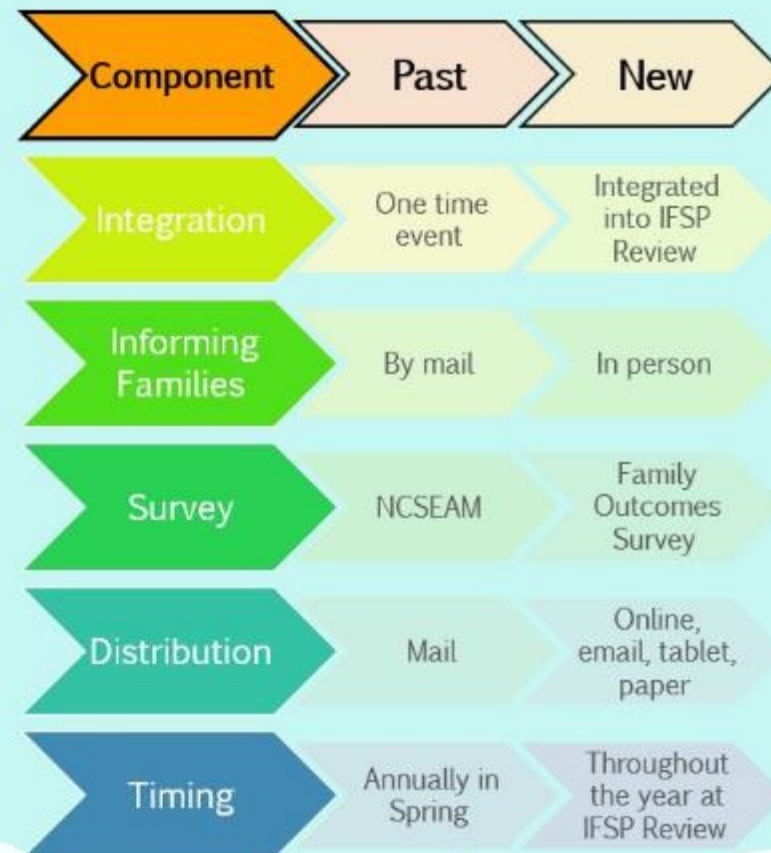
3: How to
Utilize the
Data?

4: Family
Engagement

Survey System Must Be



Changes to our Family Outcomes Measurement System



Integrate Family Outcomes into EI

Enrollment in ITP

Introduce Family Outcomes at initial IFSP Development

Prior to Semi-Annual IFSP Review

Explain to family that we would like their feedback and offer survey

Mail "Family Outcomes" Flyer to family with Meeting Invitation

Semi-Annual Review

Offer family survey to family and assist if needed

Family Outcomes Survey Roll Out

Present to Leadership (Dec 2016)

Identify and approve:
FOS-R
Methodologies
Pilot CDSAs
Timeline

Train Staff (Feb/March)

Process & flow
Family engagement
Technology options
Buy In

Survey Families (April - June)

Integrate into Semi-Annual
IFSP Review Provide options
to complete
Family Engagement
Confidentiality
Assistance
Smaller sample

Family Outcomes Survey



NORTH CAROLINA INFANT-TODDLER PROGRAM FAMILY SURVEY *Helpfulness of Early Intervention*

Unique Identifier #:

A Unique ID number is gathered only to ensure thorough data collection. It will not be included with survey results. The survey will report totals of responses. No information that could potentially be used to identify individuals will be reported.

The North Carolina Infant-Toddler Program uses the Family Survey to collect input on how the program is doing with delivering quality early intervention services to infants and toddlers and their families. It helps us find areas that we need to improve on, so we can continue to focus on making the program better for the families we serve.

Instructions: Your feedback is important to us! For each question below, please select how helpful early intervention has been to you and your family over the past 6 months to a year. Select a number between 1 and 5. (1 = Not at all helpful, 5 = Extremely helpful).

NOTE: If you are unsure of how to respond to a question, please contact your service coordinator for assistance.

	Not at all helpful	1	2	3	4	5	Extremely helpful
Knowing your rights							
How helpful has early intervention been in...							
1. providing you useful information about services and supports for you and your child?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. providing you useful information about your rights related to your child's special needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3. providing you useful information about who to contact when you have questions or concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4. providing you useful information about available resources when your child leaves the program? (leave blank if this does not apply to your family at this time)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5. explaining your rights in ways that are easy for you to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Communicating your child's needs							
How helpful has early intervention been in...							
6. providing you useful information about your child's delays or needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7. listening to you and respecting your choices?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8. connecting you with other services or people who can help your child and family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9. discussing your child and family's strengths and needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10. talking with you about what you think is important for your child and family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
11. developing a good relationship with you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Helping your child develop and learn							
How helpful has early intervention been in...							
12. providing you useful information about how to help your child interact with you and others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
13. providing you useful information about how to help your child grow and develop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
14. providing you useful information about how to help your child take care of his/her needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
15. identifying things you do that help your child learn and grow?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
16. sharing ideas on how to include your child in daily activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
17. working with you to know when your child is making progress?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Comments:

Created: March 2017

NC Infant-Toddler Program Family Survey Process Training Manual 2017

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Training Manual







North Carolina Infant-Toddler Program

WE WANT TO HEAR FROM YOU!

We need your help to improve services to all children and families. By filling out a one-page survey you can let us know *what we are doing well* and help us find *where we need to improve*. We also want to know how we are doing with these goals for your family.



Early Intervention Goals for Families

- 1. You will know and understand your rights.**
Your service coordinator can help you understand your rights under the Individuals with Disabilities Education Act (IDEA). Your rights are about the *choices* you can make that will best fit your family's needs.
- 2. You will be able to communicate your child's needs to others.**
Your service coordinator can help you speak up or become an advocate for your child. You know your child best! You can help your child's teachers, doctors and others understand his/her needs and make sure your child gets the right services.
- 3. You will know how to help your child develop and learn.**
Your service coordinator and team helps you find things you can do with your child to help them learn. Practicing activities at home with family and other caregivers will help your child learn new skills.

Please tell us how we're doing!

We want to hear from ALL families so everyone's voice is heard. You can answer questions online or in a paper version. We want to hear about the things that are going well and the things that could be better. Thank you so much for taking the time to let us know how we can better help families and their children. Thank you for filling out the survey.

Take the Survey!

Link: <https://divurl.com/ncfamilysurvey>

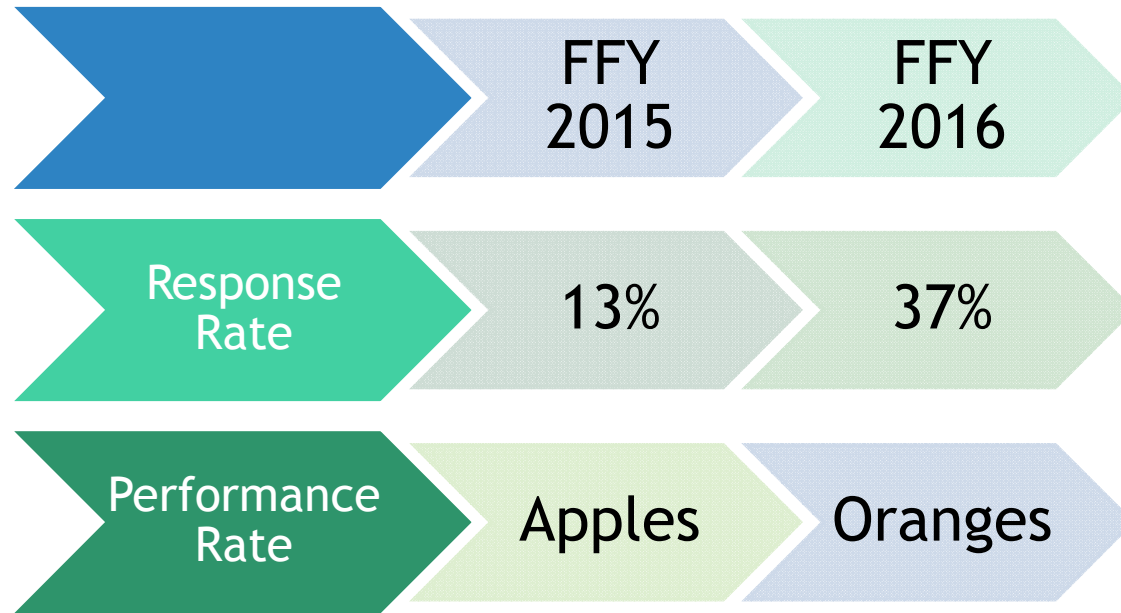
Passcode: _____

North Carolina Early Intervention Branch Office www.bearly.nc.gov Phone: 919-707-5520

Help Parents See the Value



Results of New System



Multi-Prong Approach

Include family
input in design

Embed FO into
EI process

Change survey

Change survey
delivery method

Include local
agency in design

Increased
electronic
access

Link to survey on
NCITP website

Family feedback
option on survey

Addressed family
barriers to
complete survey



Lessons Learned

- ▶ Input from stakeholders
- ▶ Input from families
- ▶ Simplify and embed into existing EI process
- ▶ Buy in from local agencies
- ▶ Continue to monitor
- ▶ Access to data critical
- ▶ Find and nurture a Family Outcomes champion

Questions



Resources

ECTA Center
DaSy



New/Updated ECTA & DaSy Resources

Family Outcomes Data Quality Profiles

Part C | Section 619 | Contacts | Topics A-Z | Events | Research & Reference | Publications | eNotes | For Families/Para Familias

System Framework | DEC Recommended Practices | Implementation Process | Implement & Scale Up EBP | SSIP | Outcomes Measurement

Outcomes Measurement: Video: Supporting Children by Improving Family Outcomes

- Outcomes Measurement
 - Outcomes FAQ
- Federal Requirements
- Framework & Self-Assessment
- Child Outcomes Measurement
 - Child Outcomes Summary Process
 - ENHANCE: COS Research
 - Framework & Self-Assessment
 - Instrument Crosswalks
 - State Approaches
 - Online Publisher Conversion
 - Part C Child Outcomes Analyses
 - Section 619 Child Outcomes Analyses
- Family Outcomes Measurement
 - Framework & Self-Assessment
 - State Approaches
 - Part C Family Outcomes Analyses
- Talking with Families
- IFSP/IEP-Outcomes Integration
- Calculators & Graphing Templates
- Training Resources
 - Child Outcomes Summary

Supporting Children by Improving Family Outcomes



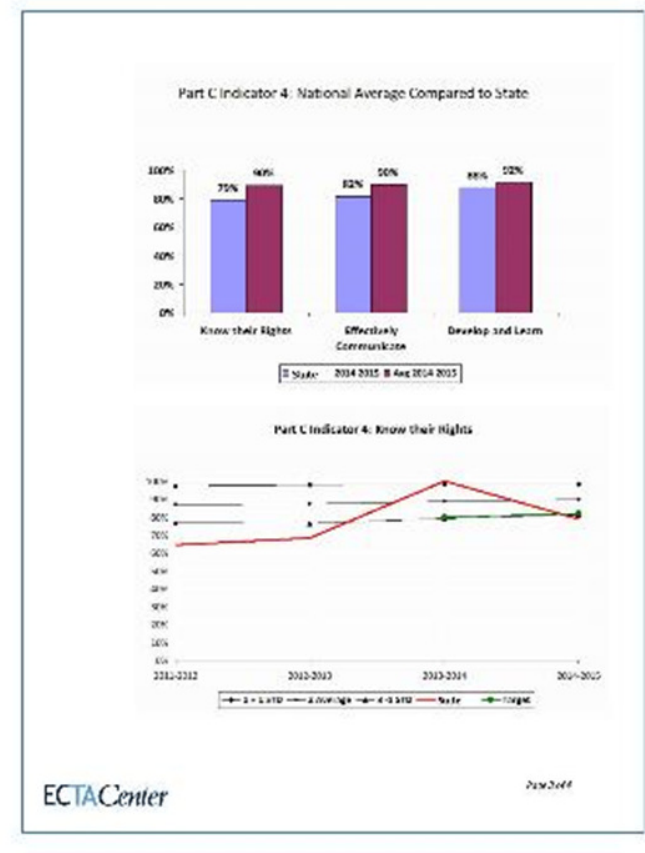
Supporting Children by Improving Family Outcomes

Press the [cc] button on the video player to enable English or Spanish closed captions.

All programs that serve young children and their families can improve outcomes for children by making a difference for their families. This video describes the importance of supporting families, collecting data on family outcomes, and using the data to improve the program. Using the family data collected by the U.S. Department of Education's Office of Special Education's Part C/Early

Family Outcomes Video

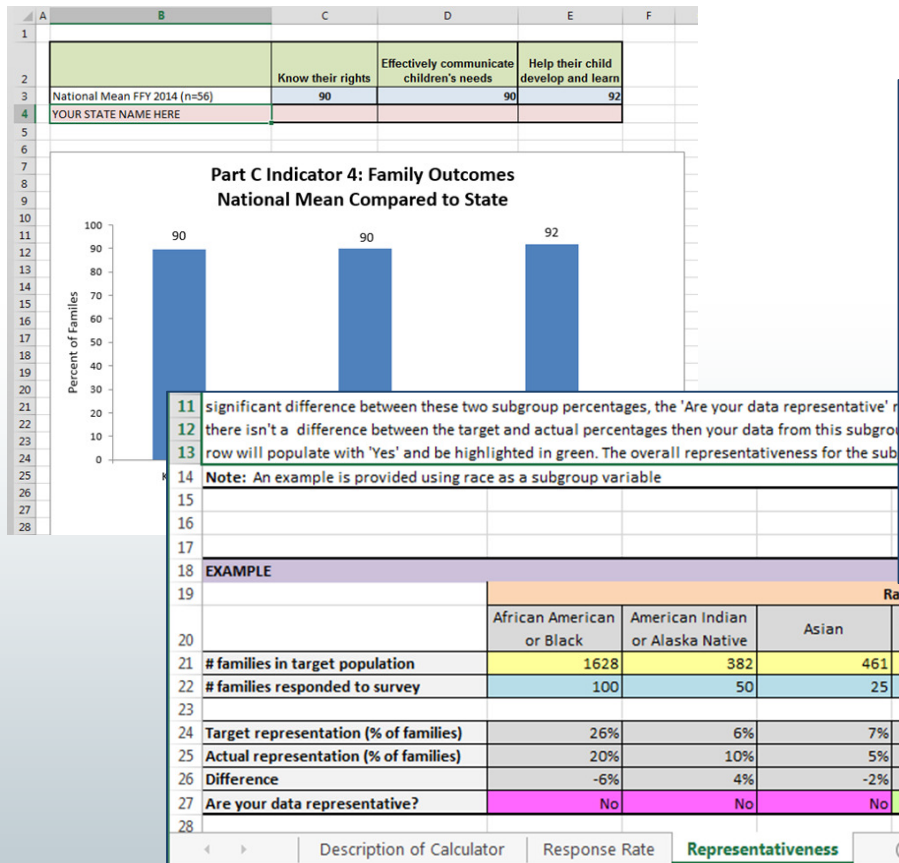
<http://ectacenter.org/eco/pages/videos-supporting.asp>



More Resources

Graphing templates

- State and local
- By survey tool



Calculators:

- Meaningful differences
- Response rate & representativeness

Instructions								
Step 1: Enter the number of families included in the 2013-14 calculation of the family outcome in cells D14 - D19.								
Step 2: Enter your state family outcomes percents for 2013-14 for each outcome in cells E14 - E19.								
Step 3: Enter the number of families included in the 2014-15 calculation of the family outcome in cells H14 - H19.								
Step 4: Enter your state family outcomes percents for 2014-15 for each outcome in cells G14 - G19.								
2013-2014			2014-2015					
Family Outcome	The number of families who responded	Percentage of Families Who Met this Indicator	Confidence interval 2012-2013 Summary Statement	The number of families who responded	Percentage of Families Who Met this Indicator	Confidence interval 2013-2014 Summary Statement	Meaningful difference ?	
Know their rights							#DIV/0!	
Effectively communicate children's needs							#DIV/0!	
Help their child develop and learn							#DIV/0!	

New & Coming Soon!

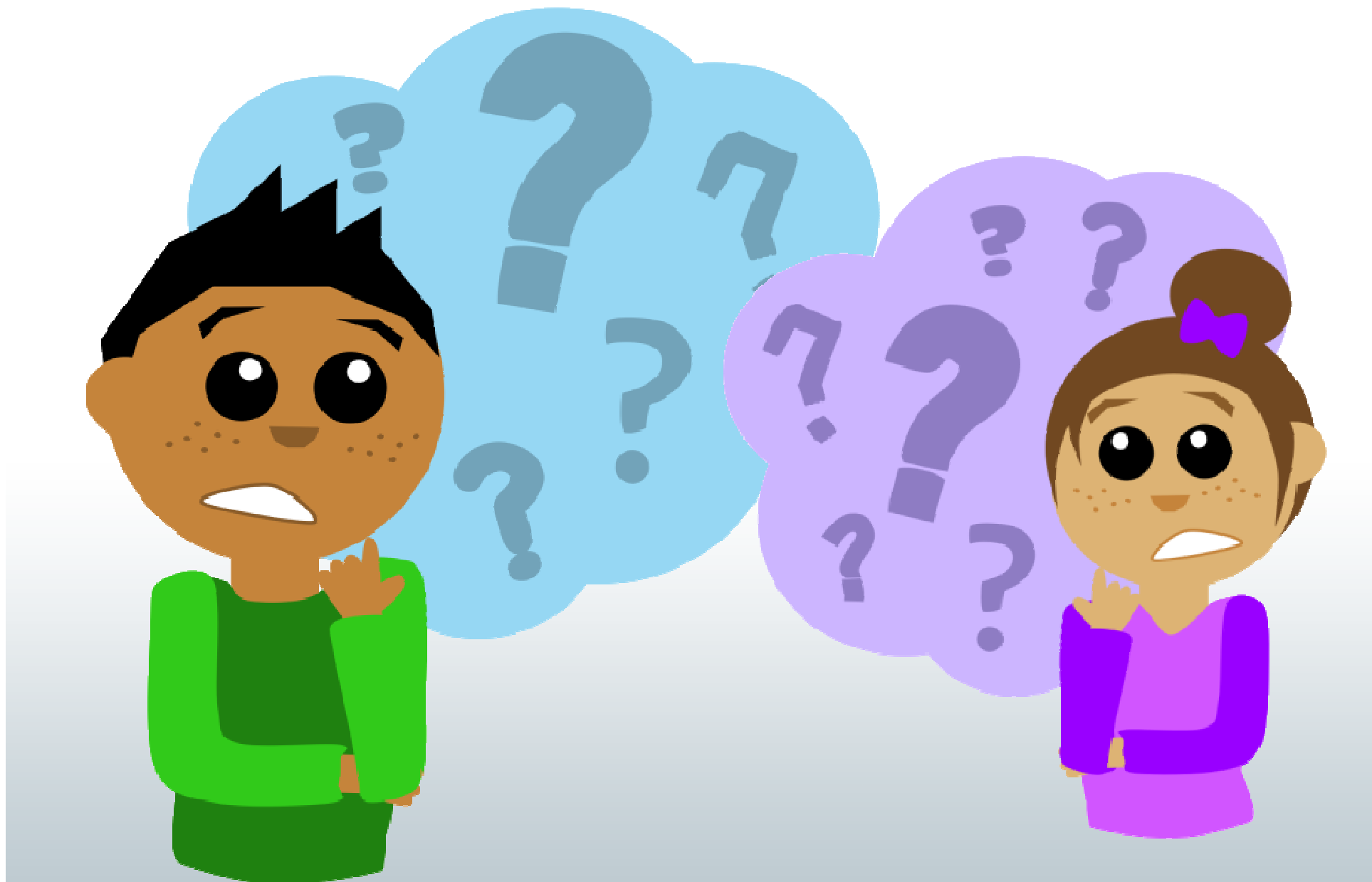
- Family capacity-building modules: *new!*
 - <http://ectacenter.org/decrp/fcb.asp>
- Family outcomes data learning community/CoP: *planning underway!*
- Sharing data with your ICC toolkit: *under review!*
- FOS-Revised survey data analysis guide: *coming soon!*

ECTACenter



Useful Links

- ECTA Outcomes family measurement
 - <http://ectacenter.org/eco/pages/tools.asp>
- Calculators & Graphing templates
 - <http://ectacenter.org/eco/pages/summary.asp>
- Annual C4 data summary handout:
 - <http://ectacenter.org/eco/assets/pdfs/familyoutcomeshighlights.pdf>
- Family Engagement Webinar series (archives and resources)
 - <http://ectacenter.org/~calls/2017/familyengagement.aspFFY>
- FFY 2015 APR OSEP summary (all Part C indicators)
 - <https://osep.grads360.org/#communities/pdc/documents/14724>
- Data visualization toolkit
 - <http://dasycenter.org/data-visualization-toolkit/>



We Can Help

- Contact us for help with questions related to
 - Data analysis
 - Data quality
 - Program improvement
 - Stakeholder involvement

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