

# South Carolina Family Report:

## *Focusing on BabyNet Service*

### *Impact and Family Satisfaction*

#### *FFY 2007-2010*



## **Acknowledgements**

***The South Carolina Family Report: Focusing on BabyNet Service Impact and Family Satisfaction*** was developed by Dr. Lesly Wilson, SC Part C Data Manager with support from the Team for Early Childhood Solutions (TECS) at the University of South Carolina, School of Medicine, Department of Pediatrics, Center for Disability Resources. Information in this report has been made possible by the participation of Part C families in the *Family Outcomes* and *Family Satisfaction* surveys; involvement of all Part C state and local personnel; and through the support of all Part C partnering agencies.

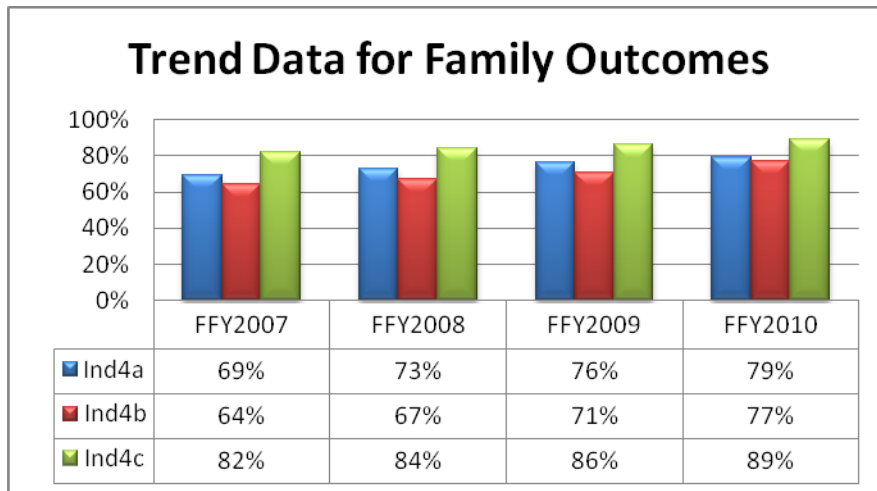
# Table of Contents

<b>I. Part I: Family Outcomes ~ Indicator 4</b> .....	2
1. Indicator 4a: Percent of families participating in Part C who report that early intervention services have helped the family know their rights.....	4
2. Indicator 4b: Percent of families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs.....	5
3. Indicator 4c: Percent of families participating in Part C who report that early intervention services have helped the family help their children develop and learn.....	6
4. Summary.....	7
5. Family Outcomes Appendix of Charts.....	8
<b>II. Part II: Family Satisfaction</b> .....	12
1. Summary.....	13
2. Professional Development and Family Activities.....	15
3. Family Satisfaction Appendix of Charts.....	16
4. Family Satisfaction with Family-Centered Services Trends FFY2008, FFY2009, FFY2010.....	20

**Part I: Family Outcomes ~ Indicator 4**

Indicator 4 has been developed by the Office of Special Education programs for all states participating in Part C or early intervention services for children with disabilities through age 2. This indicator measures the percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.



**Number of families responding:**

- FFY2007= 432
- FFY2008= 525
- FFY2009= 486
- FFY2010= 403

*\*The chart above indicates the percentage of families who agreed with 4a, 4b, and 4c statements*

Family Surveys are distributed to all South Carolina (SC) families with children exiting the system as a result of aging out or transitioning to the SC Part B system. Children who had been in the system for less than six months prior to transitioning/exiting due to factors such as relocation, voluntary exits, or deceased were excluded from the data collection process.

Surveys are distributed to families three months prior to a child’s exit of the SC Part C system (BabyNet) in an effort to improve consistency of contact/address information. Family contact information for mailings are provided for monthly mail- outs by the SC Budget and Control Board, the manager of the Part C electronic data system known as *BabyTrac*.

Families who meet the established criteria receive an *Invitation to Participate* as written notification, *Frequently Asked Questions*, a *Brochure*, a *Family Survey*, and a *Postage Paid Envelope*. They are asked to complete and return the survey within thirty-days of receipt. Returned surveys are all collected as de-identified data using a code as the common identifier to ensure family confidentiality.

Three options are offered for the completion of the Family Survey-- paper and pen, online,

and proxy service. The paper and pen surveys are mailed out monthly; the online surveys are password protected and available as an alternative method of completion. The intent of the proxy services are to provide community contacts from local family support groups for families who identified limitations such as reading, language, or comprehension for the completion of the survey. Team for Early Childhood Solutions (TECS) provides information and training regarding IDEA 2004, the National Center for Special Education Accountability Monitoring NCSEAM family survey, and the importance of capturing SC data regarding the impact of the state's early intervention system to local family support groups.

Survey quality assurance/monitoring activities are implemented by the TECS to ensure internal reliability of manual and electronic validation systems through at least quarterly internal audits. Training of BabyNet personnel and community regarding topics related to family centered care and family outcomes are ongoing.

### **Demographics**

The following presents demographics from the FFY 2010-2011 family outcome collection cycle. This information is intended to provide a snapshot of the types and location of children and families who participated in the Family Survey.

**Age at Referral:** The largest percentage of children were referred for early intervention services between 19-24 months (23%), with 83% of all families who completed the survey reporting that their child was referred between birth and 24 months of age.

**Number of Months Enrolled:** The largest percentage of children were enrolled in early intervention services for 6-12 months (45%), with 12% of children enrolled for 31-36 months.

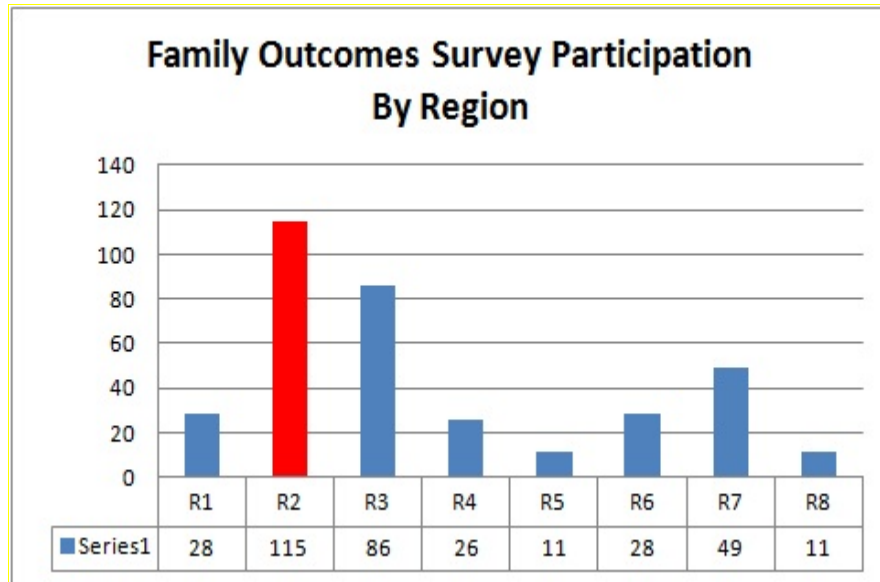
**Age at Completion of Survey:** The largest percentages of children were between 31-36 months old (60%) at completion of survey.

**Race:** The largest percentages of children were identified as white (66%) whose family completed a survey at exit.

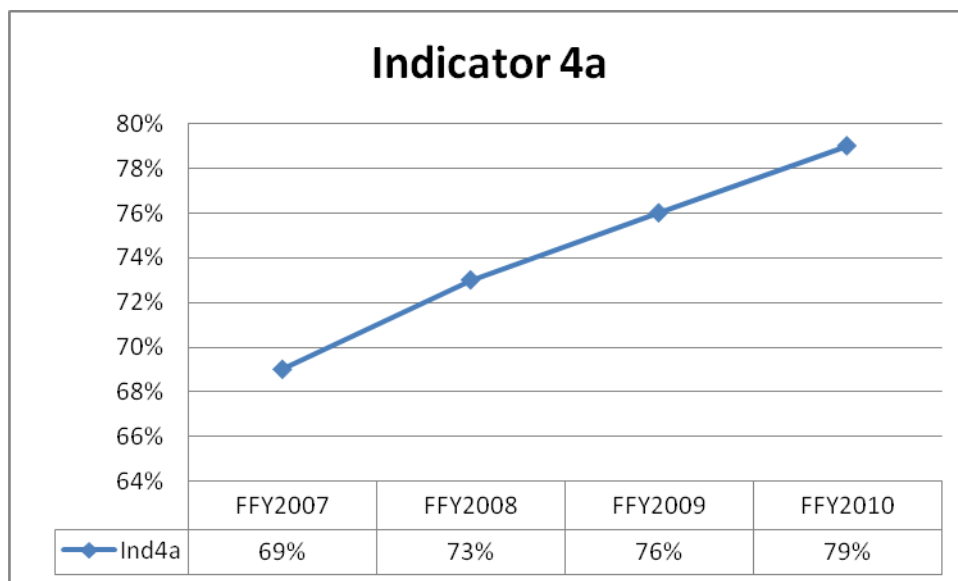
**Child's Primary Diagnosis:** The largest percentages of children were identified as having Developmental Speech or Language Disorder/Delay (65%), with 2% of children identified as having Autism Spectrum Disorder as a primary diagnosis.

**Received Services Outside of BabyNet Program:** 43% of families reported receiving outside services in addition to receiving BabyNet program services with Speech Language Pathology (34%), Occupational Therapy (18%) and Physical Therapy (18%) being the three highest percentage services received outside of the early intervention program. 66% of these families reported receiving additional service one day a week.

**Location:** There was participation from all regions of the state in the Family Outcomes Survey, with the *highest participation* in Region 2: Cherokee, Greenville, Pickens, Spartanburg, and Union counties (33%). The *lowest participation* was in Region 5: Aiken, Allendale, Bamberg, Barnwell, Calhoun, and Orangeburg counties along with Region 8: Beaufort, Colleton, Hampton and Jasper counties (3%).



**Indicator 4a: Percent of families participating in Part C who report that early intervention services have helped the family know their rights.**

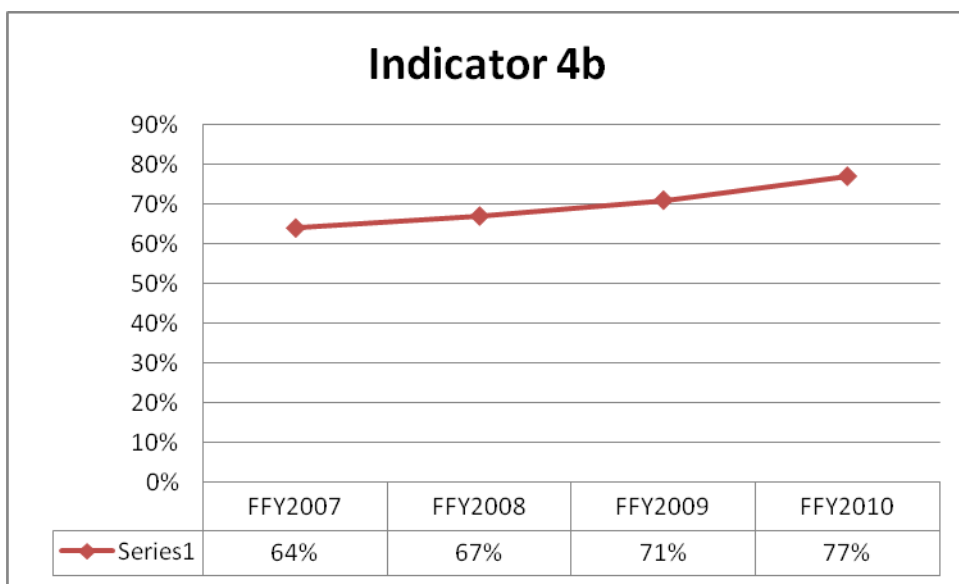


The data reported above reveal a pattern of continuous improvement in the percent of families that score above the NCSEAM survey nationally established measure of 539 for this category. The state level results indicate that in the most current survey (FFY 2010) of 403 families that 79% (n=317) of families felt that the BabyNet program impacted the

ability to help the family know their rights. However, 21% (n=86) of families fell below the national measure for this category; meaning that there were families who received BabyNet services who did not feel that the early intervention services significantly impact their ability to help the family know their rights. The results support the need for a review of related policy and procedures as well as additional statewide general supervision, technical assistance and training opportunities for BabyNet personnel concerning best practices related to helping families know their rights concerning early intervention.

Overall, South Carolina scored above the recently released national mean in the Part C SPP/APR 2011 Indicator Analyses (using the NCSEAM standard) that revealed 75% of families reported that Part C helped the family know their rights.

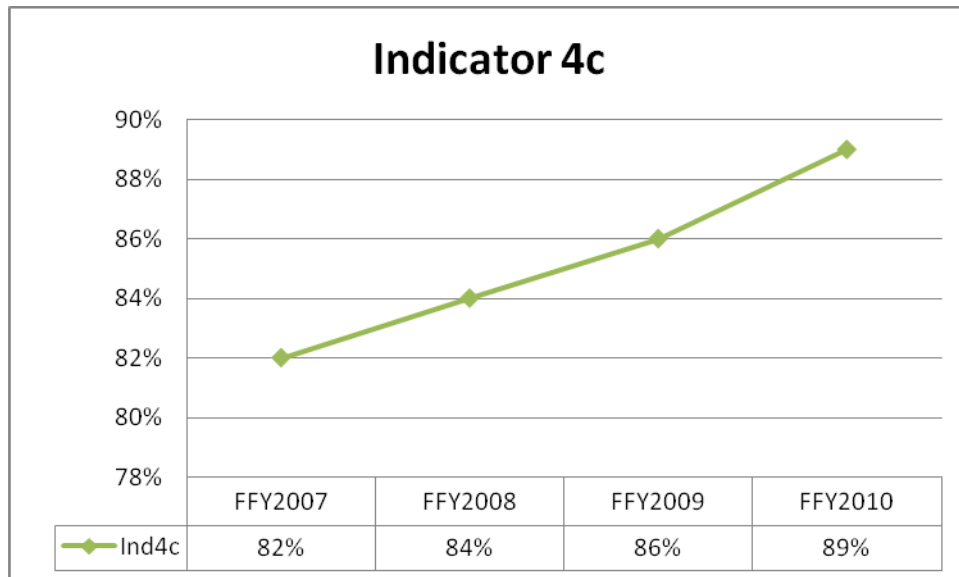
**Indicator 4b: Percent of families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs.**



The data reported above reveal a pattern of continuous improvement in the percent of families that score above the NCSEAM survey nationally established measure of 556 for this category. The state level results indicate that in the most current survey (FFY 2010) of 403 families that 77% (n=309) of families felt that the BabyNet program impacted the ability to help the family effectively communicate their child's needs. However, 23% (n=94) of families fell below the national measure for this category; meaning that there were families who received BabyNet services who did not feel that the early intervention services significantly impact their ability to help effectively communicate their child's needs. The results support the need for review of related policy and procedures as well as additional statewide general supervision, technical assistance and training opportunities for BabyNet personnel concerning best practices related to helping families effectively communicate their child's needs.

Overall, South Carolina scored above the recently released national mean in the Part C SPP/APR 2011 Indicator Analyses (using the NCSEAM standard) that revealed 71% of families reported that Part C helped families effectively communicate their child's needs.

**Indicator 4c: Percent of families participating in Part C who report that early intervention services have helped the family help their children develop and learn.**



The data reported above reveal a pattern of continuous improvement in the percent of families that score above the NCSEAM survey nationally established measure of 516 for this category. The state level results indicate that in the most current survey (FFY 2010) of 403 families that 89% (n=358) of families felt that the BabyNet program impacted the ability to help the family help their child develop and learn. However, 11% (n=45) of families fell below the national measure for this category; meaning that there were families who received BabyNet services who did not feel that the early intervention services significantly impact their ability to help them help their child develop and learn. The results support the need for review of related policy and procedures as well as additional statewide general supervision, technical assistance and training opportunities for BabyNet personnel concerning best practices related to helping families help their child develop and learn.

Overall, South Carolina scored above the recently released national mean in the Part C SPP/APR 2011 Indicator Analyses (using the NCSEAM standard) that revealed 85% of families reported that Part C helped families help their child develop and learn.



## Summary

South Carolina's Part C system exhibits above national average among states using the NCSEAM standard for family outcomes measure. The following 10 questions from the Family Outcomes Survey represent responses that fell under the nationally calibrated cut off score for Impact of Early Intervention Services:

- **Q5:** know where to go for support to meet my family's needs. (-42 below cut off)
- **Q2:** know about services in the community. (-37 below cut off)
- **Q4:** know where to go for support to meet my child's needs. (-37 below cut off)
- **Q1:** participate in typical activities for children in my community. (-33 below cut off)
- **Q6:** get services that my child and family need. (-14 below cut off)
- **Q12:** feel that I can get the services and supports that my child and family need. (-13 below cut off)
- **Q13:** understand how the Early Intervention system works. (-13 below cut off)
- **Q15:** feel that my child will be accepted and welcomed in the community. (-10 below cut off)
- **Q14:** be able to evaluate how much progress my child is making. (-2 below cut off)

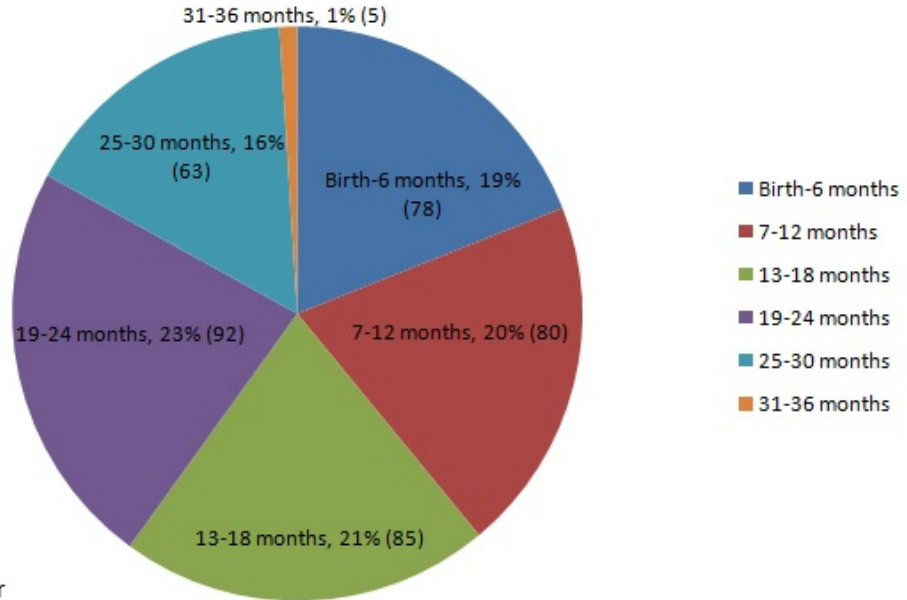
The above questions represent area for system improvement in order to meet the NCESEAM survey nationally calibrated scores.

South Carolina began measuring Family Outcomes (Indicator 4) using the NCSEAM survey during FFY2008. Since that time there has been an average response rate of 25% from families exiting the BabyNet system to determine the overall impact of Part C services on children and families receiving services. There has been a steady trend toward improvement with Indicator 4a showing a 10% improvement from FFY2007 to current reporting FFY2010; Indicator 4b showing a 13% improvement from FFY2007 to current reporting FFY2010; and Indicator 4c showing a 7% improvement from FFY2007 to current reporting FFY2010.

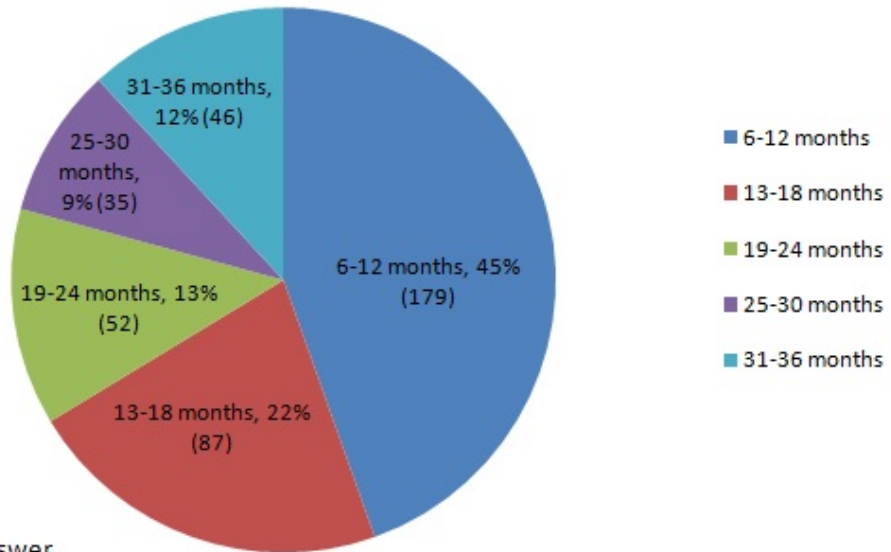
Overall, South Carolina appears to be above average in every category of Indicator 4 as compared to other states using the NCSEAM survey standard to measure Family Outcomes progress. However, South Carolina Part C will continue to work to improve the impact on families concerning know their rights; effectively communicate their child's needs; and helping their child develop and learn.

Family Outcomes Appendix of Charts

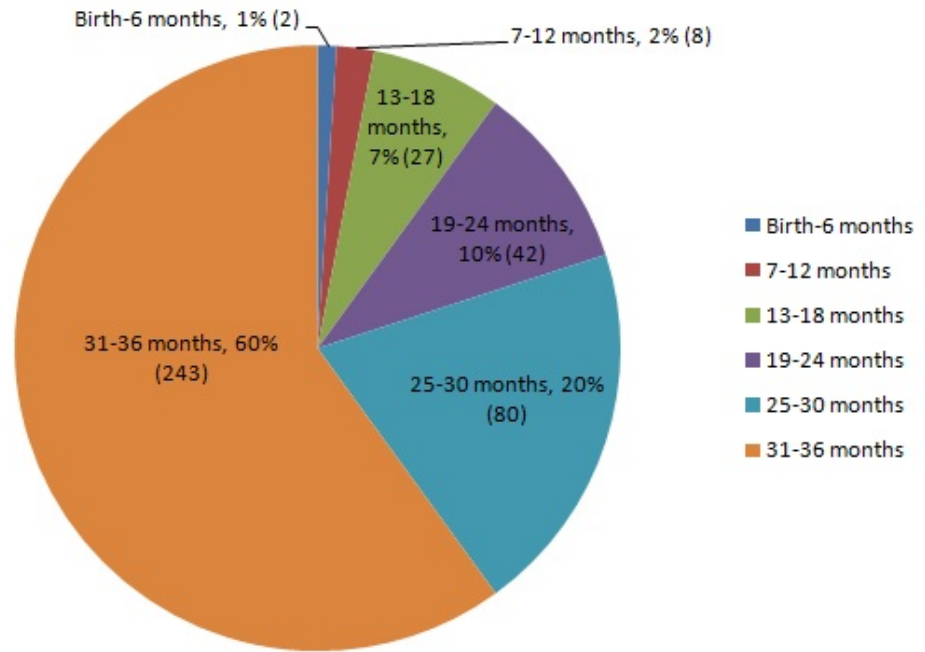
**Child's Age when first referred to Early Intervention**



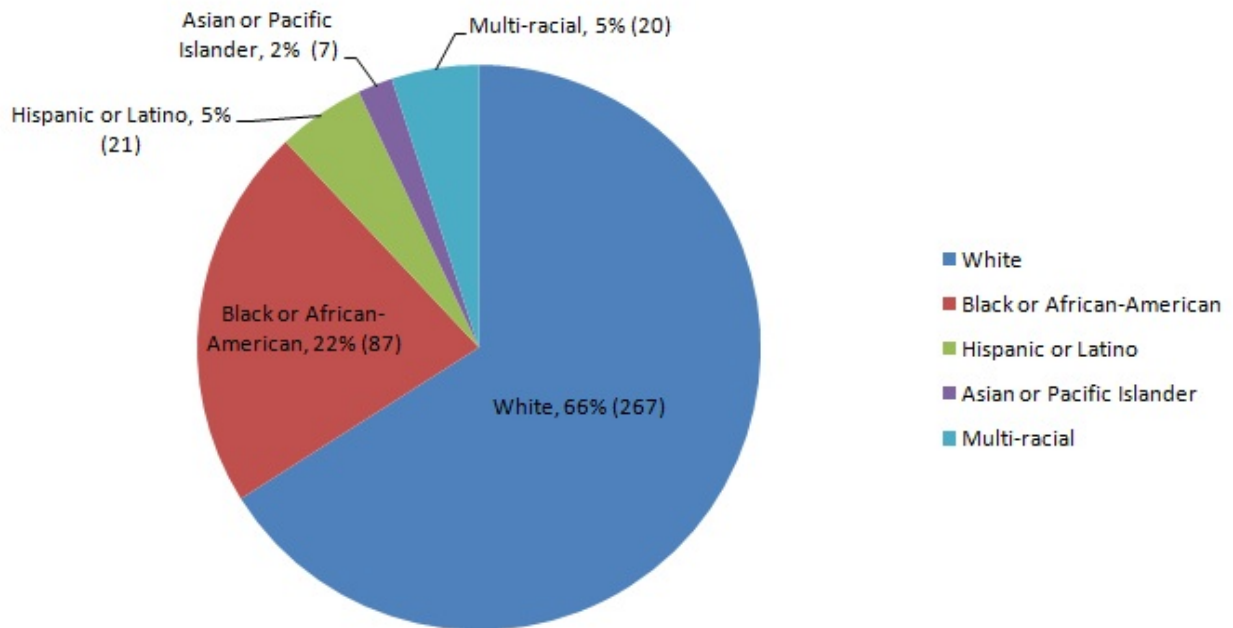
**Number of months my child has been in the BabyNet System**



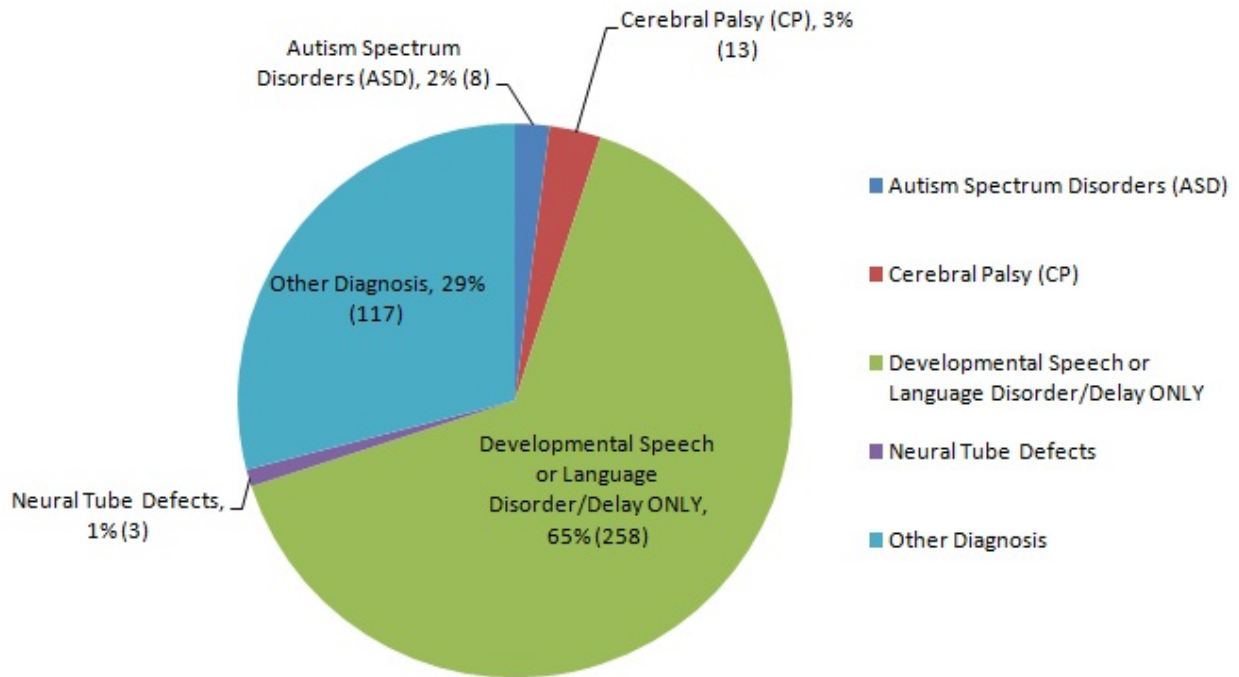
## Child's age at time of survey completion



## Child's Race

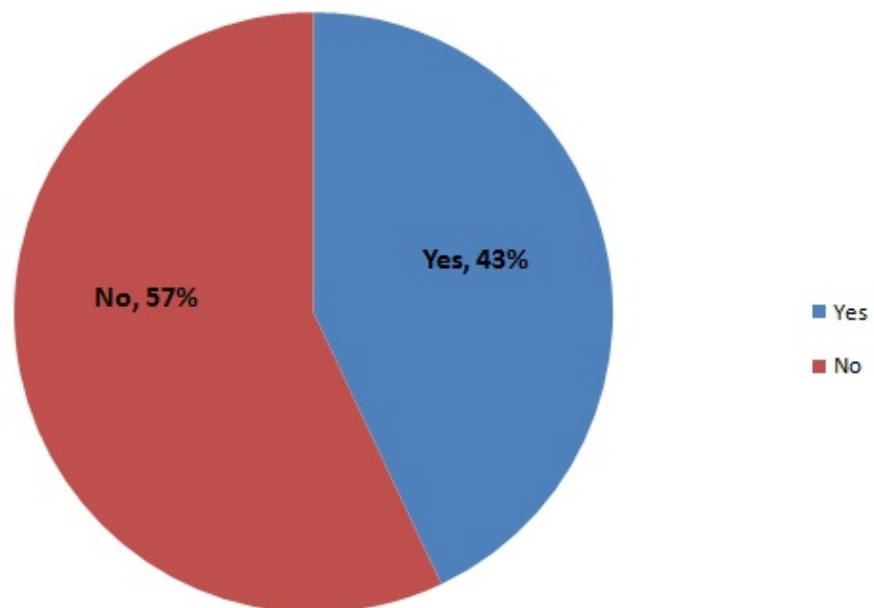


## What is your child's primary diagnosis?



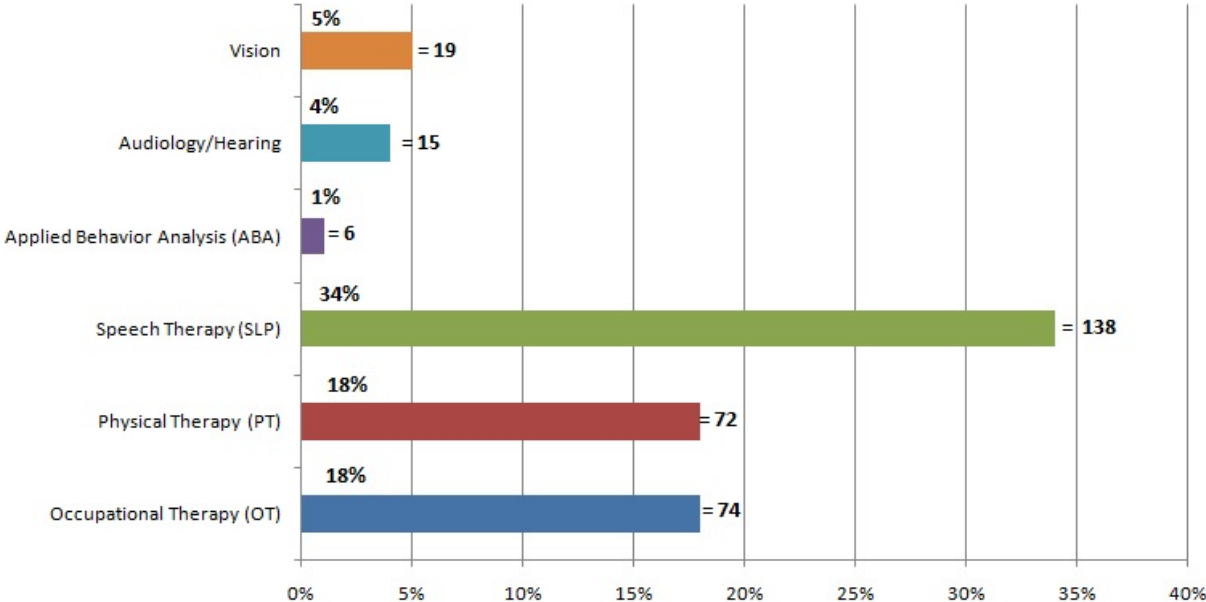
\*6 people did not answer

## Did your child receive any services NOT connected to BabyNet system?

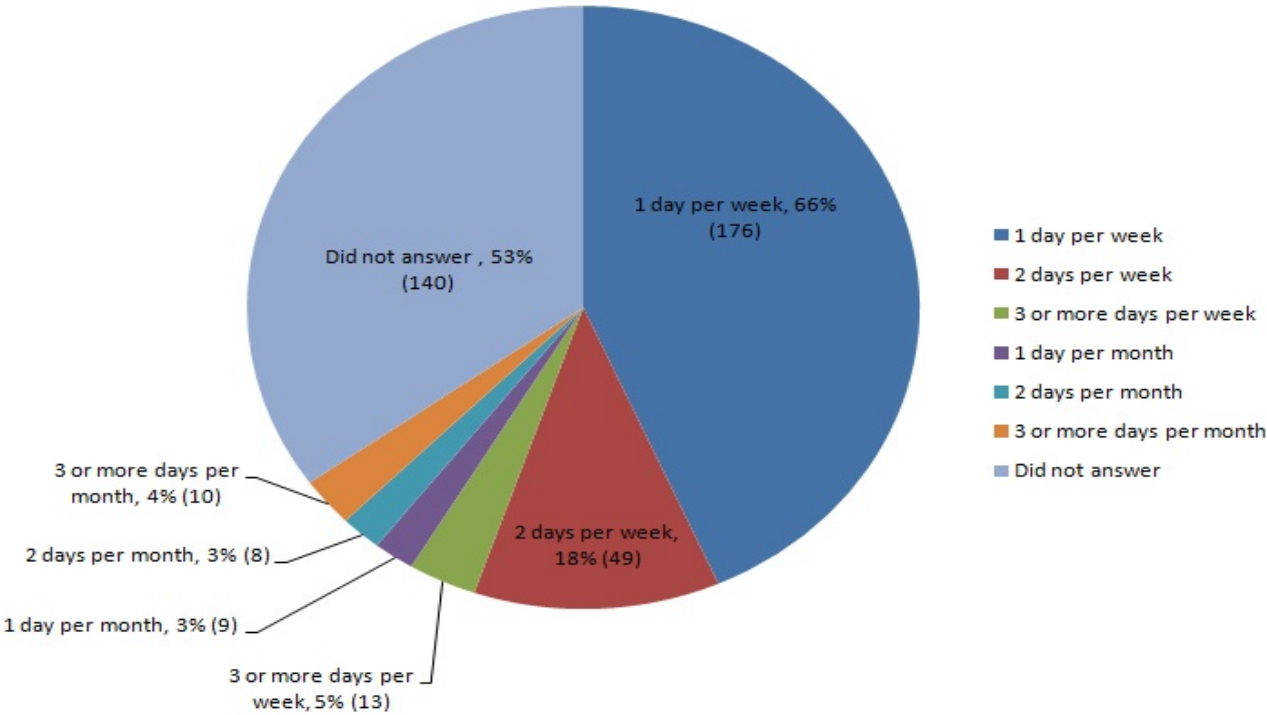


\*6 people did not answer

**Of the 43% that said yes: Did your child receive any of the following additional services outside of BabyNet system?**



**How often did your child receive the additional service(s)?**



## **Part II: Family Satisfaction**

The Family Satisfaction Survey (FSS) was adopted by South Carolina as a tool to evaluate BabyNet's efforts in providing family-centered services. The FSS is a portion of a larger survey originally developed by the National Center for Special Education Accountability Monitoring (NCSEAM), also known as the National Monitoring Center which is housed at the Human Development Center at Louisiana State University Health Sciences Center, New Orleans.

The South Carolina FSS was adapted to include nine demographic questions along with the 25 NCSEAM developed family-centered related questions. The FSS began being mailed annually to all families of children currently enrolled with an active Individualized Family Service Plan (IFSP) in BabyNet during FFY2008. The information in this report captures the responses of families in FFY2008 (n=868), FFY2009 (n=1113) and FFY2010 (n=960). The average response rate for these three cycles is 25% with a confidence interval of 95%, +/-2.5% for this survey. Responses in this report can be generalized for all families with children enrolled in the BabyNet system in 2010.

### **Demographics**

The following presents demographics from the FFY 2010 family satisfaction collection cycle. This information is intended to provide a snapshot of the types and location of children and families who participated in the Family Satisfaction Survey.

**Age at Referral:** The largest percentage of children was referred for early intervention services between birth-6 months (28%).

**Number of Months Enrolled:** The largest percentage of children were enrolled in early intervention services for 6-12 months (32%), with 5% of children enrolled for 31-36 months.

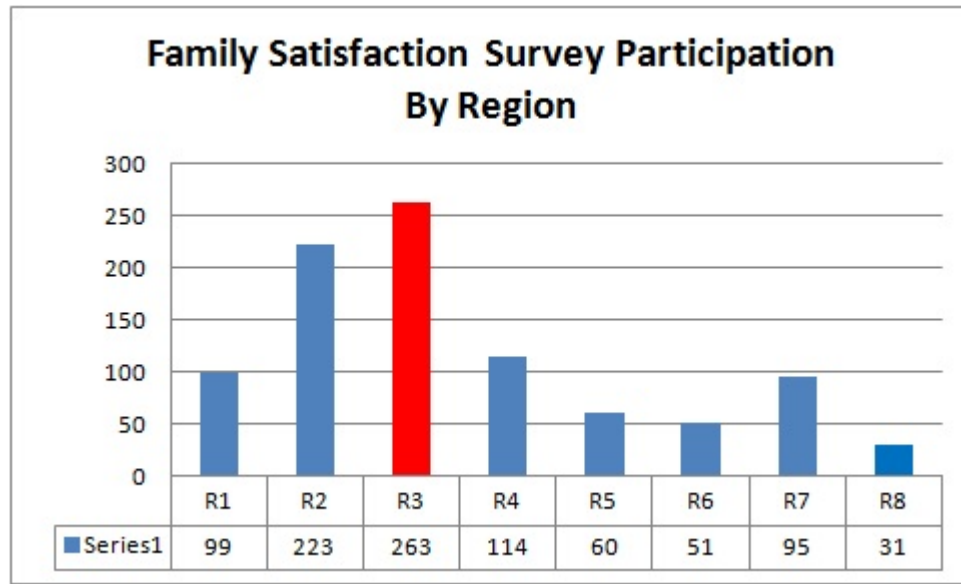
**Age at Completion of Survey:** The largest percentages of children were between 25-30 months old (30%) at completion of survey.

**Race:** The largest percentages of children were identified as white (57%) whose family completed a survey at exit.

**Child's Primary Diagnosis:** The largest percentages of children were identified as having Developmental Speech or Language Disorder/Delay (52%), with 4% of children identified as having Autism Spectrum Disorder as a primary diagnosis.

**Received Services Outside of BabyNet Program:** 44% of families reported receiving outside services in addition to receiving BabyNet program services with Speech Language Pathology (33%), Physical Therapy (22%), and Occupational Therapy (19%) being the three highest percentage services received outside of the early intervention program. 58% of these families reported receiving additional service one day a week.

**Location:** There was participation from all regions of the state in the Family Outcomes Survey, with the *highest participation* in Region 3: Chester, Fairfield, Lancaster, Lexington, Newberry, Richland and York counties (27%). The *lowest participation* was in Region 8: Beaufort, Colleton, Hampton and Jasper counties (3%).



### Summary

Overall, families expressed the highest satisfaction with *six questions* that presented a trend of the *highest percentage of satisfaction*:

- “being given rights of parents regarding Early Intervention services” (95% agreed, question 2.8);
- “service providers are dependable” (95% agreed, question 2.19);
- “service providers are easy for me to talk to about my child and my family” (95% agreed, question 2.20);
- “service providers are good at working with my family” (95% agreed, question 2.21);
- “service coordinators are knowledgeable and professional” (95% agreed, question 2.23); and
- “written information I receive is written in an understandable way” (95% agreed, question 2.24).

There were *three questions* that presented a trend of the *lowest percentage of satisfaction*. These questions related to someone from the Early Intervention program:

- “helping families get services like child care, transportation, respite care or food stamps (58% agreed, question 2.15);
- “helping families get in touch with other parents for help and support” (56% agreed, question 2.16); and
- “going out into the community with families and child to help get involvement in community activities and services” (43% agreed, question 2.18).

### **Professional Development and Family Activities**

Since the implementation of the Family Outcomes and Family Satisfaction Surveys in South Carolina, BabyNet has supported a variety of activities to ensure awareness, participation and improved understanding of the role of families in early intervention.

The Team for Early Childhood Solutions (TECS) are contracted by BabyNet to develop, manage and implement the statewide family outcomes and family satisfaction processes. In addition to data management, the following professional development and family activities have been implemented statewide to improve overall awareness of the importance of families in early intervention; to encourage family participation in both surveys; and to capture family input for resource and training development:

- Development and Managing of Family Outcomes Survey Packet and Family Outcomes Survey dissemination process
- Development of a Family Outcomes Resource webpage
- Development of Family Outcomes training modules for online and face to face presentation, posted on webpage
- Development of various Listserv messages aimed at service provider awareness of survey dissemination to encourage family participation in Family Outcomes Survey
- Development and Managing of Family Satisfaction Survey Packet and Family Outcomes Survey dissemination process
- Development of various Listserv messages aimed at service provider awareness of survey dissemination to encourage family participation in Family Satisfaction Survey
- Presentation of Family Outcomes and Satisfaction early intervention activities for increased professional awareness and understanding at statewide conferences and local trainings- South Carolina Speech and Hearing Association’s Annual Conference; South Carolina Department of Education’s State Special Education Director’s Conference; South Carolina Department of Education’s Research to



Practice Annual Conference; BabyNet State Office Coordination Team teleconferences

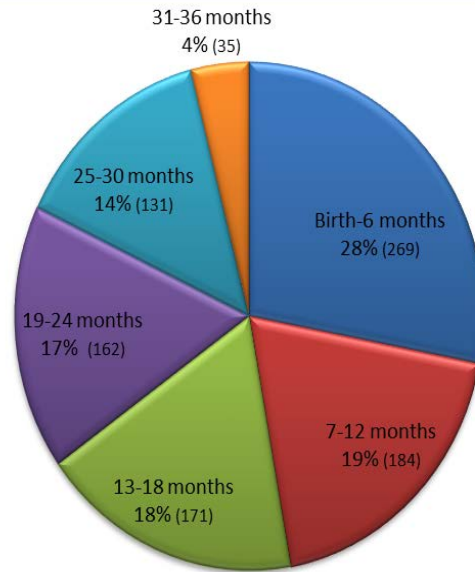
- Presentation of Family Outcomes and Satisfaction early intervention activities for increased family awareness and statewide conferences and local workshops- Family Connections Annual Conference; South Carolina 2nd Bi-Annual Native American Conference; Pro-Parents joint training with local Family Support Group for Deaf and Hard of Hearing Children

The data presented in this report presents the results of the efforts completed to date related to South Carolina’s professional development and family activities. The following is a list of improvement activities that will be implemented to address Family Outcomes and Family Satisfaction within the SC Part C system:

Activity	Team Lead	Target Date	Notes
Update Family Outcomes Resource Page, Credential and other training materials	BNSO and TECS	Oct. 2011	TECS Staff- Dr. Lesly Wilson, Lily Nalty, and Stephanie Hicklin
Development of <i>Updated Orientation Materials related to working with families</i> for new and existing Service Providers, to include script for family inclusion as IFSP team member and community support groups	BNSO and TECS	Nov. 2011	Includes contacting such groups as Pro-Parents, Family Connections, BNSO Staff, TECS Staff
Development of <i>Updated Family Orientation Materials</i> for new and existing BabyNet families	BNSO and TECS	Nov 2011	Pro-Parents, Family Connections, BNSO Staff, TECS Staff
Development of a <i>BabyNet System Road Map</i> to provide improved visual and written understanding of how early intervention system works	BNSO and TECS	Jan 2012	BNSO and TECS Staff
Development of <i>Family Community Inclusion Resources</i> - e.g. Checklist, Self-Assessment, Tip Sheet, Notebook for Tracking Service Provider Visits etc. for Service Coordinators and Special Instructors to share and discuss with families	BNSO and TECS	Jan 2012	BNSO and TECS Staff
Development of a <i>Family Inclusion Training</i> to include such topics as Importance of Cultural Competency; Review of Family Outcomes and Satisfaction Survey Purpose and tools; Family Role as IFSP Team Member; Tips for Communication with Families; Tips for Providing Services in Challenging Family Environments	BNSO and TECS	July 2012	Pro-Parents, Family Connections, SDE, BNSO, TECS Staff
Develop Family Leadership Symposium	BNSO, SDE, TECS	March 2012	Pro-Parents, Family Connections. BNSO, SDE and TECS Staff

## Family Satisfaction Appendix of Charts

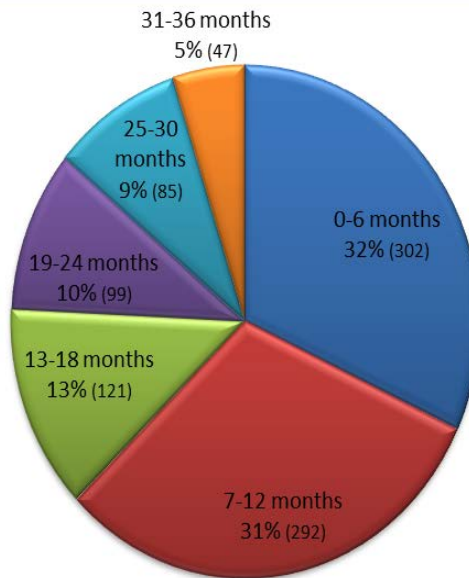
**Child's age when first referred to Early Intervention.**



*8 people did not answer*

---

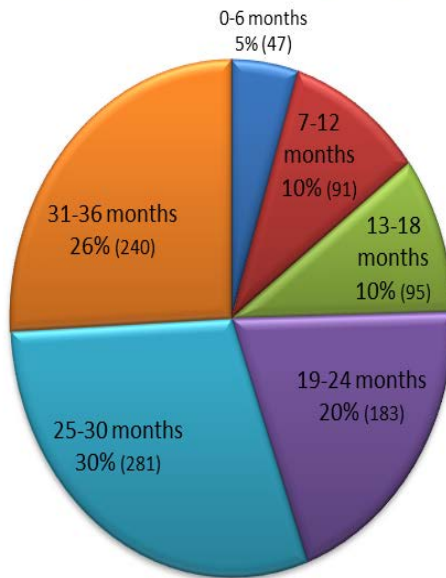
**Number of months my child has been in the BabyNet system.**



*14 people did not answer*

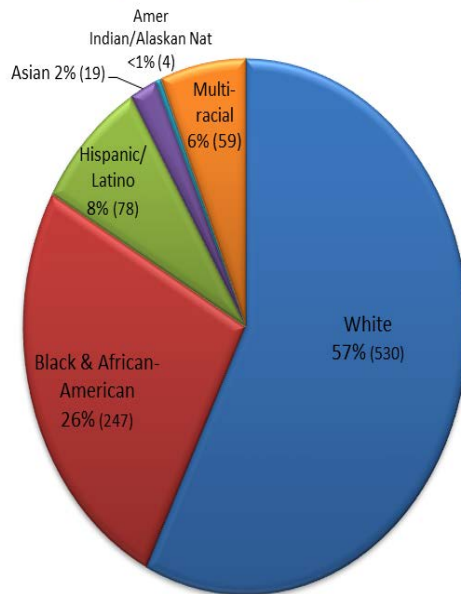
---

### Child's age at time of survey completion.



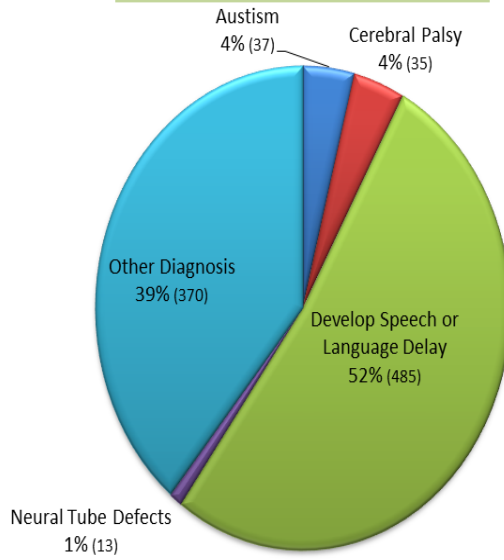
23 people did not answer

### Child's Race/Ethnicity



23 people did not answer

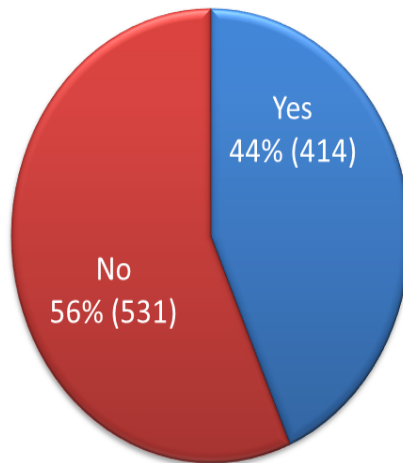
### Child's primary diagnosis



20 people did not answer

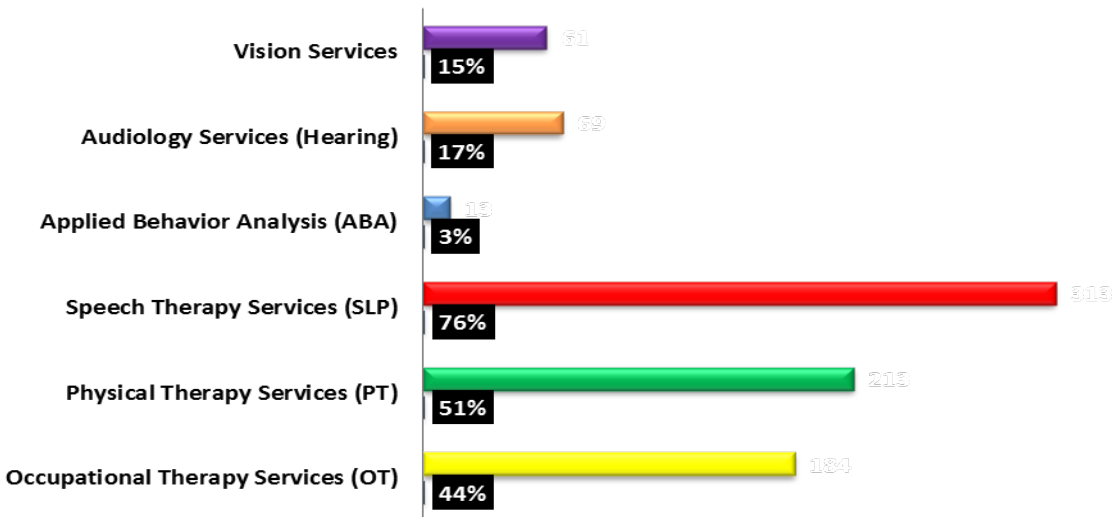
---

### Did your child receive any services NOT connected to Babynet system?



15 people did not answer

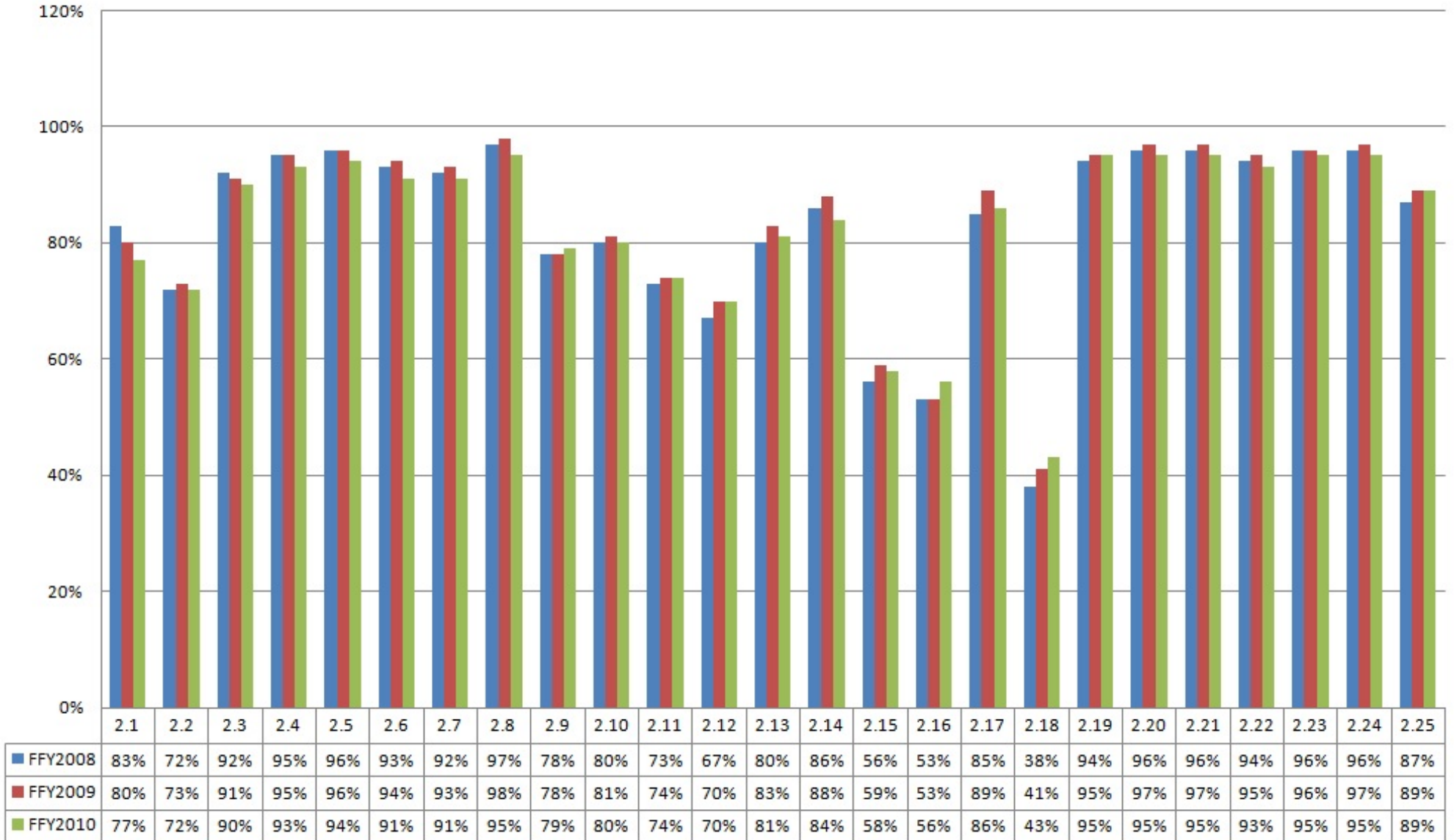
**Of the 44% that said yes: Did your child receive any of the following additional services outside of BabyNet system?**



**How often did your child receive the additional service(s).**



## Family Satisfaction with Family-Centered Services Trends FFY 2008 FFY2009 FFY2010



TECS  
USCSOMSouth Carolina First Steps  
Impact Family SurveyMark as shown:      Please use a ball-point pen or a thin felt tip. This form will be processed automatically.Correction:      Please follow the examples shown on the left hand side to help optimize the reading results.

## 1. DEMOGRAPHICS INFORMATION

### 1.1 Child's age when first referred to Early Intervention:

- Birth - 6 months                       7 - 12 months                       13 - 18 months  
 19 - 24 months                       25 - 30 months                       31 - 36 months

### 1.2 Number of months my child has been in the BabyNet System:

- 6 - 12 Months                       13 - 18 Months                       19 - 24 Months  
 25 - 30 Months                       31 - 36 Months

### 1.3 Child's age at time of survey completion:

- Birth - 6 months                       7 - 12 months                       13 - 18 months  
 19 - 24 months                       25 - 30 months                       31 - 36 months

### 1.4 Child's Ethnicity:

- Non-Hispanic                       Hispanic or Latino

### 1.5 Child's Race:

- White                       Black or African-American                       Hispanic or Latino  
 Asian                       American Indian or Alaskan Native                       Native Hawaiian or Pacific Islander

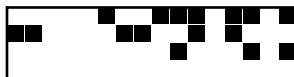
### 1.6 Please provide your 5-digit zip code.

### 1.7 What is your child's primary diagnosis?

- Austim Spectrum Disorders (ASD)                       Cerebral Palsy (CP)                       Developmental Speech or Language Disorder/ Delay ONLY  
 Neural Tube Defects                       Other Diagnosis

### 1.8 Did your child receive any services **NOT** connected to Babynet system?

- Yes                       No



**1. DEMOGRAPHICS INFORMATION [Continue]**

1.9 If you said "YES" for question 1.7: Did your child receive any of the following additional services outside of Babynet system (you can mark more than one service if it applies)?

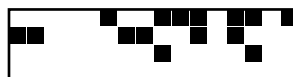
- Occupational Therapy Services (OT)     
  Physical Therapy Services (PT)     
  Speech Therapy Services (SLP)  
 Applied Behavior Analysis (ABA)     
  Audiology Services (Hearing)     
  Vision Services

1.10 How often did your child receive the additional service (s)?

- 1 day per week     
  2 days per week     
  3 or more days per week  
 1 day per month     
  2 days per month     
  3 or more days per month

**2. SERVICES EVALUATION**

	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
<b>Over the past year, BabyNet Services have helped me and/or my family:</b>						
2.1 participate in typical activities for children and families in my community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 know about services in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 improve my family's quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 know where to go for support to meet my child's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 know where to go for support to meet my family's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 get the services that my child and family need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 feel more confident in my skills as a parent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 keep up friendships for my child and family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 make changes in family routines that will benefit my child with special needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10 be more effective in managing my child's behavior.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.11 do activities that are good for my child even in times of stress.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.12 feel that I can get the services and supports that my child and family need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.13 understand how the Early Intervention system works.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.14 be able to evaluate how much progress my child is making.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.15 feel that my child will be accepted and welcomed in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.16 feel that my family will be accepted and welcomed in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





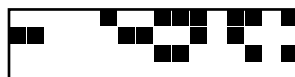
**2. SERVICES EVALUATION [Continue]**

Very Strongly Disagree  
 Strongly Disagree  
 Disagree  
 Agree  
 Strongly Agree  
 Very Strongly Agree

**Over the past year, BabyNet Services have helped me and/or my family:**

- |      |   |                          |                          |                          |                          |                          |                          |
|------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.17 | communicate more effectively with the people who work with my child and family.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.18 | understand the roles of the people who work with my child and family.             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.19 | know about my child's and family's rights concerning Early Intervention services. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.20 | do things with and for my child that are good for my child's development.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.21 | understand my child's special needs.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.22 | feel that my efforts are helping my child.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Participation in this survey is voluntary. No individual family responses will be made available. The combined results will give a general picture of the BabyNet System's impact on families. Combined results will be available through the South Carolina Office of First Steps. Any questions regarding the survey can be directed to The Team For Early Childhood Solutions (TECS) at 803-935-5227. Thanks for your help!**



TECS  
BabyNet

University of South Carolina  
Satisfaction with Family-Centered Care Survey

Mark as shown:      Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction:      Please follow the examples shown on the left hand side to help optimize the reading results.

## 1. DEMOGRAPHICS INFORMATION

1.1 Child's age when first referred to Early Intervention:

- Birth - 6 months                       7 - 12 months                       13 - 18 months  
 19 - 24 months                       25 - 30 months                       31 - 36 months

1.2 Number of months my child has been in the BabyNet System:

- 0 - 6 months                       7 -12 months                       13 -18 months  
 19 - 24 months                       25 - 30 months                       31 - 36 months

1.3 Child's age at time of survey completion:

- 0 - 6 months                       7 -12 months                       13 - 18 months  
 19 - 24 months                       25 - 30 months                       31 - 36 months

1.4 Child's Ethnicity:

- Non-Hispanic                       Hispanic

1.5 Child's Race:

- White                       Black or African-American                       Hispanic or Latino  
 Asian                       American Indian or Alaskan Native                       Native Hawaiian or other Pacific Islander

1.6 Please provide your 5-digit zip code.

1.7 What is your child's primary diagnosis?

- Austim Spectrum Disorders (ASD)                       Cerebral Palsy (CP)                       Developmental Speech or Language Disorder/ Delay ONLY  
 Neural Tube Defects                       Other Diagnosis

1.8 Did your child receive any services **NOT** connected to Babynet system?

- Yes                       No



**1. DEMOGRAPHICS INFORMATION [Continue]**

1.9 If you said "YES" for question 1.7: Did your child receive any of the following additional services outside of Babynet system (you can mark more than one service if it applies)?

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Occupational Therapy Services (OT) | <input type="checkbox"/> Physical Therapy Services (PT) | <input type="checkbox"/> Speech Therapy Services (SLP) |
| <input type="checkbox"/> Applied Behavior Analysis (ABA)    | <input type="checkbox"/> Audiology Services (Hearing)   | <input type="checkbox"/> Vision Services               |

1.10 How often did your child receive the additional service (s)?

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> 1 day per week  | <input type="checkbox"/> 2 days per week  | <input type="checkbox"/> 3 or more days per week  |
| <input type="checkbox"/> 1 day per month | <input type="checkbox"/> 2 days per month | <input type="checkbox"/> 3 or more days per month |

**2. SERVICES EVALUATION**

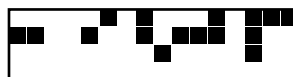
Very Strongly Disagree    Strongly Disagree    Disagree    Agree    Strongly Agree    Very Strongly Agree

**Family-Centered Services**

- |  |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.1 I was offered the help I needed, such as child care or transportation, to participate in the Individualized Family Service Plan (IFSP) meeting(s). | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.2 I was asked whether I wanted help in dealing with stressful situations.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.3 I was given choices concerning my family's services and supports.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.4 My family's daily routines were considered when planning for my child's services.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.5 I have felt part of the team when meeting to discuss my child.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.6 The services on our IFSP have been provided in a timely way.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**My family was given information about:**

- |  |                          |                          |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.7 - modifications of routines, activities, and the physical setting that would help my child.    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.8 - the rights of parents regarding Early Intervention services.                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.9 - community programs that are open to all children.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.10 - organizations that offer support and information for parents of children with disabilities. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.11 - how to participate in different programs and services in the community.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



**2. SERVICES EVALUATION [Continue]**

	Very Strongly Disagree	Strongly Disagree	Disagree	Agree	Strongly Agree	Very Strongly Agree
2.12 - opportunities for my child to play with other children.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.13 - how to advocate for my child and my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.14 - who to call if I am not satisfied with the services my child receives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Someone from the Early Intervention program:</u></b>						
2.15 - helped me get services like child care, transportation, respite care, or food stamps.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.16 - helped me get in touch with other parents for help and support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.17 - asked whether the services my family was receiving were meeting our needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.18 - went out into the community with me and my child to help us get involved in community activities and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>The Early Intervention service provider(s) who work with my child:</u></b>						
2.19 - are dependable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.20 - are easy for me to talk to about my child and my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.21 - are good at working with my family.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.22 My service coordinator is available to speak with me on a regular basis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.23 My service coordinator is knowledgeable and professional.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.24 Written information I receive is written in an understandable way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.25 I was given information to help me prepare for my child's transition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Participation in this survey is voluntary. No individual family responses will be made available. The combined results will give a general picture of satisfaction of families with the BabyNet System. Combined results will be available through the South Carolina Office of First Steps. Any questions regarding the survey can be directed to TECS office at 803-935-5227. Thanks for your help!**

