

Using Family Survey Data for Program Improvement



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Gathering Family Survey Data

- WV Birth to Three uses both scales of the NCSEAM surveys (IFS and FCSS)
- ICC assisted LA to select survey tool that would respond to the OSEP indicators, and provide additional information for program improvement
- Chose NCSEAM surveys at the time due to proven reliability and validity

Gathering Family Survey Data

- Surveys are mailed to all exiting families whose children have received services for 6 months or longer
- Cover letter is included explaining the benefits of families sharing this information
- Include stamped, addressed return envelope
- 30% response rate
- Analyze demographics of respondents to assure representativeness

Interpreting Results

- The Rasch analysis provides frequency and distribution data
- Look at frequencies and distribution to see if there are outliers
- Does data look different with outliers removed?
- Can look for other characteristics that distinguish families with lower measures from those with higher measures

Order of agreeability of IFS items

Item	Item
876	224b Over the past year, Early Intervention services have helped me and/or my family.
878	Participate in special activities for children and families in my community.
856	Know about special care in the community.
846	Know where to go for support to meet my family's needs.
475	Keep up knowledge for my child and family.
800	Know where to go for support to meet my child's needs.
584	Be more effective in managing my child's behavior.
576	Make changes in family routines that will benefit my child with special needs.
574	Do activities that are good for my child even in times of stress.
570	Improve my family's quality of life.
565	Feel that I can get the services and supports that my child and family need.
563	Get the services that my child and family need.
562	Feel that my family will be accepted and welcomed in the community.
559	Feel more confident in my skills as a parent.
558	Feel that my child will be accepted and welcome in the community.
554	Communicate more effectively with the people who work with my child and family.
553	Understand how the Early Intervention system works.
546	Understand the roles of the people who work with my child and family.
539	Know about my child's and family's rights concerning Early Intervention services.
524	Be able to describe how much progress my child is making.
518	Understand my child's special needs.
494	Feel that my efforts are helping my child.
490	Challenge with and for my child that are good for my child's development.

Interpreting Results

- Survey items at or just above the mean may require new or different practices
- Nearly all families are in agreement with items below the mean, so these items are where current practices can be extended or enhanced
- Strong correlation between items on IFS and FCSS (.93 in WV)

West Virginia's Analysis

- Overall family responses are very positive
- Mean measure of 720.08 on IFS
- Needed to decide where to focus improvement strategies

Identifying Improvement Strategies

- November, 2008 – WV attended regional forum on identifying improvement strategies for APR indicators
- WV Birth to Three chose to focus on Family Outcome Indicator
- Used results of both survey scales
- Items on FCSS are practice items – should inform us of the practices that would result in improved measures on IFS

West Virginia's Analysis

- The top two (most difficult) items on the Impact on Families Scale are:
 - BTT services have helped me and/or my family:
 - Participate in typical activities for children and families in my community
 - Know about services in the community

West Virginia's Analysis

- Mean score on the FCSS was 647
- Item just below the mean is:
 - My family was given information about organizations that offer support for parents of children with disabilities
- Item just above the mean is:
 - My family was given information about how to participate in different programs and services in the community

West Virginia Analysis

- And true to the scale's reliability, a lower level of agreement was reached on the higher calibrated practice items
 - *Someone from WV Birth to Three helped me get in touch with other parents for help and support (calibration of 734)*
- Changes in measurements for practice items on the FCSS should result in changes on measurements for the IFS

Identifying Practices/Activities for Improvement

- Task group of the ICC is working with LA to develop a 'Who You 'Gonna Call' visual/written resource to get information to families
 - Ways to connect with other parents
 - Organizations that support families of children with disabilities
 - Who to call when things are not going right
 - How to find child care

Identifying Practices/Activities for Improvement

- Recently revised the statewide/standard IFSP form and instructions
 - Considered the measurements from the two scales
 - Built in more emphasis on importance of involving other community partners in the IFSP process and linking families to other non-Part C needed resources
 - Added roles/responsibilities of SCs, including advocacy, etc

Evaluating Effectiveness of Improvement Strategies

- WVBTT will use future results on the FCSS and IFS to measure improvement after implementation of new practice strategies