

# Family Survey Talking Points



<b>Initial Intake Visit:</b>
1. The Infant Toddler Program believes it is important to collect feedback from families on how we are doing. Helping children and families is a top priority for the program. We want to give you the opportunity to tell us about your experiences, concerns, and ideas so that we can use the information to make improvements to the program.
2. We ask families to complete the survey after they have been receiving services for a while, at about the 6-month mark. This gives you time to learn more about the program and get a better feel for how early intervention services can help your family.
3. When we get closer to your 6-month review period, I will give you more information and will walk you through the process.
<b>Home Visit or Contact Prior to the initial and annual IFSP 6-Month Review Meetings:</b>
1. Now that we are coming up to the 6-month review, the Infant Toddler Program asks families to complete a short survey (only 17 questions) about their experience with the program.
2. Your responses to the survey will remain confidential. All responses are compiled together and analyzed as a group, and are not identified individually.
3. There is a number called the “Unique Identifier” at the top of the survey. This number is used to pull data related to a family’s demographics and child’s outcomes, without looking at individual names and cases. This additional information is important because it helps the Infant Toddler Program explore several factors such as location, race, length in program, type of services, etc. that may be causes of low performance.
4. The information collected from the family survey is used in several ways: <ul style="list-style-type: none"> <li>• Learn what is working and not working for the program</li> <li>• Target improvement activities such as training, change in processes, and new initiatives that will improve services to infants and toddlers and their families</li> <li>• Report family outcomes data to the Office of Special Education Programs (OSEP) annually</li> <li>• Report survey findings and quality improvement activities to families enrolled in the program, partner agencies, and the public to keep them informed of our efforts</li> </ul>
5. Would you be willing to complete this survey?
6. (If yes) There are several options you can do to complete the survey – <ul style="list-style-type: none"> <li>• Would you like it emailed to you so you can complete it on-line before the 6-month review meeting?</li> <li>• Would you like me to mail it to you before our 6-month review meeting so you can complete it ahead of time and I can pick it up at the meeting?</li> <li>• Or would you like me to bring it to the meeting and you can fill it out at that time?</li> </ul>
7. Follow the “Family Survey Process” to deliver and collect the survey.
8. (If the family does not want to complete the survey) That is okay, the family survey is voluntary. The survey is always available if you would like to complete it in the future.