



University of Nevada, Reno

State of Nevada IDEA, Part C

Annual Family Survey 2010

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Introduction

The Office of Special Education Programs (OSEP) requires that all Part C offices collect data annually from families who are receiving IDEA early intervention services and report if they feel their providers helped them:

1. Know their rights
2. Effectively communicate their children's needs
3. Assist their children develop and learn

The Family Outcomes Survey Project is a cooperative effort of Part C of the Office of Aging and Disability Services Division within the Department of Health & Human Services and the Nevada Center for Excellence in Disabilities (NCED), and is the mechanism for gathering and reporting data for this federal mandate. This is the fifth year the Family Outcomes Survey has been administered through this collaboration. The Family Outcomes Survey also asks families to respond to questions regarding their overall early intervention experiences in order to enrich the data required by OSEP, and to use for program monitoring and improvement.

Nevada State Health Division

In accordance with the Individuals with Disabilities Education Improvement Act (IDEA), the Nevada State Health Division administers all direct early intervention programs throughout the state. Nevada Early Intervention Services (NEIS) is a state operated program with offices in the southern, northwestern, and northeastern regions of the state. There are an additional five private community agencies that also provide early intervention services. Easter Seals of Southern Nevada (ESSN) has been a community provider in southern Nevada since 2006. Beginning in July 2009 four additional private community agencies started providing early intervention services as well. Integrated Support Solutions (ISS), The Foundation for Positively Kids, and Therapy Management Group (TMG) became new providers in the south and The Continuum in the northwestern region of the state. Staff at each location provides multidisciplinary, comprehensive family-centered early intervention services in various settings and locations.

During Federal Fiscal Year (FFY) 2008 (July 1, 2008 – June 30, 2009) 3,814 children received early intervention services, and 3,805 received services in FFY 2009 (July 1, 2009 – June 30, 2010) from state and community providers.

The Nevada Center for Excellence in Disabilities

The NCED is part of a national network of university programs in developmental disabilities that are federally funded by the Administration of Developmental Disabilities (ADD), U.S. Department of Health and Human Services. The NCED is housed in the College of Education at the University of Nevada, Reno. The mission of the NCED is to work cooperatively with agencies and programs to assist Nevadans of all ages with developmental disabilities to be independent and productive citizens, and fully integrated into their communities. This mission is accomplished by providing interdisciplinary instruction and services, disseminating information on developmental disabilities and

service options, providing technical assistance, and conducting program evaluation and research.

Updating the Survey

The Nevada Family Outcomes Survey was developed in 2006 by a representative task force consisting of family members and staff from Nevada Disability Advocacy and Law Center (NDALC), Nevada Parents Educating Parents (PEP), NCED, Part C, NEIS, and Early Childhood Education and Mental Health Services. Identical questionnaires were sent to 664 families in 2006 and to 916 families in 2007. The response rate was 23% both years. Significant changes were made in 2008 in an effort to streamline the questionnaire with the expectation that more families would complete and returned their survey. Part C and the Nevada Interagency Coordinating Council (ICC) agreed to the following questionnaire changes:

- Shorter surveys contribute to higher return rates, therefore, the questionnaire would be streamlined and reformatted to fit on one side of a sheet of paper.
- All families would receive an identical version of the survey with English on one side and Spanish on the other in order to capture individuals who may be more comfortable responding in Spanish but not identified in TRAC as Spanish speaking.
- The cover letter would be revised so all families receive an identical version with English on one side and Spanish on the other.

The revised survey consisted of 20 close-ended questions, one open-ended question, and two demographic questions. Minor revisions were made to the questionnaire in 2009. The three questions required by OSEP were articulated more directly for clearer understanding; the “not sure” choice was changed to “undecided” to bring the response options in line with a true Likert Scale; demographic questions were eliminated because they had not historically influenced data analysis; and wording was altered slightly to clarify that families were rating how early intervention impacted them. This version of the survey was used again in 2010. Families have had the option of completing the survey online in 2009 and 2010 as well.

Survey Method

The 2010 Family Outcomes Survey was sent to 1,167 families with children who had active Individualized Family Service Plans (IFSP) and were receiving services by either Nevada Early Intervention Services or a community provider for a minimum of six months as of March 31, 2010. The following is a breakdown of the sample population by program/region:

- NEIS South - 547 eligible families
- NEIS Northwest - 293 eligible families
- NEIS Northeast - 33 eligible families
- Continuum – 47 eligible families
- ESSN - 82 eligible families

- ISS - 55 eligible families
- Positively Kids – 49 eligible families
- TMG – 61 eligible families

A cover letter accompanied each survey, as well as a postage-paid return envelope and the link to the online survey. The cover letter informed families that their survey would be returned to the NCED so responses would remain confidential. Surveys were sent in September 2010, and families were instructed to return them by October 8, 2010. Families also had the option of completing the survey online before this deadline.

The combined rate of return was 17% statewide. Historically, a second survey is sent to families who did not respond initially. This was done in order to increase the rate of return as well as to align respondent demographics and locations with the original sample. This practice has contributed to an annual return rate that exceeded 20%. Surveys were only sent once this year, which explains the lower return rate. Approximately 60 surveys were returned to NCED by the post office as undeliverable, which did not vary significantly from previous years. No one completed the survey online.

Survey Results

A total of 203 surveys were returned. By program and region:

- NEIS South – 91 returned, return rate 16%
- NEIS Northwest – 50 returned, return rate 17%
- NEIS Northeast – 7 returned, return rate 21%
- ESSN – 19 returned, return rate 23%
- Continuum – 7 returned, return rate 15%
- ISS – 8 returned, return rate 15%
- Positively Kids – 12 returned, return rate 24%
- TMG – 9 returned, return rate 15%

Overall, the results of the survey were very positive. Based on family satisfaction literature, family responses generally obtain 90% or greater agreement or are rated very high/very satisfied/very pleased in 5 point Likert scales (McNaughton, 1994; Bailey, Scarborough, Hebbeler, Spiker, Mallik, 2004; Hebbeler, Spiker, Bailey, Scarborough, Mallik, Simeonsson, Singer, Nelson, 2007). A Likert scale was used for this survey. Respondents were instructed to answer strongly agree, agree, strongly disagree, disagree, or undecided to each question. They also had the option of not answering questions that were not applicable. Responses were averaged for each question and only those with a combined strongly agree/agree rating below 90% are considered action items. Statewide, families indicated on the 2010 Family Outcome Survey that they agreed or strongly agreed with all but two questions at least 90% of the time. There is variation in satisfaction rates based on program, ethnicity, and language differences that can be examined in the tables at the end of the report.

Surveys were sent in both English and Spanish to all families, and 32 (16%) surveys were returned in Spanish. Of the 1,167 families who were sent surveys, 260 (22%) reported Spanish as their primary language. Overall levels of satisfaction for those responding in Spanish were considerably lower on several questions than for those families who responded in English. Fewer than 90% of all respondents regardless of primary language agreed or strongly agreed with question 17 - ***My Early Intervention providers increase my awareness of community resources***, and question 18 - ***The services and supports described in our IFSP are provided in a timely manner***. Spanish speaking families also agreed or strongly agreed less than 90% to the following questions:

6 – ***I am a valued member of the Early Intervention team when we discuss my child's needs.*** (88%)

10 – ***I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.*** (88%)

11 – ***If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.*** (84%)

14 – ***My family's daily routines are used to support my child's development.*** (83%)

15 – ***Early Intervention helps me effectively communicate my child's needs.*** (88%)

16 – ***The supports and services we receive help meet our child's developmental needs.*** (88%)

20 – ***Early Intervention supports and services have helped our child and family make progress toward IFSP outcomes.*** (85%)

However, response rates for families who were identified as Hispanic/Latino in the Part C database mirrored those of families identified as not Hispanic/Latino (see tables) more closely than those who responded in Spanish. Part C may consider exploring why these differences exist through more in depth questionnaires or personal contact.

Survey Discussion

The 2010 Family Outcomes Survey results were generally satisfactory. Analysis of the narrative section of the survey found overall positive comments. The majority of families indicated they were pleased and satisfied with the services and supports they received from their early intervention programs. Families mentioned they were happy with their child's progress, service providers were helpful and knowledgeable, intervention strategies and techniques were useful, they valued the support they received as a family, and expressed a desire to remain in the program until their child turned five.

Families agreed or strongly agreed with the three federally mandated questions on the survey. 98% of families agreed or strongly agreed with the statement, ***my early***

intervention provider fully explained my parent rights and 97% with the statement, **early Intervention helps me know and understand my parent rights**; 94% responded favorably to the statement, **early Intervention helps me effectively communicate my child's needs**; and 93% said **the supports and services they received help meet their child's developmental needs**. In light of the fact that the state has rolled out five new programs during the survey year, this is a positive statement about the thoroughness and effectiveness of all the early intervention provides throughout the state.

Citations

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Comments by Program and Region

Nevada Early Intervention Services - South

1. Every person I worked with was very knowledgeable and understanding. Unfortunately, the services were few and far between. We never received sessions from a licensed therapist. When we did get services there were many times nobody showed up to my house. Fortunately we were able to provide our child with private speech therapy. He excelled and is now caught up. I understand your program is understaffed and under funded. That is a terrible shame because so many families are unable to afford private services like we were able to.
2. Everyone was great to my child and to my family. They helped us in so many ways. Thank you!
3. Thank you for all your time and patience. You are doing a great job.
4. Some of our IFSP services were discontinued and have yet to be restarted. We haven't had an OT for months since our therapist quiet. So we are still owed multiple make up visits. Also, haven't seen our assistive technology instructor for a while either. Although we enjoy NEIS and feel it is very beneficial to our child's development, the budget cuts for services are very apparent and sad. Overall the NEIS services is very informative and helpful - just wish there were more opportunities to offer to the disabled in the community by the government.
5. I think this program is amazing! My child has grown so much since we started this program. We cannot believe how much her vocabulary has grown as well. Also, our service provider is _____. My child enjoys her company so much! She looks forward to her weekly visits and will not stop talking about it for days after. Thank you so much for having this great program available.
6. I don't remember the girl's names but they were great. We always looked forward to seeing them. Even our 4 year old got involved when they came. We enjoyed the time and care these girls gave when they came in our home
7. _____ is our girl! She is great. Whatever we need she is there for us! I know she has my child's best interest at heart. Our therapists are also very helpful. My child knows and loves them all, even though they make him work. We have an awesome team and we have come a long way with their help. Thank you so much Early Intervention!
8. I've had an amazing experience with NV early intervention. I was able to get a lot of information and help from her advocate from NEIS. She has been so nice, helpful, informative, and patient. I don't know how I would have gotten through a lot of milestones in my child's life. She's taught me a lot of things in regards to how I teach my child and care for her. She is amazing.
9. Early Intervention Services have greatly blessed our family. Our daughter has Down Syndrome and has many issues that are new to us. Early Intervention has provided therapy, resources, and knowledge to our family and information about her condition to us. We are thankful to all of the caring workers that have helped our child progress. Thank you.

10. I am very grateful for all EI services. Even at the original assessment, I learned a great deal - several skills for teaching ___ things that would (& did) help him. And since then, ___ has gone above and beyond - she's very intuitive and has brought in specialists that have also helped tremendously. I can't say enough to express how lost I would have been without the help of EI. I know that ___ has overcome so many obstacles through the help he has received from EI, and through the skills I have learned from EI.
11. Thank you for providing these services. Thank you for employing such a kind, caring, compassionate, and knowledgeable person such as ____. Thank you also for the help of ____. They've given ___ a chance at a normal life. We are forever grateful.
12. Everyone at NEIS was helpful and supportive! My family and I are grateful for the services we received and hope other families will be so fortunate.
13. NEIS staff were friendly and knowledgeable! I believe NEIS is a beneficial entity that should continue to receive state funding!
14. We have made great strides due to the NEIS services and will be sorry to see it end at age three, but at least I feel like we are well prepared for it. Child Find is next.
15. I appreciate the support Early Intervention has provided. They made me aware of some tips that helped prevent further complications to my child's development. I do wish that the actual services of therapy would be more available. I feel that more intense therapy at an earlier age will hopefully get the child further in their development and the therapy we give at an older stage is less effective (although still necessary).
16. ___ has gone above and beyond for our child. We appreciate her and thought I'd let you all know. Hard to come up sometimes. We also appreciate your Pediatrician. She always listens and takes the time out for each appointment. However, I'd also like to add we had a horrible experience a few weeks back with a PT. She was 45+ minutes late and didn't call. Which is fine I understand that may happen sometimes then she walks in says "you gotten her shunt check lately her head looks big." My husband and I just looked at each other. We continue on to working. Showing her the new things my child is doing and what we're working on with her. We show her how we are working with her on pulling to stand she says "she'll never be able to pull to stand and keeps reinforcing that." Long story short when she walked out the door it was so bad my husband and I decided to cancel her and go through the community. A few months later our child is pulling to stand and walking great with a walker. Our EI kids may have to do things differently but I don't think hearing "never or cannot" is beneficial in any way especially from an EI provider. Please do not let this happen to other families. They may just believe it! Thank you.
17. We are appreciating our ____, ____, ____, and ____, so much effort to teach my son.
18. Never saw a speech pathologist and were with the program for many months. My case worker was excellent.
19. SLP did a great job with my child. He still talks about her!
20. ___ has been really great. Thank you very much!

21. I am sorely disappointed that my children are not receiving their speech therapy as needed.
22. My child's team of therapists were great. They worked with us so lovingly that my son had a special bond with each one of them. When we moved out of state my child's DS even sent information on where to get him help here. Even though things are developing slowly here we are still using the helping techniques that they had taught us. We miss our team so much and will always hold a place for them in our hearts.
23. I am very grateful for your services. Our team, who has been with my boys since we started program has committed to stay with us, we moved to ___ from _____. We are forever grateful for a wonderful commitment, kindness and caring.
24. The vision therapist was not helpful. She came out to my house a couple of times and I had no clue what she was there for. She made me feel uncomfortable and I feel she forced her opinions too much. She's not a doctor yet she was telling me things that were contrary to our doctor's advice. She missed our first consultation and since then has not done very much to help me with my child's vision concerns.
25. We have had a wonderful experience with early intervention. All of the people we have worked with have been so helpful, knowledgeable and friendly. My child has improved so much thanks to the help and support of early intervention.
26. ___ is wonderful. She has helped me get services for both of my foster children. I absolutely adore her.
27. My family and I are very pleased with all the help we received from Early Intervention.
28. ___ was a great teacher, and what we learned from her has helped us out a lot.
29. We had two different Early Intervention people come to our home. One when my child was a baby and then another when he was older. The service I received was completely different depending on the person. I'm not sure if it was because of his age but the help I received was like night and day. Our second lady helped so much more. When we had the first lady I wasn't even sure why she was coming. So your service totally depends on your representatives.
30. I would like to thank Nevada Early Intervention Services for everything everybody has done for my daughter. Keep up the really good work. The services there helped my child so much.
31. My child was evaluated at almost 2 years. I was disappointed that it took so long to finally be assigned a developmental specialist. I pay my taxes and my child deserved a DS when we were approved and should not have waited that long. I believe my child's delay in language should have gotten more attention and sessions with the SLP. We saw the SLP probably 4 times within a year. In my opinion I believe that is not enough time with the SLP for a child with almost a year delay in speech. Again my tax dollars paid for SLP who wasn't as present as I would have liked. Thank goodness we were able to pay for private speech therapy sessions. I believe my child's DS did a fantastic job, but certainly not the SLP since we saw her too infrequently for it to really make a difference in my child's speech.

32. Appointments were always on time and care was exercised. We recently exited because our child turned 3. We had a smooth transition to CCSD. Thank you. Our child loved his teacher. She went above and beyond.
33. We have really appreciated all that EIS has done for us. Everyone has been very helpful. I gave strongly agree to almost all questions except one. Number 16 I only put agree because we have received great help from all of our helpers, we would just like a little more help and guidance from our speech therapist for our child. She is a very nice person, we just feel that we should be receiving a little more of what to do with our daughter. Thank you to everyone for everything and all the help and support.

Comments translated from Spanish

1. I am very thankful to all the persons involved in my case. They all are very polite and give us a lot of support, and they also make me feel very comfortable. God bless ____, ____, & ____, as well as the whole personnel.
2. A million of thanks for all the support you gave to my daughter all this time, as well as the interpreter.
3. The program had helped me a lot, because it helped me to learn how to teach and support my son with his learning needs. He has made a lot of progress. Thanks
4. I think there is a lack of information for us, the parents. In my case, it took forever in order to receive the services. They frequently would cancel the appointments on me. There was no communication between the coordinator and me. I think there is a need for integration as an association and work together as a group.
5. I have learned a lot of things, such as how to help my beautiful girl and how to educate my older children. Thanks for everything.
6. I never requested childcare services but the whole program was very polite to me. Thanks.

Nevada Early Intervention Services - Northwest

1. Our time with our providers has been invaluable. Hats off to ___ & ___, two expert providers!
2. We have been very happy with services but realize we have to be the advocate for our child none the less.
3. Our service provider was ___ and I honestly don't know what we would have done with out her. She has more than we could have ever hoped for. She became our life line to this world of "autism" and taught us how to help our child and how we as parents could begin to work through this wonderful but difficult journey with our child. We miss her terribly. We wanted to say Thank You "Early Intervention Services."
4. Would like to thank my son's care giver ___ for helping me with my son when he was diagnosed. It was an awful time for us and she was so understanding and helpful Anytime I've needed her she has been there every time, she's not just his care giver. We consider her a good friend. Thanks NEIS.

5. All the staff members are very caring people. They go out of their way to help you and your child. I think the Early Intervention services is an excellent program. They have made a big difference in our child's life. Thank you.
6. I have been nothing but pleasantly surprised and extremely satisfied with the services we've been provided. What a great program!
7. I just want to say that I really enjoy working with NEIS. I enjoy all the ladies who I work with. They are all wonderful and work great with my children. I enjoy having the support for myself and my children. Thank you NEIS.
8. NEIS has impacted our family in unbelievable ways. My child is able to do the things he does today because of their expertise. We are forever grateful.
9. We love our developmental specialist. She goes out of her way to meet our scheduling needs and our child's developmental needs. Our child goes to Flips for physical therapy intervention. His sibling has trouble there since he is not allowed on the floor. I wish I could pay a reasonable premium (not \$12 drop-in fee) to cover the liability. That is the only problem we've had in our NEIS relationship. Our current providers are fabulous and we really appreciate them, NEIS, and the services. Thanks!
10. My service providers did everything in their power to help me with my child and beyond were there for me as friends also. Offering me help even outside of time spent with my child. They were awesome!
11. We have been extremely pleased with the services provided through Nevada Early Intervention. Our child has improved through the services provided.
12. I appreciate the services Early Intervention provided for both of my children. It has made a great difference.
13. I can't thank our team enough for their huge push since April to help my child grown and make HUGE strides. The entire team at NEIS has been wonderful for the past year and a half but the previously mentioned ladies went above and beyond the call of duty over the past 6-8 months. They took a child who was totally non-verbal a year ago to talking in almost full sentences and singing songs. ___ had virtually no upper body strength - now he is very strong! NEIS is an amazing resource in this community. Thank you for all that you do to help families.
14. I would like to thank everyone at the NEIS for guiding and supporting my child and my family with his disabilities. I am truly grateful that there is a program for children with disabilities in our community. I truly believe if it wasn't for the NEIS and its staff, my child would not be how he is today. I hope that NIES continues helping other children and families like they have helped with mine.
15. Our team has been key in helping my child and his developmental needs. Thank you.
16. We are so grateful for what Early Intervention provided. I can't imagine the first three years of our child's life without them. I can't imagine and wouldn't want to imagine not having their support and help. I only wish it was 5 years verses 3 years of support.
17. The only benefit my child received from NEIS was speech therapy. That started 6 months after my child was assessed for the program. She received no other

beneficial services. She might have had your program coordinators chose to do their job.

18. Thank you! NEIS for all your support. Our team has been wonderful to my child, and my whole family. They have been a vital part in my baby's development. It's been great having their help. I will miss it after he turns three.
19. We love _____. She is great!!

Comments translated from Spanish

1. My daughter has received excellent services. Everybody was very polite to me; they all assisted my daughter in her well development. They also helped me to clear up many doubts I had as a parent of a premature baby. I was told what to do in order to help my son developing his motor skills and stimulate his muscles. The care he received was excellent. I am thankful for Institutions like Early Intervention, for their patience and enthusiasm they give to our children. In the name of _____ and family, we want to thank you for being great human beings to our children and parents. Because it is very hard and painful having children with disabilities.

Nevada Early Intervention Services - Northeast

1. I truly enjoy my current Early Intervention team. They are excellent and getting to know my child and family what works for us. This hasn't always been the case!
2. I do not feel that early intervention or Nevada State provide children with as much and as many services as they really need. I would also like to say that while I absolutely loved some of the members of my child's team, there were a few who consistently doubted my child's abilities and my description of them, and that was very frustrating.
3. Early Intervention has helped my child walk, and provides my child exercises in the daily routine. The services my child gets are very valuable and early intervention has even offered us sources such as the Hannen Speech Program as extra service. Thank you.

Easter Seals of Southern Nevada

1. _____ has been amazing with my children. They look forward to their time with her and have been improving. She has always been helpful and supportive with me and my concerns for them. She is an asset to your company and to my family.
2. All of _____ therapists were wonderful with our transition into school. We are sad to say Good Bye to our wonderful friends. Thank you for everything.
3. One thing that I felt needed to be addressed is communication. There has been times when I have called my service provider for questions or to set up appointment times or to get paperwork and have not gotten a return phone call back. I have called her cell, office phone as well as gone as far as to call her supervisor. 24 hour call back would be greatly appreciated. Thank you.

4. Our early intervention services through Easter Seals were wonderful. The team was very patient at helping develop a plan and goals to help ____ succeed. They helped us understand what were reasonable developmental milestones we should work on and celebrated each little victory with us. They were very understanding when we had to cancel or reschedule visits due to illness or doctors appointments. The services were greatly beneficial at helping get her on track for preschool and daily life.
5. I think early intervention services is very helpful for me. Especially since I'm a first time mom, I have learned a lot. The staff that comes over to do the visits they are very nice, answer my questions or concerns. I feel comfortable with them. They help me on getting ideas as what to do or what things I should buy him (toys, books, etc.). I would like to receive services as long as I can be able to receive it. It's a very helpful program. Thank you.
6. One reason I am so happy is because of my development specialist at Easter Seals. She is on top of everything. She will send me articles, resources, etc. Just from simply talking about something. I don't ask her to send it - she just does it on her own so I know she is thinking about me and my child when she is not with us. I like people who do their job!!! I think early intervention is key and I appreciate these services. I do not take them for granted.
7. Early Intervention is a wonderful service, the girls that come into my home were very helpful and informative. They taught me different strategies to help my child along with the importance of being consistent and firm to achieve a goal. I hope more people will learn about and use early intervention; additionally, I hope the funding for services is not cut or decreased - keep up the good work!

Comments translated from Spanish

1. In the name of my family, I would like to thank you all for the support. It has been essential for my son's development. Thanks for the patience and dedication we receive from ____, and of course _____. I wish for you guys to keep the program running for many more years. Thanks for your valuable labor.

ISS

2. ____ was amazing! She is a professional, yet compassionate and totally involved in my child's improvement. We appreciate her and her giving above and beyond to help us.
3. Updates to the IFSP and, both scheduled and unscheduled, take too long. The last three sessions we had scheduled with our DS was taken up by completing paperwork and asking us questions about his status. Regular evaluations should be done by ____, not the DS. Now our son hasn't technically had a session in 1.5 months because our sessions were wasted on paperwork.
4. We are very happy with the friends provided. The staff are very friendly and kind. Thank you all so much.

Comments translated from Spanish

1. I am the mother of three children, and this is the first time I had to request early intervention services. I don't have much experience in this area, but I think that the services that my son receives are pretty bad. Out of the four specialists providing services, there is only one that does a good job. I would like for you to pay closer attention to this matter. Thanks.

TMG

1. I am extremely grateful for these services. I would like to address one issue. We have our physical therapist, ____, is habitually late. I this could be looked into it would be appreciated. Thanks.
2. I simply cannot tell you how grateful I am for this program!! My child has and is progressing by leaps and bounds thanks to Early Intervention Services! I am grateful my doctor recommended we call you!
3. The staff with early intervention have been so key in the progress my child has shown. No question I had was ever too silly for them to answer and they never made me feel like they were in a rush to get out of there. I appreciate them more than they know!
4. I just want to say that my child received excellent care from her team or therapists! All were very loving, understanding, and helpful! I can tell they really cared and did an excellent job with my daughter!! Thank you so much for your services and wonderful therapists.

Continuum

1. Our warmest thanks for this program we receive for ____ from this agency. We truly appreciate it. We are so blessed that you are there for us always in times of need especially for all that we do not know whom we can ask for help. And our counselors who handle our case were so awesome. I really appreciate their time for us. We are hoping and praying that your program will never end to the people like us who need help can able to reach you in time of needs. Thank you so very, very much.
2. Me and my husband were happy very, very much that our son been helped and continue getting the services that he have in school. His delayed speech, that I didn't know about if its not for NEIS and the Continuum. We're very much appreciated for the help that they're done to our child, now he is a very smart young kid and it's amazing what he can do now. Myself and my husband were very thankful. More power for everyone who has never tired of their work.

Comments translated from Spanish

1. To whom it may concern. It is my pleasure to participate in this survey, since it is a good media for parents to express questions and concerns regarding our

children's needs. For my daughter's case, she was evaluated in August. Her IFSP was reviewed, and according to the final decision she couldn't qualify to receive services because, apparently, she shows a typical age development. Even though she has a problem with her feet and requires orthopedic shoes. They just gave me a phone number so I could call and make an appointment to see the specialist. But in my own opinion I believe that the Developmental Specialists need to make a lot of improvements. They should offer more activities to enhance fine motor skills, such as crafts and physical therapies in order to motivate children positively, and help them feel happier and more comfortable. But this is just my personal opinion, and you should not feel inferior only because you are being criticized by people with better skills and more prepared than the people working at the Institution. Thanks for your cooperation and for taking the time to send this survey out, where we can expose our concerns about our children.

2. Hi, my name is _____. I am _____'s father; she was diagnosed with autism in 2009. Due to NEIS's long waiting list, my daughter's case was assigned to an agency called "The Continuum." Truly, the treatment she received was very inconsistent. At times, it seemed like there was no communication at all. The appointments were rescheduled all the time within a short noticed period. I believe the therapies did help my daughter, but they could have been more effective if, since the very beginning my daughter's case was taken in a more seriously, and had not been treated just as another client. The person who facilitated my information and who followed the case closer; even though it was not her responsibility was from NEIS. She has been an Angel for us. My wife and I will always appreciate her help. Thanks.

Appendices

Data Tables

Statewide		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	131	65%	66	33%	2	1%	2	1%	2	1%	203	97%
2.	My Early Intervention providers show me how I can help my child develop and learn.	139	68%	56	28%	3	1%	3	1%	2	1%	203	96%
3.	My child is benefiting from Early Intervention.	132	65%	58	29%	7	3%	3	1%	3	1%	203	94%
4.	My Early Intervention provider fully explained my parent rights.	146	72%	52	26%	1	0%	1	0%	2	1%	202	98%
5.	Early Intervention helps me know and understand my parent rights.	142	70%	54	27%	3	1%	2	1%	2	1%	203	97%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	143	70%	53	26%	2	1%	2	1%	3	1%	203	97%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	132	65%	62	31%	6	3%	1	0%	2	1%	203	96%
8.	My service providers respect and value my culture, language, and individual preferences.	151	74%	49	24%	0	0%	1	0%	2	1%	203	99%
9.	I have a key role in all decisions related to services for my child and family.	150	74%	48	24%	1	0%	2	1%	2	1%	203	98%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	133	66%	63	31%	3	1%	2	1%	2	1%	203	97%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	119	59%	66	33%	9	4%	6	3%	3	1%	203	91%
12.	My service providers help me get the services and supports my child and family needs.	131	65%	58	29%	7	3%	2	1%	4	2%	202	94%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	128	63%	67	33%	4	2%	1	0%	2	1%	202	97%
14.	My family's daily routines are used to support my child's development.	131	65%	58	29%	8	4%	2	1%	3	1%	202	94%
15.	Early Intervention helps me effectively communicate my child's needs.	122	60%	68	33%	4	2%	7	3%	2	1%	203	94%
16.	The supports and services we receive help meet my child's developmental needs.	125	62%	61	30%	6	3%	7	3%	2	1%	201	93%
17.	My Early Intervention providers increase my awareness of community resources.	97	48%	75	37%	16	8%	10	5%	3	1%	201	86%
18.	The services and supports described in our IFSP are provided in a timely manner.	116	57%	62	31%	9	4%	6	3%	10	5%	203	88%
19.	Early Intervention helps me gain confidence in caring for my child.	129	64%	56	28%	9	4%	3	1%	6	3%	203	91%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	127	64%	59	30%	4	2%	3	2%	5	3%	198	94%

Nevada Early Intervention Services - Southern Region		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	123	69%	49	27%	4	2%	1	1%	2	1%	179	96%
2.	My Early Intervention providers show me how I can help my child develop and learn.	131	73%	42	23%	5	3%	1	1%	0	0%	179	97%
3.	My child is benefiting from Early Intervention.	126	70%	44	25%	7	4%	0	0%	2	1%	179	95%
4.	My Early Intervention provider fully explained my parent rights.	138	77%	39	22%	1	1%	0	0%	1	1%	179	99%
5.	Early Intervention helps me know and understand my parent rights.	133	75%	39	22%	4	2%	0	0%	2	1%	178	97%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	128	72%	42	24%	4	2%	3	2%	1	1%	178	96%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	117	65%	52	29%	6	3%	3	2%	1	1%	179	94%
8.	My service providers respect and value my culture, language, and individual preferences.	128	72%	48	27%	2	1%	1	1%	0	0%	179	98%
9.	I have a key role in all decisions related to services for my child and family.	129	72%	44	25%	3	2%	1	1%	2	1%	179	97%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	122	69%	47	26%	7	4%	0	0%	2	1%	178	95%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	109	61%	56	31%	9	5%	1	1%	4	2%	179	92%
12.	My service providers help me get the services and supports my child and family needs.	122	69%	46	26%	5	3%	1	1%	4	2%	178	94%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	115	64%	56	31%	4	2%	2	1%	2	1%	179	96%
14.	My family's daily routines are used to support my child's development.	118	67%	55	31%	2	1%	0	0%	0	0%	175	99%
15.	Early Intervention helps me effectively communicate my child's needs.	115	65%	57	32%	2	1%	2	1%	2	1%	178	97%
16.	The supports and services we receive help meet my child's developmental needs.	117	65%	49	27%	9	5%	0	0%	4	2%	179	93%
17.	My Early Intervention providers increase my awareness of community resources.	99	55%	59	33%	16	9%	2	1%	3	2%	179	88%
18.	The services and supports described in our IFSP are provided in a timely manner.	109	61%	52	29%	8	4%	6	3%	4	2%	179	90%
19.	Early Intervention helps me gain confidence in caring for my child.	119	66%	49	27%	8	4%	1	1%	2	1%	179	94%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	120	67%	49	27%	8	4%	0	0%	2	1%	179	94%

Nevada Early Intervention Services - Northwestern Region		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	62	68%	28	31%	0	0%	1	1%	0	0%	91	99%
2.	My Early Intervention providers show me how I can help my child develop and learn.	62	68%	27	30%	1	1%	1	1%	0	0%	91	98%
3.	My child is benefiting from Early Intervention.	61	67%	24	26%	3	3%	2	2%	1	1%	91	93%
4.	My Early Intervention provider fully explained my parent rights.	68	75%	23	25%	0	0%	0	0%	0	0%	91	100%
5.	Early Intervention helps me know and understand my parent rights.	67	74%	23	25%	1	1%	0	0%	0	0%	91	99%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	64	70%	25	27%	1	1%	1	1%	0	0%	91	98%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	56	62%	34	37%	1	1%	0	0%	0	0%	91	99%
8.	My service providers respect and value my culture, language, and individual preferences.	69	76%	22	24%	0	0%	0	0%	0	0%	91	100%
9.	I have a key role in all decisions related to services for my child and family.	63	69%	28	31%	0	0%	0	0%	0	0%	91	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	58	64%	31	34%	1	1%	1	1%	0	0%	91	98%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	50	55%	35	38%	2	2%	4	4%	0	0%	91	93%
12.	My service providers help me get the services and supports my child and family needs.	54	60%	31	34%	3	3%	1	1%	1	1%	90	94%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	58	64%	31	34%	1	1%	1	1%	0	0%	91	98%
14.	My family's daily routines are used to support my child's development.	62	69%	25	28%	1	1%	1	1%	1	1%	90	97%
15.	Early Intervention helps me effectively communicate my child's needs.	56	62%	31	34%	2	2%	2	2%	0	0%	91	96%
16.	The supports and services we receive help meet my child's developmental needs.	55	61%	29	32%	0	0%	6	7%	0	0%	90	93%
17.	My Early Intervention providers increase my awareness of community resources.	51	57%	35	39%	1	1%	3	3%	0	0%	90	96%
18.	The services and supports described in our IFSP are provided in a timely manner.	52	57%	29	32%	4	4%	2	2%	4	4%	91	89%
19.	Early Intervention helps me gain confidence in caring for my child.	61	67%	26	29%	1	1%	3	3%	0	0%	91	96%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	60	67%	26	29%	2	2%	1	1%	1	1%	90	96%

Nevada Early Intervention Services - Northeastern Region		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	4	57%	3	43%	0	0%	0	0%	0	0%	7	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	5	71%	2	29%	0	0%	0	0%	0	0%	7	100%
3.	My child is benefiting from Early Intervention.	6	86%	1	14%	0	0%	0	0%	0	0%	7	100%
4.	My Early Intervention provider fully explained my parent rights.	5	71%	2	29%	0	0%	0	0%	0	0%	7	100%
5.	Early Intervention helps me know and understand my parent rights.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	6	86%	1	14%	0	0%	0	0%	0	0%	7	100%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	5	71%	1	14%	1	14%	0	0%	0	0%	7	86%
8.	My service providers respect and value my culture, language, and individual preferences.	6	86%	1	14%	0	0%	0	0%	0	0%	7	100%
9.	I have a key role in all decisions related to services for my child and family.	6	86%	1	14%	0	0%	0	0%	0	0%	7	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	5	71%	2	29%	0	0%	0	0%	0	0%	7	100%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	4	57%	3	43%	0	0%	0	0%	0	0%	7	100%
12.	My service providers help me get the services and supports my child and family needs.	4	57%	3	43%	0	0%	0	0%	0	0%	7	100%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	4	57%	3	43%	0	0%	0	0%	0	0%	7	100%
14.	My family's daily routines are used to support my child's development.	5	71%	1	14%	1	14%	0	0%	0	0%	7	86%
15.	Early Intervention helps me effectively communicate my child's needs.	4	57%	2	29%	0	0%	1	14%	0	0%	7	86%
16.	The supports and services we receive help meet my child's developmental needs.	6	86%	1	14%	0	0%	0	0%	0	0%	7	100%
17.	My Early Intervention providers increase my awareness of community resources.	2	29%	1	14%	3	43%	1	14%	0	0%	7	43%
18.	The services and supports described in our IFSP are provided in a timely manner.	4	57%	3	43%	0	0%	0	0%	0	0%	7	100%
19.	Early Intervention helps me gain confidence in caring for my child.	5	71%	1	14%	1	14%	0	0%	0	0%	7	86%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%

Continuum	Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
	(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1. Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
2. My Early Intervention providers show me how I can help my child develop and learn.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
3. My child is benefiting from Early Intervention.	3	43%	3	43%	0	0%	1	14%	0	0%	7	86%
4. My Early Intervention provider fully explained my parent rights.	2	29%	5	71%	0	0%	0	0%	0	0%	7	100%
5. Early Intervention helps me know and understand my parent rights.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	4	57%	2	29%	0	0%	1	14%	0	0%	7	86%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	3	43%	3	43%	1	14%	0	0%	0	0%	7	86%
8. My service providers respect and value my culture, language, and individual preferences.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
9. I have a key role in all decisions related to services for my child and family.	2	29%	5	71%	0	0%	0	0%	0	0%	7	100%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	2	29%	4	57%	1	14%	0	0%	0	0%	7	86%
11. If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	2	29%	3	43%	2	29%	0	0%	0	0%	7	71%
12. My service providers help me get the services and supports my child and family needs.	3	43%	3	43%	1	14%	0	0%	0	0%	7	86%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	2	29%	4	57%	1	14%	0	0%	0	0%	7	86%
14. My family's daily routines are used to support my child's development.	3	43%	3	43%	1	14%	0	0%	0	0%	7	86%
15. Early Intervention helps me effectively communicate my child's needs.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
16. The supports and services we receive help meet my child's developmental needs.	3	43%	2	29%	2	29%	0	0%	0	0%	7	71%
17. My Early Intervention providers increase my awareness of community resources.	2	29%	3	43%	2	29%	0	0%	0	0%	7	71%
18. The services and supports described in our IFSP are provided in a timely manner.	3	43%	2	29%	2	29%	0	0%	0	0%	7	71%
19. Early Intervention helps me gain confidence in caring for my child.	3	43%	4	57%	0	0%	0	0%	0	0%	7	100%
20. Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	2	29%	4	57%	1	14%	0	0%	0	0%	7	86%

Easter Seals of Northern Nevada (ESSN)		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	16	84%	3	16%	0	0%	0	0%	0	0%	19	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	18	95%	0	0%	0	0%	1	5%	0	0%	19	95%
3.	My child is benefiting from Early Intervention.	13	68%	5	26%	1	5%	0	0%	0	0%	19	95%
4.	My Early Intervention provider fully explained my parent rights.	18	95%	0	0%	0	0%	1	5%	0	0%	19	95%
5.	Early Intervention helps me know and understand my parent rights.	18	95%	0	0%	0	0%	1	5%	0	0%	19	95%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	17	89%	2	11%	0	0%	0	0%	0	0%	19	100%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	16	84%	3	16%	0	0%	0	0%	0	0%	19	100%
8.	My service providers respect and value my culture, language, and individual preferences.	18	95%	0	0%	0	0%	1	5%	0	0%	19	95%
9.	I have a key role in all decisions related to services for my child and family.	17	89%	1	5%	0	0%	1	5%	0	0%	19	95%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	15	79%	3	16%	1	5%	0	0%	0	0%	19	95%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	16	84%	1	5%	2	11%	0	0%	0	0%	19	89%
12.	My service providers help me get the services and supports my child and family needs.	14	74%	4	21%	1	5%	0	0%	0	0%	19	95%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	16	84%	3	16%	0	0%	0	0%	0	0%	19	100%
14.	My family's daily routines are used to support my child's development.	15	79%	3	16%	0	0%	1	5%	0	0%	19	95%
15.	Early Intervention helps me effectively communicate my child's needs.	16	84%	3	16%	0	0%	0	0%	0	0%	19	100%
16.	The supports and services we receive help meet my child's developmental needs.	15	79%	3	16%	1	5%	0	0%	0	0%	19	95%
17.	My Early Intervention providers increase my awareness of community resources.	11	58%	5	26%	2	11%	1	5%	0	0%	19	84%
18.	The services and supports described in our IFSP are provided in a timely manner.	15	79%	3	16%	1	5%	0	0%	0	0%	19	95%
19.	Early Intervention helps me gain confidence in caring for my child.	15	79%	4	21%	0	0%	0	0%	0	0%	19	100%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	15	79%	4	21%	0	0%	0	0%	0	0%	19	100%

Integrated Support Solutions (ISS)		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	3	38%	4	50%	1	13%	0	0%	0	0%	8	88%
2.	My Early Intervention providers show me how I can help my child develop and learn.	5	63%	2	25%	1	13%	0	0%	0	0%	8	88%
3.	My child is benefiting from Early Intervention.	4	50%	4	50%	0	0%	0	0%	0	0%	8	100%
4.	My Early Intervention provider fully explained my parent rights.	4	50%	4	50%	0	0%	0	0%	0	0%	8	100%
5.	Early Intervention helps me know and understand my parent rights.	4	50%	4	50%	0	0%	0	0%	0	0%	8	100%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	4	50%	3	38%	1	13%	0	0%	0	0%	8	88%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	4	50%	2	25%	1	13%	1	13%	0	0%	8	75%
8.	My service providers respect and value my culture, language, and individual preferences.	4	50%	4	50%	0	0%	0	0%	0	0%	8	100%
9.	I have a key role in all decisions related to services for my child and family.	5	63%	2	25%	0	0%	1	13%	0	0%	8	88%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	4	50%	3	38%	0	0%	1	13%	0	0%	8	88%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	4	50%	2	25%	0	0%	2	25%	0	0%	8	75%
12.	My service providers help me get the services and supports my child and family needs.	4	50%	2	25%	1	13%	0	0%	1	13%	8	75%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	4	57%	3	43%	0	0%	0	0%	0	0%	7	100%
14.	My family's daily routines are used to support my child's development.	3	38%	4	50%	1	13%	0	0%	0	0%	8	88%
15.	Early Intervention helps me effectively communicate my child's needs.	3	38%	3	38%	0	0%	2	25%	0	0%	8	75%
16.	The supports and services we receive help meet my child's developmental needs.	3	38%	4	50%	0	0%	1	13%	0	0%	8	88%
17.	My Early Intervention providers increase my awareness of community resources.	1	13%	4	50%	0	0%	3	38%	0	0%	8	63%
18.	The services and supports described in our IFSP are provided in a timely manner.	2	25%	3	38%	0	0%	2	25%	1	13%	8	63%
19.	Early Intervention helps me gain confidence in caring for my child.	3	38%	2	25%	2	25%	0	0%	1	13%	8	63%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	4	50%	2	25%	0	0%	2	25%	0	0%	8	75%

The Foundation for Positively Kids		Strongly Agree				Strongly Disagree				total (n)	total agree (%)		
		(n)	%	(n)	%	(n)	%	(n)	%				
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	5	42%	7	58%	0	0%	0	0%	0	0%	12	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	7	58%	5	42%	0	0%	0	0%	0	0%	12	100%
3.	My child is benefiting from Early Intervention.	6	50%	6	50%	0	0%	0	0%	0	0%	12	100%
4.	My Early Intervention provider fully explained my parent rights.	8	67%	4	33%	0	0%	0	0%	0	0%	12	100%
5.	Early Intervention helps me know and understand my parent rights.	8	67%	4	33%	0	0%	0	0%	0	0%	12	100%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	5	42%	7	58%	0	0%	0	0%	0	0%	12	100%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	6	50%	5	42%	1	8%	0	0%	0	0%	12	92%
8.	My service providers respect and value my culture, language, and individual preferences.	8	67%	4	33%	0	0%	0	0%	0	0%	12	100%
9.	I have a key role in all decisions related to services for my child and family.	9	75%	3	25%	0	0%	0	0%	0	0%	12	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	7	58%	5	42%	0	0%	0	0%	0	0%	12	100%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	7	58%	5	42%	0	0%	0	0%	0	0%	12	100%
12.	My service providers help me get the services and supports my child and family needs.	7	58%	4	33%	1	8%	0	0%	0	0%	12	92%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	6	50%	5	42%	1	8%	0	0%	0	0%	12	92%
14.	My family's daily routines are used to support my child's development.	8	67%	3	25%	1	8%	0	0%	0	0%	12	92%
15.	Early Intervention helps me effectively communicate my child's needs.	8	67%	3	25%	1	8%	0	0%	0	0%	12	92%
16.	The supports and services we receive help meet my child's developmental needs.	6	50%	5	42%	1	8%	0	0%	0	0%	12	92%
17.	My Early Intervention providers increase my awareness of community resources.	4	33%	6	50%	2	17%	0	0%	0	0%	12	83%
18.	The services and supports described in our IFSP are provided in a timely manner.	7	58%	4	33%	1	8%	0	0%	0	0%	12	92%
19.	Early Intervention helps me gain confidence in caring for my child.	7	58%	4	33%	1	8%	0	0%	0	0%	12	92%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	6	50%	6	50%	0	0%	0	0%	0	0%	12	100%

Therapy Management Group (TMG)		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	6	67%	3	33%	0	0%	0	0%	0	0%	9	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	6	67%	2	22%	1	11%	0	0%	0	0%	9	89%
3.	My child is benefiting from Early Intervention.	4	44%	5	56%	0	0%	0	0%	0	0%	9	100%
4.	My Early Intervention provider fully explained my parent rights.	8	89%	1	11%	0	0%	0	0%	0	0%	9	100%
5.	Early Intervention helps me know and understand my parent rights.	7	78%	2	22%	0	0%	0	0%	0	0%	9	100%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	6	67%	3	33%	0	0%	0	0%	0	0%	9	100%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	6	67%	2	22%	1	11%	0	0%	0	0%	9	89%
8.	My service providers respect and value my culture, language, and individual preferences.	7	78%	2	22%	0	0%	0	0%	0	0%	9	100%
9.	I have a key role in all decisions related to services for my child and family.	7	78%	2	22%	0	0%	0	0%	0	0%	9	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	6	67%	3	33%	0	0%	0	0%	0	0%	9	100%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	6	67%	3	33%	0	0%	0	0%	0	0%	9	100%
12.	My service providers help me get the services and supports my child and family needs.	6	67%	3	33%	0	0%	0	0%	0	0%	9	100%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	5	56%	4	44%	0	0%	0	0%	0	0%	9	100%
14.	My family's daily routines are used to support my child's development.	5	56%	3	33%	1	11%	0	0%	0	0%	9	89%
15.	Early Intervention helps me effectively communicate my child's needs.	5	56%	4	44%	0	0%	0	0%	0	0%	9	100%
16.	The supports and services we receive help meet my child's developmental needs.	4	44%	4	44%	1	11%	0	0%	0	0%	9	89%
17.	My Early Intervention providers increase my awareness of community resources.	3	33%	3	33%	1	11%	2	22%	0	0%	9	67%
18.	The services and supports described in our IFSP are provided in a timely manner.	4	44%	4	44%	0	0%	1	11%	0	0%	9	89%
19.	Early Intervention helps me gain confidence in caring for my child.	5	56%	2	22%	2	22%	0	0%	0	0%	9	78%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	5	63%	3	38%	0	0%	0	0%	0	0%	8	100%

Statewide - White		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	78	67%	35	30%	1	1%	1	1%	1	1%	116	97%
2.	My Early Intervention providers show me how I can help my child develop and learn.	79	68%	32	28%	2	2%	2	2%	1	1%	116	96%
3.	My child is benefiting from Early Intervention.	81	70%	25	22%	5	4%	3	3%	2	2%	116	91%
4.	My Early Intervention provider fully explained my parent rights.	92	79%	22	19%	1	1%	0	0%	1	1%	116	98%
5.	Early Intervention helps me know and understand my parent rights.	90	78%	24	21%	0	0%	1	1%	1	1%	116	98%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	93	80%	20	17%	0	0%	1	1%	2	2%	116	97%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	87	75%	24	21%	3	3%	1	1%	1	1%	116	96%
8.	My service providers respect and value my culture, language, and individual preferences.	91	78%	24	21%	0	0%	0	0%	1	1%	116	99%
9.	I have a key role in all decisions related to services for my child and family.	93	80%	21	18%	1	1%	0	0%	1	1%	116	98%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	85	73%	30	26%	0	0%	0	0%	1	1%	116	99%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	77	66%	31	27%	4	3%	2	2%	2	2%	116	93%
12.	My service providers help me get the services and supports my child and family needs.	82	71%	29	25%	1	1%	2	2%	2	2%	116	96%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	85	73%	29	25%	1	1%	0	0%	1	1%	116	98%
14.	My family's daily routines are used to support my child's development.	80	69%	31	27%	4	3%	0	0%	1	1%	116	96%
15.	Early Intervention helps me effectively communicate my child's needs.	76	66%	36	31%	0	0%	3	3%	1	1%	116	97%
16.	The supports and services we receive help meet my child's developmental needs.	76	67%	29	25%	3	3%	5	4%	1	1%	114	92%
17.	My Early Intervention providers increase my awareness of community resources.	59	51%	40	35%	8	7%	6	5%	2	2%	115	86%
18.	The services and supports described in our IFSP are provided in a timely manner.	69	59%	31	27%	3	3%	5	4%	8	7%	116	86%
19.	Early Intervention helps me gain confidence in caring for my child.	76	66%	30	26%	5	4%	1	1%	4	3%	116	91%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	77	69%	29	26%	2	2%	0	0%	4	4%	112	95%

Statewide - Hispanic/Latino		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	34	61%	20	36%	0	0%	1	2%	1	2%	56	96%
2.	My Early Intervention providers show me how I can help my child develop and learn.	38	68%	16	29%	0	0%	1	2%	1	2%	56	96%
3.	My child is benefiting from Early Intervention.	29	52%	24	43%	2	4%	0	0%	1	2%	56	95%
4.	My Early Intervention provider fully explained my parent rights.	37	67%	17	31%	0	0%	0	0%	1	2%	55	98%
5.	Early Intervention helps me know and understand my parent rights.	37	66%	17	30%	1	2%	0	0%	1	2%	56	96%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	31	55%	21	38%	2	4%	1	2%	1	2%	56	93%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	30	54%	23	41%	2	4%	0	0%	1	2%	56	95%
8.	My service providers respect and value my culture, language, and individual preferences.	41	73%	14	25%	0	0%	0	0%	1	2%	56	98%
9.	I have a key role in all decisions related to services for my child and family.	37	66%	17	30%	0	0%	1	2%	1	2%	56	96%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	34	61%	17	30%	2	4%	2	4%	1	2%	56	91%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	28	50%	22	39%	3	5%	2	4%	1	2%	56	89%
12.	My service providers help me get the services and supports my child and family needs.	33	59%	19	34%	2	4%	0	0%	2	4%	56	93%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	28	51%	23	42%	2	4%	1	2%	1	2%	55	93%
14.	My family's daily routines are used to support my child's development.	33	60%	16	29%	4	7%	1	2%	1	2%	55	89%
15.	Early Intervention helps me effectively communicate my child's needs.	31	55%	19	34%	3	5%	2	4%	1	2%	56	89%
16.	The supports and services we receive help meet my child's developmental needs.	32	57%	19	34%	2	4%	2	4%	1	2%	56	91%
17.	My Early Intervention providers increase my awareness of community resources.	27	49%	20	36%	4	7%	3	5%	1	2%	55	85%
18.	The services and supports described in our IFSP are provided in a timely manner.	33	59%	17	30%	4	7%	0	0%	2	4%	56	89%
19.	Early Intervention helps me gain confidence in caring for my child.	35	63%	17	30%	0	0%	2	4%	2	4%	56	93%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	33	60%	17	31%	2	4%	2	4%	1	2%	55	91%

Statewide - All Non White		Strongly Agree		Agree		Undecided		Disagree		Strongly Disagree		total (n)	total agree (%)
		(n)	%	(n)	%	(n)	%	(n)	%	(n)	%		
1.	Early Intervention services and supports help me understand my child's strengths, abilities, and special needs.	53	61%	31	36%	1	1%	1	1%	1	1%	87	97%
2.	My Early Intervention providers show me how I can help my child develop and learn.	60	69%	24	28%	1	1%	1	1%	1	1%	87	97%
3.	My child is benefiting from Early Intervention.	51	100%	33	38%	2	2%	0	0%	1	1%	87	138%
4.	My Early Intervention provider fully explained my parent rights.	54	63%	30	35%	0	0%	1	1%	1	1%	86	98%
5.	Early Intervention helps me know and understand my parent rights.	52	60%	30	34%	3	3%	1	1%	1	1%	87	94%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	50	57%	33	38%	2	2%	1	1%	1	1%	87	95%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	45	52%	38	44%	3	3%	0	0%	1	1%	87	95%
8.	My service providers respect and value my culture, language, and individual preferences.	60	69%	25	29%	0	0%	1	1%	1	1%	87	98%
9.	I have a key role in all decisions related to services for my child and family.	57	66%	27	31%	0	0%	2	2%	1	1%	87	97%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	48	55%	33	38%	3	3%	2	2%	1	1%	87	93%
11.	If I have a concern about my child's or family's needs it is addressed in the IFSP in a timely manner.	42	48%	35	40%	5	6%	4	5%	1	1%	87	89%
12.	My service providers help me get the services and supports my child and family needs.	49	57%	29	34%	6	7%	0	0%	2	2%	86	91%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	43	50%	38	44%	3	3%	1	1%	1	1%	86	94%
14.	My family's daily routines are used to support my child's development.	51	59%	27	31%	4	5%	2	2%	2	2%	86	91%
15.	Early Intervention helps me effectively communicate my child's needs.	46	53%	32	37%	4	5%	4	5%	1	1%	87	90%
16.	The supports and services we receive help meet my child's developmental needs.	49	56%	32	37%	3	3%	2	2%	1	1%	87	93%
17.	My Early Intervention providers increase my awareness of community resources.	38	44%	35	41%	8	9%	4	5%	1	1%	86	85%
18.	The services and supports described in our IFSP are provided in a timely manner.	47	54%	31	36%	6	7%	1	1%	2	2%	87	90%
19.	Early Intervention helps me gain confidence in caring for my child.	53	61%	26	30%	4	5%	2	2%	2	2%	87	91%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	50	58%	30	35%	2	2%	3	3%	1	1%	86	93%