



University of Nevada, Reno

State of Nevada IDEA, Part C

Annual Family Survey 2012

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Introduction

Since its inception in 1975, the Individuals with Disabilities Education Act (IDEA) included requirements that guarantee parental involvement in their children's services. The 1986 reauthorization of the law strengthened these provisions for families of infants and toddlers with disabilities. Part C of the IDEA, also known as the Early Intervention Program, emphasizes that services are provided to both children and families through an Individual Family Service Plan (IFSP). The professional literature emphasizes providing services from a family-centered perspective. There are four crucial beliefs that drive the implementation of family-centered services. First, the family and not the professional is the constant in the child's life. Second, the family is in the best position to determine the needs and well-being of the child. Third, the child is best helped by also helping the family, and this help may extend to an understanding of the family's community and to providing information that the family needs. Finally, family choice and decision making in the provision of services, showing respect and affirming families' strengths, enhancing family control over the services they receive, and partnerships and collaborations with families are emphasized (Dempsey & Keen, 2008).

The Office of Special Education Programs (OSEP) administers states' Part C grants and requires each state to annually collect data specific to families receiving early intervention services. Given the perspective of family-centered services, OSEP specifically requires states to determine whether family members believe their providers assist them in:

1. Knowing their rights
2. Effectively communicating their children's needs
3. Assisting their children with development and learning

The Family Outcomes Survey Project is a cooperative effort of the Part C office, housed in the 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 used to gather and report data for this federal mandate. Khadye, Ziviani, & Cuskelly (2011) emphasized four main reasons for measuring parent satisfaction: (a) parents' decisions regarding success and failure of their child's development are critical; (b) it assist in developing better services; (c) it can encourage parents to participate actively in the programs; and (d) the data can be used to convince other audiences, such as policy makers, about the usefulness of programs. The Family Outcomes Survey asks families to respond to questions regarding their overall early intervention

experiences in order to enrich the data collected for OSEP as well as for program monitoring and improvement.

Nevada State Health Division

In accordance with the IDEA, the Nevada State Health Division administers all direct early intervention programs throughout the state. Nevada Early Intervention Services (NEIS) are state operated programs with offices in the southern, northwestern, and northeastern regions of the state. At the time of the survey, there were an additional six private community agencies that also provide early intervention services: Easter Seals Southern Nevada (ESSN), Integrated Support Solutions (ISS), The Foundation for Positively Kids, and Therapy Management Group (TMG) in the south. Advanced Pediatric Therapies (APT), and The Continuum were private community providers in the northwest. There were no community agencies that provided early intervention services in the rural northeastern regions of the state at the time of the survey. Providers within each program are expected to provide multidisciplinary, comprehensive, family-centered early intervention services in natural environments. During Federal Fiscal Year FFY 2011 (July 1, 2011 – June 30, 2012) 4,336 children received early intervention services from state and community providers.

The Nevada Center for Excellence in Disabilities

The Nevada Center for Excellence in Disabilities (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, productive, and fully integrated citizens in 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. As such, the NCED is a natural collaborative partner to conduct the Family Outcomes Survey.

The Family Outcomes Survey

As per federal law, the Nevada Family Outcomes Survey has been administered to families of children receiving early intervention services since 2006. The original survey was developed by a representative task force including family members and staff from the Nevada Disability Advocacy and Law Center (NDALC), Nevada Parents Educating Parents (Nevada PEP), NCED, Part C, NEIS, Early Childhood Special Education higher education faculty from the University of Nevada, Reno (UNR), and Mental Health Services. At the request of the Part C office and the Nevada Interagency Coordinating Council (ICC), revisions were made to the survey in 2008 and again in 2009. The current survey has been used for four years and consists of 20 close-ended questions that use a five point Likert scale (strongly agree, agree, undecided, disagree, and strongly disagree) and one open-ended question printed in both English and Spanish. Families also have the option of not answering questions if they are not applicable.

Survey Method

The Part C office provided the NCED with a database that contained names and addresses of families with children who had IFSPs for a minimum of six months as of March 31, 2012 and were currently receiving early intervention services. Race and ethnicity, primary language spoken at home, and which program they were receiving services from was also provided. A total of 1,686 children met criteria and their families were sent a survey for each child in the home who was receiving early intervention services. The following is a breakdown of the sample population by program/region:

- NEIS South - 746 eligible children (44%)
- NEIS Northwest - 316 eligible children (19%)
- NEIS Northeast - 54 eligible children (3%)
- APT – 85 eligible children (5%)
- Continuum – 65 eligible children (4%)
- ESN - 101 eligible children (6%)
- ISS - 97 eligible children (6%)
- Positively Kids – 123 eligible children (7%)
- TMG – 99 eligible children (6%)

A cover letter accompanied each survey, as well as a postage-paid return envelope. The cover letter informed families that their survey would be returned to the NCED so responses would remain confidential. Surveys were sent in early June and families were instructed to answer the questions and return them by June 22, 2012. A total of 279 (16.5%) surveys were returned. The following is a breakdown of the returned surveys for each program.

- NEIS South – 126 returned (45%)
- NEIS Northwest – 62 returned (22%)
- NEIS Northeast – 10 returned (4%)
- APT – 7 returned (3%)
- Continuum – 6 returned (2%)
- ESSN – 12 returned (4%)
- ISS – 12 returned (4%)
- Positively Kids – 17 returned (6%)
- TMG – 27 returned (10%)

The following is a breakdown of the sample population by race/ethnicity:

- White – 707 (42%)
- Hispanic/Latino – 647 (38%)
- Black or African American – 118 (7%)
- Asian – 57 (3%)
- American Indian or Alaska Native – 4 (.24%)
- Two or More Races – 137 (8%)
- Native Hawaiian or Other Pacific Islander – 15 (1%)
- Unknown – 1 (.06%)

Tables that summarize responses by program and race/ethnicity are located at the end of this report. Due to the low number of returned surveys from families whose race/ethnicity was reported as Black, Asian, Two or More Races and Unknown, the results were consolidated into one table titled "Other." There were no surveys returned by families reported as American Indian, Alaska Native, Native Hawaiian, or Other Pacific Islander.

Survey Results

Family satisfaction literature finds that those families who respond to surveys generally indicate 90% or greater agreement or are rated very high/very satisfied/very pleased on 5-point Likert scales (McNaughton, 1994; Bailey, Scarborough, Hebbeler, Spiker, Mallik, 2004; Hebbeler, Spiker, Bailey, Scarborough, Mallik, Simeonsson, Singer, Nelson, 2007). The data summarized in this report from the closed-ended questions are the statewide averages for each question, and only those questions with a combined strongly agree/agree rating below 90% are considered action items. Families indicated on the 2012 Family Outcome Survey that they agreed or strongly agreed with all but two questions at least 90% of the time:

- #17 My Early Intervention providers increase my awareness of community resources.
- #19 Early Intervention helps me gain confidence in caring for my child.

The average of statewide responses to question 17 consistently falls below the 90% threshold. This year's statewide average was 85%. In order to determine whether there are overarching reasons for this question falling below expected criteria, open ended questions were evaluated to determine explanations. Five families made reference to specific community resources in their comments, which follow:

1. I was not made aware of community resources or services that may help meet my family needs. (NEIS SO)
2. We have asked for additional information on community programs and different tools like apps or items that we could use to help our child and have not received any information. (NEIS SO)
3. Our DS did not even refer us for respite services in the community knowing we didn't have family/relatives in town and I had a newborn baby last Sept. so had to deal with my special needs daughter. (NEIS SO)
4. I feel compared to the services received in [another state] there was less support for less info on available community services. (PK)
5. Please provide information about more services in the community. (TMG)

Of the 279 families who completed the survey, 24 responded as "undecided" on this question. It may be possible that families who are satisfied with their early intervention services did not see it necessary to have their providers share information about community resources. A further explanation may be that families were already knowledgeable regarding resources in the community and thus did not see an "increase" in their awareness.

Question #19 “Early Intervention helps me gain confidence in caring for my child” also fell below the 90% threshold; however the statewide average was close to the threshold at 89%. This is the first year that this question has fallen below threshold. The open-ended questions were reviewed to determine whether there were specific comments that could contribute to an understanding of why this question fell below threshold. Specific responses that have implications for a parents’ confidence level follow:

1. During the evaluation process we have had very negative experiences. . . . The woman was rude, condescending and treated us very poorly. The way she spoke when we asked questions and carried herself during the evaluation was very demeaning. It was as if she was speaking down to us. . . . Her tone was as if we knew nothing about our child. . . . After spending a few minutes with my child, she determined that we were the problem and that was that. . . .to be treated so rudely and poorly, after I took time off work to come help and learn what I can better do for my child, I was appalled. (NEIS SO)
2. We had to wait 2 months for key services; when these services commenced, despite our family disagreeing that our child was making improvement (the team was saying but in reality there was no improvement in the goals set). The team still decided to cut down services anyways. (NEIS SO)
3. One time they changed the provider and they did not communicate it in time and one time they never arrived to the appointment. (NEIS SO)
4. I have had to fight for my son's rights and it has been difficult and upsetting at times. I have felt at odds w/ the supervisor and have been very upset in the past with how I have been treated. Currently, we have reached an understanding, but I worry that I will have a battle on my hands at my next review and I do not look forward to it! (NEIS NW)
5. This year the service has not been what we had hoped for, since you cut back a therapist, this blocks the baby’s monitoring (also: follow-up) and growth. And they are not ready to place a new, capable person. For example, since April my baby does not have a physical therapist and we do not know when she will have it. And the communication is not specific or clear (your translations are confusing to us). (ISS)

Conversely, there were responses to the open-ended questions that demonstrated the support families perceive as supporting their confidence level regarding their children’s development. For example, one family wrote, “Thanks to you I understand my child’s needs” (TMG), while another said, “They've educated me in all aspects of assisting her to catch up with herself developmentally, nutrition, behavior. All aspects including emotion” (NEIS NW). Another family commented, “Without early intervention I do not know what we would have done to help our child” (PK). A further parent noted, “Service providers we work with at Advanced Pediatrics are very knowledgeable and professional. I have been very pleased with all services we have received.” (APT). “I cannot say enough good things about our experience. I have seen an amazing change in my son since starting services.” (CONTINUUM). One other parent indicates, “I feel very empowered and I like how hands-on I can be with my daughter” (NEIS SO). The perspective from another parent was, “I, as a mother, have been able to communicate so much better with my son and I am able to help the siblings understand a bit better of his condition” (NEIS NW).

The open-ended questions from Spanish speaking families were equally supportive. Some example are, “My child did not say dad or mom and now she speaks many words. A thousand thanks for all the help that you give to so many parents with special children.” (NEIS SO). “I am very satisfied with the service given to my family. All my doubts and concerns have been resolved at this moment.” (TMG). “I want to give you my gratefulness to all the early intervention team for all the support that I received during the first three years for my daughter. And for all the progress she made.” (ISS). Finally, “I am very content with the support that was given by your program to our son. He progressed a lot since the day he started.” (NEIS NW).

While some survey respondents used the open-ended question to point out specific concerns with the program, overall the open-ended comments across programs were predominantly positive. Many of them named specific providers who had been instrumental in delivering services that were appreciated by the families. Parents used descriptors such as “life saver, fantastic, awesome, great, nice, excellent, compassionate, sensitive, knowledgeable, informative, understanding, supportive, professional, respectful, encouraging, incredible, friendly, and enthusiastic” to define the characteristics they saw from their early intervention providers. Many of the response were filled with thanks for the program and all it provided to children and families.

Families generally agreed or strongly agreed with the three federally mandated questions on the survey: 97% of families agreed or strongly agreed with the statement, ***My early intervention provider fully explained my parent rights*** and 95% with the statement, ***Early Intervention helps me know and understand my parent rights***; 91% responded favorably to the statement, ***Early intervention helps me effectively communicate my child’s needs***; and 92% responded favorably to ***The supports and services they received help meet their child’s developmental needs***. These averages exceed the 90% minimum threshold for this report and matched or exceeded the responses to the same questions on the 2011 survey.

References

- Dempsey, I., & Keen, D. (2008). A review of processes and outcomes in family-centered services for children with a disability. *Topics in Early Childhood Special Education, 28*, 42-52.
- Khadye, M., Ziviani, J., & Cuskelly, M. (2011). Measures of parent satisfaction with early intervention services for children with physical disabilities: A systematic review. *Journal of Occupational Therapy, Schools, and Early Intervention, 4*, 247-259.

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Comments by Program and Region

NEIS – South

1. We truly appreciate the knowledge, support and help that you have provided us. We are very thankful for all you have done to our son. Regards to ***, ***, and *** for the outstanding help. Thank you so much.
2. My child did not receive any services until 3-4 months after I brought him in. He was on the waiting list forever to be diagnosed. I had to bring him to the community to be diagnosed. Had to turn to the community for ABA therapy, which I had to pay out of pocket. The rest of the support team from NEIS were ineffective in helping my child - a total waste of time and resources. Give NEIS a "D-"
3. I was not made aware of community resources or services that may help meet my family needs.
4. Our DS, is fantastic. We appreciate all she does for our daughter.
5. This is an awesome program! Thank you so much for being there for the community!
6. ***, is great. Has always followed through with us and our kids.
7. When I went to NEIS to see if my son qualified for services provided, they told me he was and that it would take about 30 days maximum to start sessions. About 3 months (plus) of waiting I contacted them concerned and was not helped until I told them that I would seek help elsewhere, even if I had to pay. After speaking to the manager his services were started. That should be prioritized. That made me feel a little uneasy about how their paperwork and filing was managed. Thankfully he has a wonderful DS and PT.
8. I really feel the services should be held in the home. That should not be where budgets are cut!!!
9. Our service coordinator sometimes doesn't fulfill the agreed number of times she is suppose to come and have a home visit. She always re-schedules. I wasn't able to reimburse the deductible that I paid for my daughter when I thought I don't have to pay anything for my child's medical expenses.
10. Thanks for all your help!
11. I am very happy with ***, ***, also ***. They all have helped with ***.
12. We really appreciated *** and all she did with our son. We couldn't have asked for a more nicer person! Thank you to all the Early Intervention staff!
13. My only concern/problem is that we have been on a waiting list for months for a feeding therapist. Meanwhile, my child is regressing in that area. Please get more feeding therapists.
14. NEIS has been a life saver for our family. ***, ***, and *** are excellent! Great team. I couldn't have asked for better. At 14 months my daughter caught up developmentally to where she should be. Thank you!
15. ***, and *** have been awesome to me and my child. Thank you!
16. The timing and compliance of providers for appointments was very poor. PT provider never came despite multiple appointments being set up. Speech pathologist was very inconsistent with time. Overall poor follow up. I understand value of services but the coordination was very poor - need to improve service's delivery.

17. I want to thank you, Nevada Early Intervention Services and as well as my son's service providers for helping us reach his developmental stage like it's suppose to be. Also, thank you for helping my family and I understand what we need to do to help my son out with his syndrome and letting us learn new things along the way. Thank you for everything!
18. Thanks for all your help.
19. Thank you for all your help. Thank you again.
20. We really appreciate the advice and tips we have been given.
21. The service has been great. I haven't had any issues or problems and my son is doing great despite him being born early.
22. *** has helped us a lot to understand the needs of my child, also with her guidance my child has become better and better every day. I will like to thank her for all she has done for my family and especially for my child.
23. It took a very long time for our services to start. I felt that the developmental specialist was not on the same page as our OT and PT and I felt it was wasted time to meet 2x monthly with her. We loved our OT and PT and they really helped us to help our child. Thank you!
24. I seriously believe this program is one of the best things I could have ever done for my child. Everyone is so nice from the PT to our developmental specialist. I'm very impressed with them.
25. My children's case workers *** and *** are excellent and always go above and beyond my needs for my boys. They are excellent and always provide me with new information.
26. I can honestly say the case workers assigned to my family are excellent.
27. *** has been more than just a service provider. Her compassion, charismatic nature and sensitivity to our worries made us feel like we had a friend looking out for us. Our family thanks *** and NEIS for making this program available to us and appreciate your commitment to our community.
28. *** and her team workers at early intervention were of great help to us for the last 2 years! *** has done a lot of catching up to her age capabilities that she couldn't have achieved without *** and ***.
29. I love Early Intervention - as an educator I know how important it is to empower the parents. I feel very empowered and I like how hands-on I can be with my daughter. Obviously, we spend the most time with our children, therefore, we should be taught best how to help our children develop. Also, I'm so grateful many visits can be done in the home where it's more practical - especially when it come to feeding issues - you need a kitchen! *** is our developmental specialist and we think she is the best!! She is so knowledgeable and informative. She is also extremely understanding and supportive!
30. *** and *** (PT Therapy) are amazing. Love Play Groups!
31. *** is the best. She works hard for and with my child. My daughter loves her and I love all of her help.
32. Thank you for everything you have done for my child, it is greatly appreciated.
33. *** and *** are awesome! Thank you very much!
34. Thank you so much. It was good to have some people to talk to about my child's concerns.
35. I am very grateful for all the assistance that *** and the NEIS team gave us. They listened to my concerns about my son and continue to care about his development. Thank you!
36. My daughter has benefited immensely from having early intervention services involved with us. Thank you.
37. Thank you for your services.

38. Since we have been with NEIS, we have been extremely lucky to work with your team. Especially ***, who goes out of her way to make it easy to contact her through text, and also understand our son's status and goals. *** at Speech Logic has also been a wonderful professional who cares very much about his work. We have also learned a lot about our son's hearing through ***. We could not do it without you all. Thank you so much!
39. Our twin boys' Developmental Specialist is amazing at her job. My husband and I truly believe our boys would not be where they are today without her assistance and professionalism and knowledge.
40. Being a member of Early Intervention in Nevada, it's a huge help for my son who is receiving services. Excellent and quality service for free and social worker always recommended what really needed for cognitive and psychomotor, through our constant communication/home visits. Myself and the early intervention is a huge factor for my son's development. I'm heartily thankful for your program helping kids to meet developmental needs.
41. We have had so many case workers that it was so frustrating. No one came to our house or called for months that I gave up on getting services for my child. To have no one show up for months and then a new person show up once and then not show up for months, then once again someone new, was too much change for my child.
42. We love our team!
43. *** has been a wonderful support to the development for my son and family. She respects and facilitates to all of my son's needs. PT, OT, and speech have also been wonderful. I cannot express enough gratitude to the team we work with. They are all excellent! Thank you for all you do.!
44. The physical therapists are inconsistent in the manner in which they treated our daughter. One PT was very hands off and only worked with her for the first 20 minutes of each session. She was pretty reluctant to do more work with my daughter. On the flip side, we were subsequently paired with a great PT who actually acted like a PT and performed PT exercises with my daughter. The IA and behavioral consultant we were assigned did not do much in assisting my daughter's development. There were numerous cancellations by the IA, which resulted in make up session which caused our scheduled to get mixed up.
45. My son has improved tremendously with NEIS. Thank you *** and his speech therapist for everything that they have done!
46. *** and *** have been wonderful in helping with my girls' development. Love them!
47. My son has improved dramatically since he began the program. Thank you!
48. Our family's experience with NEIS has been bitter sweet. We appreciate the therapists that come into the home and our caseworker and have seen growth in our child. They have been supportive and great to work with. However, during the evaluation process we have had very negative experiences. We went through a behavioral evaluation that was by far one of the worst experiences I have ever been a part of. The woman was rude, condescending and treated us very poorly. The way she spoke when we asked questions and carried herself during the evaluation was very demeaning. It was as if she was speaking down to us. I may be a young mother, but that does not mean that she had the right to act in such a manner. Her tone was as if we knew nothing about our child that we have been spending the last year trying to help. There was no kindness or compassion. She never truly listened to what we were saying and acted like she had better things to do. After spending a few minutes with my child, she determined that we were the problem and that was that. I understand that my child may not have met the criteria for the program, but to be treated so rudely and poorly, after I took time off work

to come help and learn what I can better do for my child, I was appalled. We experienced a similar situation going through a speech evaluation as well. I left both evaluations wondering if I should keep my child in the program. Additionally, we have asked for additional information on community programs and different tools like aps or items that we could use to help our child and have not received any information.

49. I wanted to mention that *** was amazing! In the time that we met her, my daughter went from speaking maybe 20 words to complete sentences (in a little over a years time). *** was always encouraging and supportive. She provided me with community resources that I did not know existed and was creative in helping my family develop ways to reach our IFSP goals - thinking of ways that we could incorporate steps to reach our goals into our daily routine. *** was always professional and such a joy to work with. My whole family loved her and her visits are already sorely missed.
50. *** is my daughter's worker. *** is an exceptional person; she's patient, kind! My daughter adores her. My son is not in the program and he adores her just as much as our daughter. Thank you!
51. We had to wait 2 months for key services; when these services commenced, despite our family disagreeing that our child was making improvement (the team was saying but in reality there was no improvement in the goals set). The team still decided to cut down services anyways. Our DS stated our child was not autistic (trying to diagnose) when she was. Despite having a behavioral therapist, we did not get help managing tantrums. The best thing NEIS did was to encourage us to go to Child Find where we finally got the help we needed. Our DS did not even refer us for respite services in the community knowing we didn't have family/relatives in town and I had a newborn baby last Sept. so had to deal with my special needs daughter.
52. Thank you for all your wonderful help! I really appreciate it!
53. The transition between early intervention and Clark County School District has been disastrous. The communication has been extremely poor. I wish this transition could be better in the future.
54. The program is very valuable and informative. Thank you.
55. *** has been a wonderful DSC. We are so happy to have her working with our child.
56. *** with Let's Talk (an outside partnership) was amazing and helped our daughter in every way. NEIS can be slow to starting/making changes but overall we had a great experience.
57. I appreciate the support and service from Early Intervention. I hope this service to the community continues!!!
58. My child has shown much improvement due to his developmental specialist and other programs with NEIS. I hope he continues to improve with these services and I would recommend it for other parents whose child struggles with development.
59. We were very lucky to have some of the bet people help us from NEIS.
60. My son's case manager was out on "mourning" leave for about 3-4 months. Nobody informed us or the speech therapist of this. No temporary case manager was assigned to him at the time. This set back my child with his disabilities. NEIS should be more professional about the way they treat their clients.

Comments Translated from Spanish

1. As the mother of a child with special needs, I say thank you and I am very grateful for your concerns and services that we received. I hope to continue with your services.

2. The time my son was in the program he was treated always very well and I cannot be more grateful for the services and support I received. Thank you very much for everything.
3. One time they changed the provider and they did not communicate it in time and one time they never arrived to the appointment.
4. It were nearly 7 months that my son participated in the program but the change was notable, from not speaking more than two words, now he expresses himself better, tries to explain his needs, refers to persons by their names and socializes very well. I also appreciate the received support for making his transition, it was a lot of help but also the tools which were given to us by our service provider. Thank you for making us feel supported and for showing us the many ways where the whole family can participate in the development, which my son needs.
5. We feel very grateful for the professionalism and efficiency of the services you have offered to us and for the good results that we have obtained.
6. All persons who came to see my son to give him his therapy have been very kind and friendly. I personally do not have any complaints about any of the employees and staff of early intervention.
7. I like it very much that you give help to so many special children. My child did not say dad or mom and now she speaks many words. A thousand thanks for all the help that you give to so many parents with special children. God bless you.
8. Thank you for your support.
9. Thank you for supporting families in Las Vegas. I am grateful for the support for children in the community.
10. The services helped my son so much and he is doing better. Thanks.
11. Thank you for helping my son and family. We are very happy with our services.
12. This is a good program.

NEIS - Northwest

1. Although I was probably presented with my child's IFSP I was never very familiar with it. This is perhaps my fault. Otherwise the NEIS program was beneficial for my child. It provided good instruction for child and mother.
2. Have enjoyed the service and ***. Will miss the support and input given.
3. I enjoyed having NEIS at my house. *** was very friendly however *** was a little rough with my child.
4. This is a great program. My son has and is meeting all of his milestones thanks to all the help he has received from this program. I'm very thankful there is a program like this. One to help children in need. It will be very sad when he has to exit out when he turns three next April. All the staff members are very nice and helpful! Thanks Early Intervention Services. They will always hold a special place in mine and my son's heart!
5. When we first started, our provider *** was great!! She left and since then have bounced around providers who can't keep appointments. Our current provider, ***, has missed our last 3 appointments. She also missed/or was late for other appointments. You lost a wonderful employee in *** because she made a huge difference in my child's life.
6. *** has helped me a lot. Thanks.
7. I am very appreciative of NEIS and ***. She has helped my son so much as well as myself. I, as a mother, have been able to communicate so much better with my son and I am able to help the siblings understand a bit better of his condition. Thank you.

8. Both of PT/ST are wonderful to my girls. I can't be anymore thankful. I'm very happy to have the help I have. My daughter is now taking her first step and talking more. Thank you.
9. *** seemed every visit to bring (good) more and more words out. He has opened up even more.
10. I would really like to thank all the staff at NEIS especially *** and *** for all of their help along the way they have really helped me learn how to help my child succeed.
11. Everyone at NEIS has been great! I have enjoyed every worker that has helped in my son's case. He has improved so much and I'd like to than them all.
12. *** has only gone to 3 classes prior to school ending. His instructor was very nice and helpful and he enjoyed the lessons. We are looking forward to the following year to see the improvements. He is getting more vocal and longer sentences and expressing himself much better. Thank you!
13. It just took way way too long to get my child in for services - 5 months.
14. Having Early Intervention Specialist and Nutritionist coming to our home is really great!! It doesn't mean that there's something wrong with your child, but they help us thru the developmental stages of one's child and I am really grateful having them.
15. Honestly, I feel like our developmental specialist/case coordinator has not explained things to us as clearly as our past developmental specialist. She is very nice, but quiet and I feel I have to ask all the questions in order to understand how he is developing and if he is delayed or not. I realize it can be hard to tell what will happen in the future, but I would like to know where he stands in comparison to other kids, and how he is developing - what I can do, etc. Your services are awesome, I just wish we had a better communicating developmental specialist.
16. Thank you for all your hard work, enthusiasm and commitment.
17. I highly value early intervention services. I think they are critical to my child's development! However, I have had to fight for my son's rights and it has been difficult and upsetting at times. I have felt at odds w/ the supervisor and have been very upset in the past with how I have been treated. Currently, we have reached an understanding, but I worry that I will have a battle on my hands at my next review and I do not look forward to it!
18. Physical Therapist *** is a joy!
19. My son has transitioned from NEIS but while he was attending they helped him and helped me understand my son. They are awesome. Thank you!
20. *** and *** (OT) have been incredible with my son, we are very thankful and fortunate to have them help with our child's development.
21. NEIS has been crucial in helping my child with developmental delays resulting from premature birth. They've educated me in all aspects of assisting her to catch up with herself developmentally, nutrition, behavior. All aspects including emotion. They are awesome! I am eternally grateful.

Comments Translated from Spanish

1. I want to thank all the persons who were with us and who helped us during these long 3 years: the nutritionist, the audiology exams, the reception, to translator, and the sweet but special developmental specialist. Thanks to all. We will miss you.
2. I am very content with the support that was given by your program to our son. He progressed a lot since the day he started. I appreciate it a lot.
3. Thank you for everything.

NEIS - Northeast

1. The team was a life-saver for us! Professional and knowledgeable.
2. *** (Winnemucca office) is very professional, concerned and helpful in all areas of my child's care. She is an asset to your program.
3. My service provider has been very very helpful and professional!
4. I wish that my son had received more intervention for his speech. He received only 1 hour/month. He did make great strides but I think it could have been better.
5. Early Intervention was instrumental in helping my son develop his speech. I don't know what we would have done without having access to wonderful speech therapists. He is no advanced in his class and we are all so happy!! Thank you for offering this service.
6. We all appreciated what all you guys have done for us and enjoyed meeting all of you guys. Thanks.
7. We have enjoyed having NEIS come to our home. They are awesome and have helped me not only help my child learn new skills, but helped him be more comfortable with other adults. We will truly miss them now that he has turned three. Thanks. (Although I wish there were services until school starts in Sept.)

No comments Translated from Spanish

APT

1. My child gets speech therapy with ***. She is amazing and should be recognized!
2. I think everyone in the program is wonderful. My son absolutely loves them.
3. Service providers we work with at Advanced Pediatrics are very knowledgeable and professional I have been very please with all services we have received.

No comments Translated from Spanish

CONTINUUM

1. Early Intervention is amazing and has helped my enormously to understand my child's disabilities and how to help her develop new skills.
2. Thanks for all you do.
3. Early intervention is an amazing program!! I cannot say enough good things about our experience. I have seen an amazing change in my son since starting services. The office staff and therapists have all made us feel welcome and involved. Thank you for offering such a great service!!
4. It would be difficult to understand how important the early intervention service program is if we did not go through. Our family greatly appreciates the help around my son. It helped him a lot in many ways. The programs are needed and very important.

Comments Translated from Spanish

4. The program is a great support for us as a family.

ESSN

1. Thank you for all the help.

2. *** and everyone were wonderful to work with. Thank you all for helping and supporting my daughter with moving through some of her past challenges.
3. He's doing good in all classes.
4. I was impressed by the professionalism and warmth by Easter Seals of Las Vegas, particularly by ***, Occupational Therapist ***, and speech therapist ***. ***, the case overseer was excellent.
5. I would be lost if not for this program, specifically Easter Seals. Thank you!
6. My team has been instrumental and indispensable for my child's development! I can't begin to thank them enough for all they've done and for all their support. I also can't begin to say enough great things about them! Thank you!!!

Comments Translated from Spanish

1. I say thank you for the help that you gave me so that my daughter progressed. It helped me and her together!

ISS

1. *** has been amazing with my son. He is now talking and social with other kids. 9 months ago he barely said "mama" and "dada" and now he tells me about what he did at school!
2. My son went through a variety of case managers and service providers in only 8 months. He didn't receive the services on his IFSP and everyone kept passing the buck. Came from out of state and everything was much more organized and effective there by comparison. I am a special education teacher so I am very familiar with protocol. The problems with EI are why I opted to have my son placed with school district for services when he turned 3.

Comments Translated from Spanish

1. This year the service has not been what we had hoped for, since you cut back a therapist, this blocks the baby's monitoring (also: follow-up) and growth. And they are not ready to place a new, capable person. For example, since April my baby does not have a physical therapist and we do not know when she will have it. And the communication is not specific or clear (your translations are confusing to us).
2. I want to give you my gratefulness to all the early intervention team for all the support that I received during the first three years for my daughter. And for all the progress she made.

POSITIVELY KIDS

1. We are satisfied with the services we have and continue to receive. We are thankful that such an organization exists.
2. Our family loves working with PT *** and SD ***. They are so gracious and personal with our family.
3. Without early intervention I do not know what we would have done to help our child.
4. My daughter received Early Intervention Services in Illinois from age 6 months to 15 months and in Nevada from age 16 months to 2-1/2 years when I chose to quit her services. I feel compared to the services received in Illinois there was less support for

- less info on available community services, and ultimately I quit her services here because I felt they were not benefitting her in any way that I was not already doing.
5. We are enjoying Positively Kids so much. I do not like the new policies for making the PK employees drive to my house for a signature. It's a waste of gas, my time, their time and government resources.
 6. I feel that *** should have come and met with me and my son. *** only met with the other family. I felt she did not work together with us to include everyone. I just feel she should have included us in every visit or at least call us. She did not do that. It was supposed to be 1 month visit with us and 1 month over at other family,
 7. Very happy with services.
 8. My child has sever brain damage and is perhaps unable to meet expectations.
 9. We had a wonderful and helpful experience with early intervention. Thank you!

Comments Translated from Spanish

1. I agree a lot how you have treated my child since he left the hospital; he has developed a very favorable mind. Thank you for the care that you gave him.
2. Thank you for what you offered me. My son progressed.
3. Thanks to all the people who helped my child and also with my frustrations. Without you and the forces of God I could not help my child.

TMG

1. It is nice to have the support.
2. My family truly values our EI team. Each one. Our case worker, speech therapists, physical therapist, are always professional. They work within our family framework in order to provide the support my child needs. They each have become valued members of my daughter's team. I feel they truly care about her success and want to ensure the best outcomes. Thank you.
3. We are so grateful for the early intervention programs and for Therapy Management Group who we work with specifically! Our son is excelling and this program and team are so wonderful. They do a great job!!
4. I had a great experience with my team. Thank you so much.
5. I'm extremely happy with TMG. They made a difficult situation amazingly easy! When I say they I mean *** and ***. *** and *** were so helpful and critical to my son's development, I will be forever grateful to them both. Thank you so much!
6. TMG gets an A+ in educating me about my child's needs and guiding us towards progress. I especially appreciated providers flexibility in scheduling appointments and working around our custodial schedule. We are very grateful for help my child!
7. My daughter, husband, and I love our Therapy Management workers who come to our home. My daughter has made major strides in her development thanks to the exercises and activities they teach us to use.
8. We appreciate the Early Intervention team! Thank you.
9. Thank you!
10. Early intervention services through TMG were fantastic!
11. TMG is awesome! They were so great with my twin boys!
12. I just wanted to say *** and the entire team at TMG were outstanding. They went above and beyond in t\helping our son reach his full potential. Everyone we communicated with was compassionate, helpful, and truly concerned with his well being. I am so grateful for early intervention and TMG. Thank you so much.

13. Thank you!

14. I am very thankful with you guys because thanks to you I understand my child's needs.

Comments Translated from Spanish

1. I am very satisfied with the service given to my family. All my doubts and concerns have been resolved at this moment. Thanks to all and I hope you keep helping families like mine. Thank you!
2. Please provide information about more services in the community.

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.	182	65%	86	31%	7	3%	3	1%	1	0%	279	96%
2. My Early Intervention providers show me how I can help my child develop and learn.	200	72%	69	25%	5	2%	4	1%	1	0%	279	96%
3. My child is benefiting from Early Intervention.	189	68%	70	25%	12	4%	4	1%	2	1%	277	94%
4. My Early Intervention provider fully explained my parent rights.	209	75%	61	22%	4	1%	3	1%	1	0%	278	97%
5. Early Intervention helps me know and understand my parent rights.	198	71%	65	23%	9	3%	5	2%	1	0%	278	95%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	194	70%	72	26%	9	3%	1	0%	2	1%	278	96%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	197	71%	65	23%	5	2%	7	3%	4	1%	278	94%
8. My service providers respect and value my culture, language, and individual preferences.	211	76%	56	20%	9	3%	1	0%	1	0%	278	96%
9. I have a key role in all decisions related to services for my child and family.	208	75%	64	23%	4	1%	0	0%	2	1%	278	98%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	196	70%	77	28%	4	1%	1	0%	1	0%	279	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.	175	63%	73	26%	22	8%	3	1%	4	1%	277	90%
12. My service providers help me get the services and supports my child and family needs.	186	67%	69	25%	16	6%	4	1%	3	1%	278	92%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	187	68%	82	30%	6	2%	0	0%	2	1%	277	97%
14. My family's daily routines are used to support my child's development.	184	66%	84	30%	8	3%	0	0%	2	1%	278	96%
15. Early Intervention helps me effectively communicate my child's needs.	169	61%	86	31%	17	6%	5	2%	2	1%	279	91%
16. The supports and services we receive help meet my child's developmental needs.	180	65%	76	27%	13	5%	8	3%	2	1%	279	92%
17. My Early Intervention providers increase my awareness of community resources.	162	58%	76	27%	24	9%	13	5%	4	1%	279	85%
18. The services and supports described in our IFSP are provided in a timely manner.	168	60%	85	30%	12	4%	9	3%	5	2%	279	91%
19. Early Intervention helps me gain confidence in caring for my child.	176	63%	73	26%	20	7%	8	3%	2	1%	279	89%
20. Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	187	68%	66	24%	18	7%	3	1%	2	1%	276	92%

Nevada Early Intervention Services - South		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.	85	67%	37	29%	3	2%	1	1%	0	0%	126	97%
2.	My Early Intervention providers show me how I can help my child develop and learn.	91	72%	30	24%	3	2%	2	2%	0	0%	126	96%
3.	My child is benefiting from Early Intervention.	85	69%	32	26%	2	2%	4	3%	1	1%	124	94%
4.	My Early Intervention provider fully explained my parent rights.	93	74%	30	24%	2	2%	1	1%	0	0%	126	98%
5.	Early Intervention helps me know and understand my parent rights.	88	70%	32	25%	4	3%	2	2%	0	0%	126	95%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	87	69%	34	27%	4	3%	0	0%	1	1%	126	96%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	89	71%	31	25%	1	1%	3	2%	2	2%	126	95%
8.	My service providers respect and value my culture, language, and individual preferences.	96	76%	24	19%	5	4%	1	1%	0	0%	126	95%
9.	I have a key role in all decisions related to services for my child and family.	92	73%	32	25%	1	1%	0	0%	1	1%	126	98%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	87	69%	36	29%	2	2%	1	1%	0	0%	126	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.	77	62%	30	24%	14	11%	1	1%	2	2%	124	86%
12.	My service providers help me get the services and supports my child and family needs.	83	66%	28	22%	10	8%	3	2%	2	2%	126	88%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	79	63%	41	33%	4	3%	0	0%	1	1%	125	96%
14.	My family's daily routines are used to support my child's development.	83	66%	38	30%	4	3%	0	0%	1	1%	126	96%
15.	Early Intervention helps me effectively communicate my child's needs.	73	58%	40	32%	10	8%	2	2%	1	1%	126	90%
16.	The supports and services we receive help meet my child's developmental needs.	78	62%	36	29%	7	6%	4	3%	1	1%	126	90%
17.	My Early Intervention providers increase my awareness of community resources.	74	59%	33	26%	9	7%	7	6%	3	2%	126	85%
18.	The services and supports described in our IFSP are provided in a timely manner.	73	58%	38	30%	6	5%	6	5%	3	2%	126	88%
19.	Early Intervention helps me gain confidence in caring for my child.	80	63%	29	23%	13	10%	4	3%	0	0%	126	87%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	83	67%	27	22%	10	8%	2	2%	1	1%	123	89%

Nevada Early Intervention Services - Northwest		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.	37	60%	22	35%	2	3%	1	2%	0	0%	62	95%
2.	My Early Intervention providers show me how I can help my child develop and learn.	43	69%	18	29%	1	2%	0	0%	0	0%	62	98%
3.	My child is benefiting from Early Intervention.	38	61%	21	34%	3	5%	0	0%	0	0%	62	95%
4.	My Early Intervention provider fully explained my parent rights.	42	68%	17	27%	1	2%	2	3%	0	0%	62	95%
5.	Early Intervention helps me know and understand my parent rights.	41	66%	16	26%	2	3%	3	5%	0	0%	62	92%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	37	60%	22	35%	3	5%	0	0%	0	0%	62	95%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	40	65%	17	27%	1	2%	4	6%	0	0%	62	92%
8.	My service providers respect and value my culture, language, and individual preferences.	44	71%	16	26%	2	3%	0	0%	0	0%	62	97%
9.	I have a key role in all decisions related to services for my child and family.	43	69%	17	27%	2	3%	0	0%	0	0%	62	97%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	42	68%	19	31%	1	2%	0	0%	0	0%	62	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.	33	53%	23	37%	5	8%	1	2%	0	0%	62	90%
12.	My service providers help me get the services and supports my child and family needs.	39	63%	21	34%	2	3%	0	0%	0	0%	62	97%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	43	69%	19	31%	0	0%	0	0%	0	0%	62	100%
14.	My family's daily routines are used to support my child's development.	38	61%	22	35%	2	3%	0	0%	0	0%	62	97%
15.	Early Intervention helps me effectively communicate my child's needs.	34	55%	23	37%	3	5%	2	3%	0	0%	62	92%
16.	The supports and services we receive help meet my child's developmental needs.	39	63%	19	31%	3	5%	1	2%	0	0%	62	94%
17.	My Early Intervention providers increase my awareness of community resources.	32	52%	21	34%	7	11%	2	3%	0	0%	62	85%
18.	The services and supports described in our IFSP are provided in a timely manner.	32	52%	25	40%	3	5%	1	2%	1	2%	62	92%
19.	Early Intervention helps me gain confidence in caring for my child.	36	58%	21	34%	3	5%	1	2%	1	2%	62	92%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	38	61%	21	34%	3	5%	0	0%	0	0%	62	95%

Nevada Early Intervention Services - Northeast		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.	8	80%	2	20%	0	0%	0	0%	0	0%	10	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	8	80%	2	20%	0	0%	0	0%	0	0%	10	100%
3.	My child is benefiting from Early Intervention.	9	90%	1	10%	0	0%	0	0%	0	0%	10	100%
4.	My Early Intervention provider fully explained my parent rights.	9	90%	1	10%	0	0%	0	0%	0	0%	10	100%
5.	Early Intervention helps me know and understand my parent rights.	6	60%	3	30%	1	10%	0	0%	0	0%	10	90%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	9	90%	1	10%	0	0%	0	0%	0	0%	10	100%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	8	80%	2	20%	0	0%	0	0%	0	0%	10	100%
8.	My service providers respect and value my culture, language, and individual preferences.	7	70%	3	30%	0	0%	0	0%	0	0%	10	100%
9.	I have a key role in all decisions related to services for my child and family.	9	90%	1	10%	0	0%	0	0%	0	0%	10	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	7	70%	3	30%	0	0%	0	0%	0	0%	10	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	70%	3	30%	0	0%	0	0%	0	0%	10	100%
12.	My service providers help me get the services and supports my child and family needs.	7	70%	3	30%	0	0%	0	0%	0	0%	10	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.	6	60%	4	40%	0	0%	0	0%	0	0%	10	100%
15.	Early Intervention helps me effectively communicate my child's needs.	6	60%	4	40%	0	0%	0	0%	0	0%	10	100%
16.	The supports and services we receive help meet my child's developmental needs.	7	70%	3	30%	0	0%	0	0%	0	0%	10	100%
17.	My Early Intervention providers increase my awareness of community resources.	6	60%	3	30%	1	10%	0	0%	0	0%	10	90%
18.	The services and supports described in our IFSP are provided in a timely manner.	6	60%	4	40%	0	0%	0	0%	0	0%	10	100%
19.	Early Intervention helps me gain confidence in caring for my child.	7	70%	3	30%	0	0%	0	0%	0	0%	10	100%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	7	70%	3	30%	0	0%	0	0%	0	0%	10	100%

	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.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
2. My Early Intervention providers show me how I can help my child develop and learn.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
3. My child is benefiting from Early Intervention.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
4. My Early Intervention provider fully explained my parent rights.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
5. Early Intervention helps me know and understand my parent rights.	7	100%	0	0%	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.	7	100%	0	0%	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.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
8. My service providers respect and value my culture, language, and individual preferences.	7	100%	0	0%	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.	7	100%	0	0%	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.	7	100%	0	0%	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.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
12. My service providers help me get the services and supports my child and family needs.	7	100%	0	0%	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.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
14. My family's daily routines are used to support my child's development.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
15. Early Intervention helps me effectively communicate my child's needs.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
16. The supports and services we receive help meet my child's developmental needs.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
17. My Early Intervention providers increase my awareness of community resources.	6	86%	0	0%	1	14%	0	0%	0	0%	7	86%
18. The services and supports described in our IFSP are provided in a timely manner.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
19. Early Intervention helps me gain confidence in caring for my child.	7	100%	0	0%	0	0%	0	0%	0	0%	7	100%
20. Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	7	100%	0	0%	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.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
2. My Early Intervention providers show me how I can help my child develop and learn.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
3. My child is benefiting from Early Intervention.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
4. My Early Intervention provider fully explained my parent rights.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
5. Early Intervention helps me know and understand my parent rights.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
8. My service providers respect and value my culture, language, and individual preferences.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
9. I have a key role in all decisions related to services for my child and family.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
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	67%	1	17%	0	0%	0	0%	1	17%	6	83%
12. My service providers help me get the services and supports my child and family needs.	3	50%	2	33%	0	0%	0	0%	1	17%	6	83%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	5	83%	0	0%	0	0%	0	0%	1	17%	6	83%
14. My family's daily routines are used to support my child's development.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
15. Early Intervention helps me effectively communicate my child's needs.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
16. The supports and services we receive help meet my child's developmental needs.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
17. My Early Intervention providers increase my awareness of community resources.	3	60%	1	20%	0	0%	0	0%	1	20%	5	80%
18. The services and supports described in our IFSP are provided in a timely manner.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%
19. Early Intervention helps me gain confidence in caring for my child.	3	50%	2	33%	0	0%	0	0%	1	17%	6	83%
20. Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	4	67%	1	17%	0	0%	0	0%	1	17%	6	83%

Easter Seals of Southern 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.	7	58%	4	33%	1	8%	0	0%	0	0%	12	92%
2.	My Early Intervention providers show me how I can help my child develop and learn.	8	67%	4	33%	0	0%	0	0%	0	0%	12	100%
3.	My child is benefiting from Early Intervention.	8	67%	4	33%	0	0%	0	0%	0	0%	12	100%
4.	My Early Intervention provider fully explained my parent rights.	9	75%	3	25%	0	0%	0	0%	0	0%	12	100%
5.	Early Intervention helps me know and understand my parent rights.	10	83%	2	17%	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.	9	75%	3	25%	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.	11	92%	1	8%	0	0%	0	0%	0	0%	12	100%
8.	My service providers respect and value my culture, language, and individual preferences.	11	92%	1	8%	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.	11	92%	1	8%	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.	10	83%	2	17%	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.	9	75%	2	17%	1	8%	0	0%	0	0%	12	92%
12.	My service providers help me get the services and supports my child and family needs.	9	75%	2	17%	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.	10	83%	2	17%	0	0%	0	0%	0	0%	12	100%
14.	My family's daily routines are used to support my child's development.	9	75%	3	25%	0	0%	0	0%	0	0%	12	100%
15.	Early Intervention helps me effectively communicate my child's needs.	9	75%	2	17%	1	8%	0	0%	0	0%	12	92%
16.	The supports and services we receive help meet my child's developmental needs.	9	75%	2	17%	1	8%	0	0%	0	0%	12	92%
17.	My Early Intervention providers increase my awareness of community resources.	7	58%	3	25%	1	8%	1	8%	0	0%	12	83%
18.	The services and supports described in our IFSP are provided in a timely manner.	10	83%	1	8%	1	8%	0	0%	0	0%	12	92%
19.	Early Intervention helps me gain confidence in caring for my child.	9	75%	2	17%	1	8%	0	0%	0	0%	12	92%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	11	92%	0	0%	1	8%	0	0%	0	0%	12	92%

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

The Foundation for Positively Kids		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.	10	59%	7	41%	0	0%	0	0%	0	0%	17	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	11	65%	5	29%	0	0%	1	6%	0	0%	17	94%
3.	My child is benefiting from Early Intervention.	11	65%	3	18%	3	18%	0	0%	0	0%	17	82%
4.	My Early Intervention provider fully explained my parent rights.	12	75%	4	25%	0	0%	0	0%	0	0%	16	100%
5.	Early Intervention helps me know and understand my parent rights.	12	75%	4	25%	0	0%	0	0%	0	0%	16	100%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	11	69%	5	31%	0	0%	0	0%	0	0%	16	100%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	10	63%	5	31%	0	0%	0	0%	1	6%	16	94%
8.	My service providers respect and value my culture, language, and individual preferences.	13	76%	3	18%	1	6%	0	0%	0	0%	17	94%
9.	I have a key role in all decisions related to services for my child and family.	13	81%	3	19%	0	0%	0	0%	0	0%	16	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	10	59%	7	41%	0	0%	0	0%	0	0%	17	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.	11	65%	5	29%	1	6%	0	0%	0	0%	17	94%
12.	My service providers help me get the services and supports my child and family needs.	10	63%	5	31%	1	6%	0	0%	0	0%	16	94%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	10	59%	5	29%	2	12%	0	0%	0	0%	17	88%
14.	My family's daily routines are used to support my child's development.	12	75%	4	25%	0	0%	0	0%	0	0%	16	100%
15.	Early Intervention helps me effectively communicate my child's needs.	10	59%	7	41%	0	0%	0	0%	0	0%	17	100%
16.	The supports and services we receive help meet my child's developmental needs.	8	47%	7	41%	1	6%	1	6%	0	0%	17	88%
17.	My Early Intervention providers increase my awareness of community resources.	9	53%	6	35%	2	12%	0	0%	0	0%	17	88%
18.	The services and supports described in our IFSP are provided in a timely manner.	10	59%	6	35%	0	0%	0	0%	1	6%	17	94%
19.	Early Intervention helps me gain confidence in caring for my child.	9	53%	6	35%	1	6%	1	6%	0	0%	17	88%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	9	53%	6	35%	1	6%	1	6%	0	0%	17	88%

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.	19	70%	8	30%	0	0%	0	0%	0	0%	27	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	20	74%	7	26%	0	0%	0	0%	0	0%	27	100%
3.	My child is benefiting from Early Intervention.	20	74%	5	19%	2	7%	0	0%	0	0%	27	93%
4.	My Early Intervention provider fully explained my parent rights.	23	85%	3	11%	1	4%	0	0%	0	0%	27	96%
5.	Early Intervention helps me know and understand my parent rights.	22	81%	4	15%	1	4%	0	0%	0	0%	27	96%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	22	81%	4	15%	1	4%	0	0%	0	0%	27	96%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	23	85%	3	11%	1	4%	0	0%	0	0%	27	96%
8.	My service providers respect and value my culture, language, and individual preferences.	22	85%	4	15%	0	0%	0	0%	0	0%	26	100%
9.	I have a key role in all decisions related to services for my child and family.	22	81%	5	19%	0	0%	0	0%	0	0%	27	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	22	81%	5	19%	0	0%	0	0%	0	0%	27	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.	22	81%	5	19%	0	0%	0	0%	0	0%	27	100%
12.	My service providers help me get the services and supports my child and family needs.	21	78%	5	19%	1	4%	0	0%	0	0%	27	96%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	23	85%	4	15%	0	0%	0	0%	0	0%	27	100%
14.	My family's daily routines are used to support my child's development.	21	78%	5	19%	1	4%	0	0%	0	0%	27	96%
15.	Early Intervention helps me effectively communicate my child's needs.	21	78%	6	22%	0	0%	0	0%	0	0%	27	100%
16.	The supports and services we receive help meet my child's developmental needs.	21	78%	6	22%	0	0%	0	0%	0	0%	27	100%
17.	My Early Intervention providers increase my awareness of community resources.	20	74%	5	19%	2	7%	0	0%	0	0%	27	93%
18.	The services and supports described in our IFSP are provided in a timely manner.	21	78%	6	22%	0	0%	0	0%	0	0%	27	100%
19.	Early Intervention helps me gain confidence in caring for my child.	21	78%	5	19%	1	4%	0	0%	0	0%	27	96%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	21	78%	5	19%	1	4%	0	0%	0	0%	27	96%

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.	79	57%	54	39%	2	1%	3	2%	1	1%	139	96%
2.	My Early Intervention providers show me how I can help my child develop and learn.	88	63%	46	33%	1	1%	3	2%	1	1%	139	96%
3.	My child is benefiting from Early Intervention.	88	64%	40	29%	8	6%	1	1%	1	1%	138	93%
4.	My Early Intervention provider fully explained my parent rights.	103	74%	31	22%	2	1%	2	1%	1	1%	139	96%
5.	Early Intervention helps me know and understand my parent rights.	93	67%	36	26%	6	4%	3	2%	1	1%	139	93%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	90	65%	44	32%	4	3%	0	0%	1	1%	139	96%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	93	67%	38	27%	1	1%	6	4%	1	1%	139	94%
8.	My service providers respect and value my culture, language, and individual preferences.	99	72%	31	22%	7	5%	0	0%	1	1%	138	94%
9.	I have a key role in all decisions related to services for my child and family.	99	71%	36	26%	3	2%	0	0%	1	1%	139	97%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	94	68%	43	31%	1	1%	0	0%	1	1%	139	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.	85	61%	42	30%	8	6%	2	1%	2	1%	139	91%
12.	My service providers help me get the services and supports my child and family needs.	91	65%	38	27%	6	4%	3	2%	1	1%	139	93%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	94	68%	42	30%	1	1%	0	0%	1	1%	138	99%
14.	My family's daily routines are used to support my child's development.	87	63%	48	35%	2	1%	0	0%	1	1%	138	98%
15.	Early Intervention helps me effectively communicate my child's needs.	75	54%	49	35%	11	8%	3	2%	1	1%	139	89%
16.	The supports and services we receive help meet my child's developmental needs.	84	60%	43	31%	7	5%	4	3%	1	1%	139	91%
17.	My Early Intervention providers increase my awareness of community resources.	69	50%	41	29%	18	13%	9	6%	2	1%	139	79%
18.	The services and supports described in our IFSP are provided in a timely manner.	76	55%	49	35%	6	4%	5	4%	3	2%	139	90%
19.	Early Intervention helps me gain confidence in caring for my child.	77	55%	43	31%	14	10%	3	2%	2	1%	139	86%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	88	64%	37	27%	12	9%	0	0%	1	1%	138	91%

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.	76	79%	20	21%	0	0%	0	0%	0	0%	96	100%
2.	My Early Intervention providers show me how I can help my child develop and learn.	82	85%	12	13%	2	2%	0	0%	0	0%	96	98%
3.	My child is benefiting from Early Intervention.	73	77%	20	21%	1	1%	1	1%	0	0%	95	98%
4.	My Early Intervention provider fully explained my parent rights.	75	79%	19	20%	1	1%	0	0%	0	0%	95	99%
5.	Early Intervention helps me know and understand my parent rights.	77	81%	17	18%	1	1%	0	0%	0	0%	95	99%
6.	I am a valued member of the Early Intervention team when we discuss my child's needs.	76	80%	18	19%	1	1%	0	0%	0	0%	95	99%
7.	I know who to contact if I have questions or concerns about the supports and services we are receiving.	78	82%	14	15%	1	1%	1	1%	1	1%	95	97%
8.	My service providers respect and value my culture, language, and individual preferences.	85	89%	11	11%	0	0%	0	0%	0	0%	96	100%
9.	I have a key role in all decisions related to services for my child and family.	78	82%	17	18%	0	0%	0	0%	0	0%	95	100%
10.	I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	74	77%	22	23%	0	0%	0	0%	0	0%	96	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.	69	72%	18	19%	8	8%	1	1%	0	0%	96	91%
12.	My service providers help me get the services and supports my child and family needs.	72	76%	18	19%	5	5%	0	0%	0	0%	95	95%
13.	I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	66	69%	27	28%	2	2%	0	0%	0	0%	95	98%
14.	My family's daily routines are used to support my child's development.	71	74%	23	24%	2	2%	0	0%	0	0%	96	98%
15.	Early Intervention helps me effectively communicate my child's needs.	68	71%	28	29%	0	0%	0	0%	0	0%	96	100%
16.	The supports and services we receive help meet my child's developmental needs.	73	76%	20	21%	3	3%	0	0%	0	0%	96	97%
17.	My Early Intervention providers increase my awareness of community resources.	68	71%	22	23%	5	5%	1	1%	0	0%	96	94%
18.	The services and supports described in our IFSP are provided in a timely manner.	69	72%	21	22%	3	3%	2	2%	1	1%	96	94%
19.	Early Intervention helps me gain confidence in caring for my child.	75	78%	18	19%	2	2%	1	1%	0	0%	96	97%
20.	Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	74	79%	18	19%	2	2%	0	0%	0	0%	94	98%

	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.	27	61%	12	27%	5	11%	0	0%	0	0%	44	89%
2. My Early Intervention providers show me how I can help my child develop and learn.	30	68%	11	25%	2	5%	1	2%	0	0%	44	93%
3. My child is benefiting from Early Intervention.	28	64%	10	23%	3	7%	2	5%	1	2%	44	86%
4. My Early Intervention provider fully explained my parent rights.	31	70%	11	25%	1	2%	1	2%	0	0%	44	95%
5. Early Intervention helps me know and understand my parent rights.	28	64%	12	27%	2	5%	2	5%	0	0%	44	91%
6. I am a valued member of the Early Intervention team when we discuss my child's needs.	28	64%	10	23%	4	9%	1	2%	1	2%	44	86%
7. I know who to contact if I have questions or concerns about the supports and services we are receiving.	26	59%	13	30%	3	7%	0	0%	2	5%	44	89%
8. My service providers respect and value my culture, language, and individual preferences.	27	61%	14	32%	2	5%	1	2%	0	0%	44	93%
9. I have a key role in all decisions related to services for my child and family.	31	70%	11	25%	1	2%	0	0%	1	2%	44	95%
10. I understand that our Individualized Family Service Plan (IFSP) is intended to guide the services and supports we receive.	28	64%	12	27%	3	7%	1	2%	0	0%	44	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.	21	50%	13	31%	6	14%	0	0%	2	5%	42	81%
12. My service providers help me get the services and supports my child and family needs.	23	52%	13	30%	5	11%	1	2%	2	5%	44	82%
13. I understand that our IFSP can be revised when I have concerns about my child's or family's needs.	27	61%	13	30%	3	7%	0	0%	1	2%	44	91%
14. My family's daily routines are used to support my child's development.	26	59%	13	30%	4	9%	0	0%	1	2%	44	89%
15. Early Intervention helps me effectively communicate my child's needs.	26	59%	9	20%	6	14%	2	5%	1	2%	44	80%
16. The supports and services we receive help meet my child's developmental needs.	23	52%	13	30%	3	7%	4	9%	1	2%	44	82%
17. My Early Intervention providers increase my awareness of community resources.	25	57%	13	30%	1	2%	3	7%	2	5%	44	86%
18. The services and supports described in our IFSP are provided in a timely manner.	23	52%	15	34%	3	7%	2	5%	1	2%	44	86%
19. Early Intervention helps me gain confidence in caring for my child.	24	55%	12	27%	4	9%	4	9%	0	0%	44	82%
20. Early Intervention supports and services helped our child and family make progress toward IFSP outcomes.	25	57%	11	25%	4	9%	3	7%	1	2%	44	82%