

# **2019-2020 B23/CDW Family Outcomes Survey: Final Report**

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## EXECUTIVE SUMMARY

This report presents the results from the 2019-2020 Birth to Three Early Intervention (B23), Regional Programs - Child Development Watch (CDW) Family Outcomes Survey. In addition, the report details the review and revision of the survey tool, which occurred prior to data collection. The Center for Research in Education and Social Policy (CRESP) at the University of Delaware was hired to oversee the review and revision process as well as conduct the survey.

### Context

The Program for Infants and Toddlers with Disabilities (Part C of IDEA) is a federal grant program that provides funding to states to provide early intervention services for infants and toddlers with disabilities or developmental delays, age's birth to age three, and their families. The Birth to Three, Early Intervention Program, Child Development Watch (CDW), operating under the Department of Human and Social Services (DHSS), Division of Public Health, is Delaware's lead agency to receive the grant and administer the program. As part of B23/CDW's annual federal performance plan and report, B23/CDW staff must report on the outcomes of families participating in the program. The B23/CDW Family Outcomes Survey provides a way for the B23/CDW program to assess the extent to which the program is meeting families' needs.

### Review and Revision Process

The revision process consisted of conducting exploratory factor analysis, a jurisdictional scan of available Part C Family Outcome Surveys, a review of previous final reports on the B23/CDW Family Outcomes Survey, and collaboration with B23/CDW and Administration staff members. The revised survey contains 11 core sections, which address federal- and state-identified outcome domains.

#### *Federal Outcome Domains*

1. Families know their legal rights (4 items)
2. Families are able to effectively communicate their children's needs (4 items)
3. The B23/CDW program has helped families' children develop and learn (2 items)

#### *State Outcome Domains*

4. Impact of the B23/CDW program (3 items)
5. The B23/CDW admission and evaluation process (5 items)
6. Families' experiences with B23/CDW's communication process (4 items)
7. Families' experiences with their family service coordinator (7 items)
8. Families' experiences with the development of their Individualized Family Service Plan (1 item)
9. Families' experiences with their early intervention provider(s) (4 items)
10. Families' experiences during the transition process (2 items)
11. Families' specific comments and areas of need (2 items)

Three state-identified outcome domains are new additions and have not been previously measured on B23/CDW Family Outcomes Surveys: the admission and evaluation process, families' experiences with their family service coordinator, and families' experiences with their early intervention provider(s).

## **Research Design and Methods**

*Sample:* All (n=1061) families who were receiving services from CDW during the 2019-2020 fiscal year were included in the survey sample.

*Procedure:* The research team mailed informational brochures to all families to introduce the survey. In addition, the research team attempted to contact families by phone and text message to invite them to participate.

*Analyses:* Survey responses from 345 families were analyzed for this report. Descriptive and summary statistics were used to describe the survey data. In addition, tests of significance (independent-sample t-tests and one-way ANOVAs) were conducted to compare how families scored across demographic characteristics (i.e., child's sex, age, race, ethnicity, and county). Moreover, open-ended survey responses were qualitatively coded using open coding to identify themes.

## **Findings**

Families overwhelmingly reported that the B23/CDW program had a positive impact on their child's and family's life. Most families reported that the B23/CDW program has helped their family know their rights, effectively communicate their child's needs, and help their children develop and learn. In general, families reported positive experiences with B23/CDW admission, evaluation, communication, and transition processes. Families' experiences with their family service coordinators and early intervention providers were also highly rated. Families also indicated that they were satisfied with their involvement in the development of their individualized family service plan (IFSP). Due to the unique challenges of the 2019-2020 year, a topical question was added to the survey, which inquired about families' experiences with B23/CDW during the Coronavirus pandemic. B23/CDW was successfully able to meet most families' needs during this unprecedented time. Although most families responded positively to survey items, tests of significance revealed differences between families across three demographic characteristics (i.e., race, ethnicity, and county).

## **Recommendations**

We offer four recommendations to DHSS, Birth to Three Early Intervention Program – Administration and CDW leaders.

*Recommendation 1:* We encourage DHSS, B23 & CDW leaders to congratulate and share the great work of their team. Even during Covid-19, families were very satisfied.

*Recommendation 2:* We encourage DHSS, B23 and CDW leaders to explore some unique findings that indicate potential differences by race, ethnicity, and county. Focus groups or qualitative interviews with families and staff would be appropriate to explore critical issues in communications, issues of respect, and general support needs.

*Recommendation 3:* We encourage DHSS, B23 and CDW leaders to consider revisiting outreach strategy, relying less on mail and more on outreach from providers and staff.

*Recommendation 4:* We encourage DHSS, B23 and CDW leaders to continue to learn from and reflect on the COVID-19 experience.

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# CDW 2019-2020 FAMILY OUTCOMES SURVEY: FINAL REPORT

## INTRODUCTION

The Birth to Three Early Intervention Program is the early intervention program for Delaware. It provides services that are designed to enhance the development of infants and toddlers at risk for disabilities or developmental delays, in addition to increasing the capacity of their families to meet the needs of these children. The Birth to Three Early Intervention Program is comprised of two parts. One part is the Birth to Three – Administration (B23 – Administration) which provides oversight and guidance to the Regional Programs and Early Intervention Service Providers. The second part is Child Development Watch also known as Birth to Three Early Intervention Program – Regional Program Kent/Sussex and Regional Program New Castle. (B23/CDW) which provides service coordination and transition, from Part C, assistance to families. The annual B23/CDW Family Outcomes Survey gives families the opportunity to share what B23/CDW is doing well, how B23/CDW can improve, and how families' needs may be changing. B23/CDW uses the information provided by families to make improvements to the program. In addition, all states and jurisdictions receiving Part C funding are required to report data annually to the Office of Special Education Programs (OSEP) in the U.S. Department of Education. As such, the U.S. Office of Special Education Programs looks at this information to see how well B23/CDW meets the needs of children and families.

The Center for Research in Education and Social Policy (CRESP) at University of Delaware was hired to review and revise the B23/CDW Family Outcomes Survey as well as conduct the 2019-2020 iteration of survey on behalf of the B23/CDW program. This report provides a summary of the methods used to review and revise the survey tool, as well as analysis of the responses in the 2019-2020 B23/CDW Family Outcomes Survey with recommendations. The process to review and revise the survey tool began in April 2020 and included meetings held on June 4th and 24th with staff and leadership to guide efforts and advise on survey needs and changes. In September 2020, the survey was launched with findings reported on a call on January 7, 2021.

## SURVEY REVIEW & REVISION

We approached the survey revision process in four phases: (1) exploratory factor analysis, (2) jurisdictional scan of available Part C surveys, (3) review of previous final reports, and (4) stakeholder feedback.

## EXPLORATORY FACTOR ANALYSIS

First, the research team conducted exploratory factor analysis (EFA) on the survey items to identify the underlying relationships between measured variables. Survey data from 2017 to 2019 were used for the EFA. Principal Component Analysis was performed on the 34 items. Varimax rotation with Kaiser Normalization was utilized to achieve a simple factor structure (Meyers et al., 2013). The Kaiser-Meyer-Olkin, a measure of sampling adequacy was .96, exceeding the recommended beginning value of .60, indicating the data was suitable for this type of analysis. Bartlett's test of sphericity was significant ( $p < .000$ ), demonstrating that sufficient correlations existed between the items to progress with the analysis (Meyers et al., 2013). Results of the factor analysis indicated that a four-factor solution was appropriate. These four factors accounted for 70.84% of variance in the sample. For the pattern matrix generated from the EFA solution, see Table 1 .



Table 1

*Pattern matrix generated from EFA solution using PCA and Varimax Rotation*

Survey Item	Factor 1	Factor 2	Factor 3	Factor 4
1. <i>It was easy to find out about Child Development Watch.</i>		.54	.47	
2. It was easy for you to become involved with Child Development Watch.		.62		
3. As part of the Child Development Watch program, you feel you have the opportunity to discuss your family's strengths, needs, and goals.		.69		
4. As part of the Child Development Watch program, you have been asked about your child's strengths and needs, and your goals for him or her.		.68		
5. <i>You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.</i>	.48	.62		
6. Your service coordinator is able to link you to services that you need.		.64		
7. You feel that the services provided to your child and your family are individualized and change as your family's needs change.	.43	.63		
8. Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.		.68		
9. The program communicates with you in a way that is sensitive to your culture and your ethnic group.		.70		
10. <i>You are more aware of information related to the social emotional development of infants and toddlers.</i>	.47	.59		
11. <i>You are more knowledgeable about the social emotional development of children.</i>	.49	.53		
12. Since being part of Child Development Watch, you are more able to get your child the services that he or she needs.	.63	.41		
13. <i>Since being part of Child Development Watch, you feel you are treated with respect.</i>	.53	.53		
14. Since being part of Child Development Watch, you feel your child's quality of life has improved.	.78			
15. Since being part of Child Development Watch, you feel your family's quality of life has improved.	.75			
16. As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	.75			
17. You feel that the Child Development Watch services are useful to your family.	.73			
18. As a result of the Child Development Watch program, you see your child's skills and abilities improving.	.80			
19. As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	.77			
20. Since being part of Child Development Watch, you feel that you have more of the knowledge you need to best care for your child.	.75			

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21. As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home.	.71		
22. The staff that assesses your child's skills listens to you and respects you.	.55		
23. The staff explains your child's assessment results in words you can understand.	.64		.40
24. You are included in all planning and decisions for your child's program and services.	.66		
<b>25. <i>You think the goals and objectives of your child's Individualized Family Service Plan are important.</i></b>	.59		.44
<b>26. <i>You are getting the services listed in the Individualized Family Service Plan.</i></b>	.59	.45	
<b>27. <i>You have received written information about your family's rights (e.g., due process, procedural safeguards).</i></b>	.48		.60
28. You feel you understand your family's legal rights within your child's program.			.68
29. You know whom within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.			.74
30. You know whom within Child Development Watch you need to speak with if you have other complaints/concerns about the program.			.74
31. The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.			.81
32. You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.			.77

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Where certain items did not clearly and strongly load onto one factor<sup>1</sup>, we suggested these items for refinement or deletion (these items are bolded and italicized in Table 1).

## JURISDICTIONAL SCAN OF PART C FAMILY OUTCOMES SURVEYS

Second, the research team conducted a jurisdictional scan to uncover how other states survey families to help guide the survey revision. The scan revealed that there are four approaches to family outcomes measurement:

- ECO Family Outcomes Survey - Original
- ECO Family Outcomes Survey - Revised
- NCSEAM Survey
- State-Developed Surveys (n=6)

The research team then created a survey crosswalk, which mapped the CDW survey tool to the surveys discussed above. Specifically, items were grouped according to the outcome addressed and items that were similar in content were mapped together. Table 2 provides an example of how items were grouped within the survey crosswalk.

Table 2  
*Example of item grouping from survey crosswalk*

<b>Delaware 2017 CDW Survey</b>	<b># state surveys that match with CDW Survey</b>	<b>Family Outcomes Survey - Revised Version</b>	<b>Family Outcomes Survey - Original Version</b>	<b>NCSEAM Survey</b>
<i>Federal Outcome: Families Know Their Rights</i>				
You feel you understand your family's legal rights within your child's program.	3	How helpful has early intervention been in explaining your rights in ways that are easy for you to understand.	To what extent has early intervention helped your family know and understand your rights?	Over the past year, Early Intervention services have helped me and/or my family know about my child's rights and family's rights convening Early Intervention services
<i>Demographic Information</i>				
How are you related to the child participating in Child Development Watch?	0	N/A	N/A	N/A
<i>Potential Items for Consideration</i>				
N/A	2	How helpful has early intervention been in developing a good relationship with you and your family	N/A	The Early Intervention service provider(s) that work with my child are good at working with my family

<sup>1</sup> Instances where there was less than 0.2 difference between factors

This crosswalk was used in two ways. First, where B23/CDW survey items were not like any other survey (e.g., How are you related to the child participating in Birth to Three/Child Development Watch?), these items were suggested for revision or deletion. Second, where the B23/CDW survey did not include items that were included by other surveys, these items were suggested for potential inclusion. For the full crosswalk, see the supplemental Excel file.

## REVIEW OF PREVIOUS B23/CDW FINAL REPORTS

Third, the research team reviewed previous final reports for the B23/CDW Family Outcomes Survey to determine what information families thought was the most important for staff to know. Topics frequently discussed by families included: family involvement in decision-making processes, the admission and evaluation process, communication from service coordinators, and access to information and community resources. The research team cross-referenced these topics with the survey crosswalk to guide the selection of new items.

## COLLABORATION WITH STAKEHOLDERS

Fourth, the research team then met with staff members from Delaware's Department of Health and Social Services (DHSS), Birth to Three Early Intervention Program which is comprised of Administration and two Regional Programs (B23/CDW New Castle County and B23/CDW Kent/Sussex County) to: review the survey original intentions and history/context, review B23/CDW's needs related to the survey, gather stakeholder feedback on the data generated from the first three phases of the survey review, draft a revision, work with B23/CDW and B23 Administration staff where special questions were requested (e.g., drafting a COVID-19 focused item), and obtain final approval from Birth to Three Early Intervention Program staff for the revised survey.

## DESIGN OF THE REVISED SURVEY

The survey included 11 sections for information collection and a demographics section for use during the analysis of responses. Several question formats were used in the survey. The demographic section included a checklist response to questions. Sections 1 to 10 were set up as a 4-point Likert scale to establish "degree of agreement" with the statement made (1 = strongly disagree; 2 = disagree; 3 = agree; 4 = strongly agree). Part 11 of the survey was set up as open-ended questions to allow respondents to describe issues that are important to them. The 11 revised survey sections are as follows:

### Federal Outcomes

1. Families know their legal rights (4 items)
2. Families are able to effectively communicate their children's needs (4 items)
3. The B23/CDW program has helped families' children develop and learn (2 items)

### State Outcomes

4. Impact of the B23/CDW program (3 items)
5. *The B23/CDW admission and evaluation process (5 items, new)*
6. Families' experiences with B23/CDW's communication process (4 items)
7. *Families' experiences with their family service coordinator (7 items, new)*
8. Families' experiences with the development of their Individualized Family Service Plan (IFSP) (1 item)

- 9. *Families' experiences with their early intervention provider(s) (4 items, new)***
10. Families' experiences during the transition process (2 items)
11. Families' specific comments and areas of need (2 items)

Three new sections were added for the 2020 iteration of the survey (bold above), which inquired about the admission and evaluation process, families' experiences with their family service coordinator, and families' experiences with their early intervention provider(s) (these items are bolded and italicized above). Moreover, an additional question was added to the survey to elicit feedback on parent's experiences with B23/CDW during the Coronavirus pandemic (COVID-19). To examine the specific items included in the revised survey (in English, Spanish, and Creole), see Appendices A, B, and C.

## METHOD

### RECRUITMENT

Following approval from the University of Delaware's Institutional Review board (IRB), Delaware's Department of Public Health (DPH) Privacy Board, and the Department of Health and Social Services (DHSS) Human Subjects Review Board (HRSB), CRESP began in September 2020 to reach out to families (N=1061) listed in the state file as having received services in the past year. We used a combination of total population and stratified sampling techniques to recruit participants. In phase one of data collection, the research team attempted to contact every family via mail, phone, and text message (more information provided in procedures) to invite them to participate in the survey. In phase two, we examined the completion rates based on children's demographic characteristics. To achieve representation of the broader survey population, we sought to sample 30% of families with children from the following sub-groups: child's race (White, Black or African American, American Indian or Alaska Native, Asian, Native Hawaiian or Other Pacific Islander), child's ethnicity (Hispanic, non-Hispanic), child's biological sex (boy, girl), age (0-1, 1-2, 2-3), and county of residence (New Castle, Sussex, and Kent). Using this data, the research team made a second round of phone calls and outreach to help fill stratification gaps and ensure that the survey sample was representative of the overall B23/CDW population. Upon completing both recruitment phases, we were able to sample at least 30% of families across most domains. For the final sampling statistics for each sub-group, see the columns entitled 'Sampling Percentages' in Tables 3 to 7.

### PROCEDURES

As noted, the project began when approval from the University of Delaware's Institutional Review board (IRB), Delaware's Department of Public Health (DPH) Privacy Board, and the Department of Health and Social Services (DHSS) Human Subjects Review Board (HRSB) was obtained.

Families were invited to visit <http://www.cresp.udel.edu/cdw> to learn more about the study and to complete the survey via telephone, mail, and text outreach. Each family was provided with a unique PIN to identify whether they had completed the survey. Mail outreach comprised of a flyer, which invited participants to the webpage where they could learn more about the survey, and access a screener and the survey tool. To protect identities families logged in with a PIN and did not use names. In order to address concerns raised by the DHSS HRSB regarding the potential for PINs to be misused by fraudulent families, families that received flyers without envelopes, and whom responded to the survey without any additional contact (n=27) (i.e. phone, text message, or

email) were called and interviewed directly to confirm the authenticity of response. Seventy-four percent (n=20) of families were reached after five attempts. Of those, 100% of families authenticated their survey results (no fraud identified). The surveys for those families who were not reached (n=7) were discarded and not used in subsequent analyses.

In addition to contacting families by mail, we attempted to contact every family by phone to introduce the survey and to invite them to complete the survey. Moreover, over the course of data collection, three text messages were sent to families that provided a link to the CRESP website, a link to the survey, and the family’s individual PIN. All survey materials (i.e., recruitment brochure, CRESP website, text messages, and survey) were written in three languages – English, Spanish, and Creole. Likewise, members of the research team contacting families were fluent in English, Spanish, and Creole.

### PARTICIPANTS

After completing both phases of recruitment, we received 361 surveys. After eliminating nine abandoned surveys and seven unconfirmed surveys, we had 345 surveys with an average of 97.05% and a minimum of 91.30% of items completed. Table 3 to Table 7 Table 5 provide the survey completion rates for each demographic characteristic. The first column of each table lists the demographic subgroups that were examined. The second column shows the total number of families participating in B23/CDW for each given subgroup. The third column shows the number of families within each subgroup that completed the survey. The fourth column shows the sampling percentages for each subgroup (Number of Survey Responses/Family Subgroup Population). The final column shows the percentage of families within each subgroup that completed the survey (Number of Survey Responses/345).

Table 3  
*Survey completion rates by county*

County	Family Subgroup Population	Number of Survey Responses	Sampling Percentages	Percentage of Completed Surveys
Sussex	273	70	25.64%	20.29%
New Castle	522	184	35.25%	53.33%
Kent	266	85	31.95%	24.64%
No Information	n.a.	6	n.a.	1.66%
<i>Total</i>	<i>1061</i>	<i>345</i>		

As shown in Table 3, 35.25% of families located in New Castle County completed a survey while 31.95% of families from Kent County completed a survey. Sampling percentages for families from Sussex County (25.64%) fell below the 30% threshold.

Table 4  
*Survey completion rates by child's age*

<b>Age</b>	<b>Family Subgroup Population</b>	<b>Number of Survey Responses</b>	<b>Sampling Percentages</b>	<b>Percentage of Completed Surveys</b>
Birth to 1 Year	14	5	35.71%	1.39%
1 to 2 Years	122	55	45.08%	15.24%
2 to 3 Years	410	182	44.39%	50.42%
Over 3 Years	515	103	20.00%	28.53%
No Information	n.a.	0	n.a.	0.00%
<i>Total</i>	<i>1061</i>	<i>345</i>		

As shown in

Table 4, families with children over 3 years (20.00%) were the only subgroup that fell below the 30% threshold.

Table 5  
*Survey completion rates by child's biological sex*

<b>Children's' Biological Sex</b>	<b>Family Subgroup Population</b>	<b>Number of Survey Responses</b>	<b>Sampling Percentages</b>	<b>Percentage of Completed Surveys</b>
Boy	694	215	62.32%	30.98%
Girl	367	130	35.42%	37.68%
No Information	n.a.	0	n.a.	0.00%
<i>Total</i>	<i>1061</i>	<i>345</i>		

As shown in Table 5, 62.32% of families with boy children completed a survey, while 35.42% of families with girl children completed a survey.

Table 6  
*Survey completion rates by child's race*

<b>Race</b>	<b>Family Subgroup Population</b>	<b>Number of Survey Responses</b>	<b>Sampling Percentages</b>	<b>Percentage of Completed Surveys</b>
White	557	188	33.75%	54.49%
Black or African American	261	67	25.67%	19.42%
Asian	42	14	33.33%	4.06%
American Indian or Alaska Native	4	2	50.00%	0.58%
Native Hawaiian or Other Pacific Islander	2	0	0.00%	0.00%
Other	119	39	32.77%	11.30%
2+ Races	76	32	42.11%	9.28%
No Information	n.a.	3	n.a.	0.87%
<i>Total</i>	<i>1061</i>	<i>345</i>		

As shown in Table 6, families with Black or African American children (25.67%) and families with Native Hawaiian or Other Pacific Islander (0.00%) children were the only subgroups that fell below the 30% threshold.

Table 7  
*Survey completion rates by child's ethnicity (Hispanic)*

<b>Hispanic Ethnicity</b>	<b>Family Subgroup Population</b>	<b>Number of Survey Responses</b>	<b>Sampling Percentages</b>	<b>Percentage of Completed Surveys</b>
Yes	209	89	42.58%	25.80%
No	852	256	30.05%	74.20%
No Information	n.a.	0	n.a.	0.00%



As shown in Table 7, 42.58% of families with children of Hispanic ethnicity completed a survey, while 30.05% of families with children of non-Hispanic ethnicity completed a survey.

## DATA ANALYSIS

Statistical analyses of survey data were conducted in SPSS. To treat missing quantitative data, we excluded cases analysis by analysis. We used descriptive (mean, standard deviation) and summary statistics (percentage of responses for ‘strongly agree,’ ‘agree,’ ‘disagree,’ ‘strongly disagree’) to describe the basic features of the survey data. In addition, to compare how families scored across items, survey data were analyzed using the independent-samples t-test or one-way ANOVA test of significance set a p-value less than .05. Families were compared across demographic characteristics (child’s age, child’s biological sex, county, child’s race, child’s ethnicity). The category ‘child’s race’ was collapsed from the original groups to ‘White’ (1) and ‘children of color’ (2) due to uneven distribution of families across the original categories. Likewise, the category ‘child’s age’ was collapsed from the original groups to ‘Birth to 2’ (1) and ‘Over 2’ (2) due to the uneven distribution of families across the original categories. T-tests and one-way ANOVAs were run for every group of survey items.

In addition to the Likert-style questions, the survey asked two open-ended questions, which asked families to (1) provide additional information about their experience with CDW, and (2) share additional needs they have. Two-hundred thirty-eight (238) families responded to the first open-ended question, with 220 of these families providing substantial feedback and 18 families simply responding that they did not have anything more to share. On the second open-ended question, 121 families responded. Of these families, 42 provided information about their service needs, and 79 families responded with other information, such as indicating that all their needs were already met within the program.

Qualitative data were analyzed using open coding to identify themes. Responses in Spanish were translated to English by bilingual research staff during the coding process. Where Spanish quotes are provided throughout the report, an English translation is provided in square brackets immediately following the original text. A complete list of all open-ended responses is provided in Appendix D.

## FINDINGS

In this section, we present the descriptive and summary statistics followed by tests of significance (T-tests, one-way ANOVAs). For the tests of significance, we only present the findings where significant differences between groups were found.

### FEDERAL OUTCOME DATA

The family outcomes federal reporting requirement for Part C programs requires that states report on the percent of families participating in Part C (i.e., B23/CDW) who report that early intervention services have helped their family know their rights, effectively communicate their children’s needs, and have helped families help their children develop and learn.

### FINDING: B23/CDW SERVICES HAVE HELPED FAMILIES KNOW THEIR RIGHTS

Families overwhelmingly reported that they were provided with written information about their legal rights (97.37% agreement or strong agreement) and that they understand their legal rights (98.54% agreement or strong agreement). Although most families reported that they knew who to speak with if their rights were not being addressed or if they had complaints about the program, these items were rated less favorably, with the percentage of families agreeing or strongly agreeing ranging from 86.05% to 86.63% (Table 8).

Table 8

*Summary & descriptive statistics for items on families’ knowledge of their legal rights*

Item	N	M	SD	Strongly Disagree (%)	Disagree (%)	Agree (%)	Strongly Agree (%)
You have received written information about your family's legal rights (e.g., due process and procedural safeguards).	343	3.62	.55	.29	2.33	32.65	64.72
You feel you understand your family's legal rights within your child's program.	344	3.57	.55	.58	.87	39.24	59.30
You know whom you need to speak with if you feel your family's rights are not being addressed within the program.	344	3.35	.74	1.16	12.21	37.21	49.42
You know whom you need to speak with if you have other complaints or concerns about the program.	344	3.34	.73	.87	13.08	37.50	48.55

An independent T-test was used to examine whether families with children of Hispanic ethnicity answered significantly differently than families with children of non-Hispanic ethnicity. The test indicated that the item “You know who you need to speak with if you feel your family's rights are not being addressed within the program,” was scored greater by families with non-Hispanic children (M = 3.40, SD = .73) than for families with Hispanic children (M=3.21 SD= .75);  $t(342)=2.02$ ,  $p = .04$  (not shown in table).

**FINDING: B23/CDW SERVICES HAVE HELPED FAMILIES EFFECTIVELY COMMUNICATE THEIR CHILD’S NEEDS**

In general, family perceptions were positive about communicating their child’s needs. Most families reported that they were asked about their child’s and families’ strengths, needs, and goals (98.25% and 93.90% agreement or strong agreement, respectively). Additionally, 95.35% of families agreed or strongly agreed that they know how to advocate for what their child needs because of the B23/CDW program, and 95.62% of families agreed or strongly agreed that they were more able to get their child the services that he or she needs (Table 9).

Table 9  
*Summary & descriptive statistics for items on families’ needs*

Item	N	M	SD	Strongly Disagree (%)	Disagree (%)	Agree (%)	Strongly Agree (%)
You have been asked about your child's strengths, needs, and goals for him or her.	344	3.65	.52	.29	1.45	31.10	67.15
You have been asked about your family's strengths, needs, and goals.	344	3.50	.65	1.16	4.94	36.34	57.56
You know how to advocate for what your child needs.	344	3.54	.61	.87	3.78	35.76	59.59
You are more able to get your child the services that he or she needs.	343	3.54	.60	.58	3.79	36.73	58.89

Although most families reported that the CDW program provided their child with services that were needed, 11 families indicated that there is a demand for increased therapy services. A few of these comments are shown below. To read all the comments in this category, refer to Appendix D.

*“They only see him on Wednesdays for an hour. Maybe more time would have been helpful. I'm not clear what they do because they go to his daycare.”*

*“They do the services like once a week. If they could increase the visits a little, it would be better. Once a week is not enough.”*

*“Suggest more options for evening hours for therapy for working families.”*

In addition, two families indicated that they would appreciate group therapy so that both children and families could receive support and encouragement from their peers.

*“I kind of got the feeling that it's like they want to provide the bare minimum. I think he could have benefitted from having more therapy time or being involved in more of a group setting.”*

*“I would love group sessions with other parents via CDW so that I would not feel so alone as I go through this process.”*

Finally, one family conveyed that they would like CDW to provide them with more information about available therapy providers, regardless of whether they are available through state programs.

*“Speech therapy was most beneficial for our son, but providers were limited. We have had more progress with private ABA in the past few months than with CDW. ABA was mentioned to be available through state providers but never provided. More connections/networking contacts should be provided for individualized services regardless if available through state programs.”*

In sum, some families requested increased therapy services, group therapy, and information about available therapy providers, though overwhelmingly parents were satisfied with current programs and offerings.

**FINDING: B23/CDW SERVICES HAVE HELPED FAMILIES HELP THEIR CHILDREN DEVELOP AND LEARN**

Survey responses indicated that most families saw their child’s skills and abilities improving (95.61% agreement or strong agreement). Additionally, most families reported that the B23/CDW program provided them with information that they could use to help their child develop and learn (96.19% agreement or strong agreement). Table 10 provides the summary and descriptive statistics for these items.

Table 10  
*Summary & descriptive statistics for develop and learn items*

<b>Item</b>	<b>N</b>	<b>M</b>	<b>SD</b>	<b>Strongly Disagree (%)</b>	<b>Disagree (%)</b>	<b>Agree (%)</b>	<b>Strongly Agree (%)</b>
You feel that you have information you can use on a daily basis with your child to help him or her develop and learn.	342	3.54	.59	.58	3.22	38.30	57.89
You see your child’s skills and abilities improving	342	3.54	.59	.29	4.09	37.13	58.48

Consistent with the quantitative data, many families reported that the B23/CDW program increased their knowledge of their child’s challenges and led to a greater understanding of appropriate interventions and strategies to use at home. A total of 12 comments from families addressed this topic. A few of these comments are shown below. To read all the comments in this category, refer to Appendix D.

*“They have been amazing for my family and helps us understand our son’s condition”*

*“We received a lot of tools to help our daughter more. I was appreciative of that.”*

*“The coordinators are wonderful and very helpful. They would give me packets for him to work on and for me to work on. I still have these packets on fine motor skills. I am still to this day teaching him and he is going to school and everything. They were teaching me to teach him.”*

*“Mi familia y yo personalmente estamos muy agradecidos con la ayuda y enseñanza que nos proporciona el programa por que gracias a su ayuda el día de hoy entendemos de mejor manera a nuestra hija. Gracias a este programa obtuvimos un diagnóstico temprano de TEA (trastorno espectro autista) en nuestra hija, además de también educarnos como padres que es el diagnóstico de TEA. [Personally, my family and I are very grateful for the support and teaching the program has offered because thanks to your help we now better understand our daughter. Thanks to this program we got an early diagnosis for our daughter of autism spectrum disorder (ASD), in addition to educating ourselves as parents about what is the ASD diagnosis.]”*

Other families shared that the CDW program has had a positive impact on their child’s skills and abilities. Twenty-five comments from families fell within this category. A few of these comments are shown below.

*“We are so grateful for the connection that was made between CDW and our family! Our daughter had a rough start but has made strides in development over the last two and half years. We are confident that she will continue to do so in the future.”*

*“Pre-COVID was the best. It was the best time ever. He learned a lot. His eye contact got better. There is nothing bad I can say about the program and I recommend it for anyone that needs it. I am glad that I called. He really is getting better. He isn’t speaking yet... One day at a time... and he is now in school for autism. This has also helped me realize what he still has to get through in life. Everything is going so fast, and I have tears of joy thinking about how far we have come in the past year.”*

*“We have been using CDW since fall of 2019 and I honestly do not think my son would be walking or would have walked when he did if it wasn’t for them!”*

*“The CDW program has enable my son to improve in his social, motor skills and communications. My son is able to pronounce some word correctly.”*

*“Our experience with CDW has been life changing for our daughter. From speech to OT, the amount of growth that our daughter has made has been incredible.”*

*“They helped me the best that they could. When I first contacted them, his speech was delayed. He improved a lot. Now he talks so much more compared to before starting the program. I greatly appreciate what they were able to do.”*

*“CDW has connected us with amazing service providers for our son. He has really grown, learned, developed, and blossomed with the help of the therapists and teachers he has had. I just wish there was a way for the program to continue beyond 3 years of age!”*

*“CDW has greatly helped my family in improving my child’s well-being. At the beginning, I had much concern for my child’s speech. He has very much improved in the last year and I am much less stressed about his future.”*

*“Desde que mi hijo comenzó con la terapia del habla, ha mejorado su rendimiento en casa, incluso interactúa más con las personas, se involucra más en las actividades diarias y sigue mejorando cada día!!! [Since my son started speech therapy, his behavior at home has improved, including interacting with people and he gets involved more in daily activities and continues improving every day !!!]”*

In sum, these responses indicate that families feel CDW services have had a positive impact on their child’s development.

**STATE OUTCOME DATA**

In addition to reporting on the federally mandated family outcomes, Birth to Three – Administration, B23/CDW and the Delaware DHSS sought to gather additional data regarding families’ perceptions of the impact of the program, the admission and evaluation process, families’ experiences in multiple areas, such as B23/CDW’s communication process, the B23/CDW program during COVID, their family service coordinator, the development of their Individualized Family Service Plan (IFSP), their early intervention provider(s), and the transition process. Additionally, families’ specific comments and areas of need were solicited.

**FINDING: FAMILIES BELIEVE CDW HAS IMPROVED QUALITY OF LIFE FOR THEIR CHILD AND THEIR FAMILY**

To assess the impact of the B23/CDW program, participating families were asked about improvements in their child’s and family’s quality of life because of the program. Additionally, they were asked about the usefulness of the services. Many families completing the survey reported positive perceptions in these areas, with the percentage of families agreeing or strongly agreeing to these items ranging from 95.32% to 96.50% (Table 11).

Table 11  
*Summary & descriptive statistics for impact items*

<b>Item</b>	<b>N</b>	<b>M</b>	<b>SD</b>	<b>Strongly Disagree (%)</b>	<b>Disagree (%)</b>	<b>Agree (%)</b>	<b>Strongly Agree (%)</b>
You feel your child's quality of life has improved.	342	3.55	.60	.58	3.80	35.67	59.94
You feel your family's quality of life has improved.	342	3.47	.60	.29	4.39	42.98	52.34
You feel that the services provided by the CDW program are useful to your family.	343	3.59	.57	.29	3.21	33.82	62.68

An independent T-test was used to compare whether families with children of Hispanic ethnicity answered significantly differently than families with children of non-Hispanic ethnicity. The test indicated that the item “You feel your child’s quality has improved,” was scored higher by families with Hispanic children (M= 3.69 SD= .513) than for families with non-Hispanic children (M= 3.50, SD= .621); t(340)= -2.50, p= .01. In addition, the test indicated that the item “You feel that the services provided by the B23/CDW program are useful to your family,” was scored higher by families with Hispanic children (M= 3.71, SD= .482) than for families with non-Hispanic children (M= 3.55, SD= .593); t(341)= -2.30, p=.02 (not shown in table).

A one-way ANOVA test was used to compare whether families living in New Castle, Sussex, and Kent Counties answered items significantly differently. The test indicated that the item “You feel your child’s quality has improved,” was scored differently by families [F(2, 333)= 3.24, p= .04] between counties. Post hoc comparisons indicated that the mean score for New Castle County (M= 3.49, SD= .636) was significantly different then Sussex County (M= 3.70, SD= .492). However, Kent County (M= 3.55, SD= .602) did not significantly differ from the New Castle and Sussex

County (not shown in table).

Consistent with the quantitative data, four families provided positive comments about the usefulness of the program and how the program improved their child’s and family’s life.

*“Es un programa muy útil mi hijo aprendió mucho y yo también estoy contenta que mi hijo allá estado en el programa muchas gracias [It’s a very useful program my son learned a lot and I am also very happy that my son has been in the program, many thanks]”*

*“Estoy muy agradecido con todos que nos han apoyado a darnos lo que necesitamos para que mi hijo tenga una vida de un ni~no normal. Estoy muy agradecido a las personas que estan involucrados en ayudar a mi ni~no a desarrollarse. [I am very grateful for everyone that has helped to give us what we need so my son has the life of a normal child. I am very thankful to all the people involved in helping my son's development.]”*

*“My experience with CDW was amazing for both of my sons. My son's behavior and communication has improved so much with all the services/help. I've learned so much myself they CDW and early intervention. It was a huge help and change. It made life easier. My kids wouldn't be the way they are if it wasn't for CDW and the help from all the early intervention. I'm beyond grateful and thankful for all the help.”*

*“I love how this program is so helpful for my child. The program understands your needs and come up with a plan to help your child.”*

These findings highlight that many families are satisfied with B23/CDW services and perceive a positive impact for themselves and their children.

**FINDING: THE ADMISSION & EVALUATION PROCESS WAS CODUCTED PROMPTLY AND ELIGIBILITY WAS MADE CLEAR ACCORDING TO NEARLY ALL FAMILIES**

Within the survey, families were asked about the admission process. Many families reported positive perceptions in this area. For example, 93.86% of families agreed or strongly agreed that the B23/CDW staff met with them soon after the referral was made, and 96.51% of families agreed or strongly agreed that it was easy to find out if their child was eligible for services (Table 12).

Table 12  
*Summary & descriptive statistics for admission items*

Item	N	M	SD	Strongly Disagree (%)	Disagree (%)	Agree (%)	Strongly Agree (%)
CDW staff met with you soon after the referral was made.	342	3.51	.65	1.17	4.97	35.09	58.77
It was easy to find out if your child was eligible for services.	344	3.58	.60	1.16	2.33	34.01	62.50

Most families also reported positive perceptions of the initial evaluation process. On items assessing their experience within the evaluation process, positive perceptions (i.e., families who agreed or strongly agreed) ranged from 95.62% to 98.54% (Table 13).



Table 13

*Summary & descriptive statistics for evaluation items*

Item	N	M	SD	Strongly Disagree (%)	Disagree (%)	Agree (%)	Strongly Agree (%)
Asked for your input.	342	3.61	.545	58	1.17	34.80	63.45
Addressed all concerns about your child's development.	343	3.60	.583	.29	4.08	30.61	65.01
Listened to you and respected you.	343	3.68	.520	.58	.87	28.28	70.26

An independent T-test was used to compare whether families with white children answered significantly differently than families with children of color. The test indicated that the item “Listened to you and respected you” was scored higher by families with white children (M=3.71, SD= .491) than for families with children of color (M=3.65, SD= .556);  $t(338) = 4.15, p = .04$  (not shown in table).

A one-way ANOVA test was used to compare whether families living in New Castle, Sussex, and Kent Counties answered items significantly differently. The test indicated that the item “Addresses all concerns about your child’s development” was scored differently by families [ $F(2, 334) = 4.11, p = .02$ ] between counties. Post hoc comparisons using the Tukey HSD test indicated that the mean score for New Castle County (M=3.52, SD= .628) was significantly different than Kent County (M= 3.73, SD= .497). However, Sussex County (M= 3.66, SD= .535) did not significantly differ from the New Castle and Kent Counties (not shown in table).

Within the survey, five families shared positive perceptions about getting started in the program. The five comments provided by families included:

*“Was a great experience, very short though, it only took about 2 months from first contacting them in Oct 2019, to get his therapy started...”*

*“The process was pretty easy to get evaluated and set up with services.”*

*“They have been extremely helpful with my son and helpful with my daughter even though she didn’t need the services. She was evaluated in a timely manner to make sure she didn’t need services.”*

*“The CDW program has been wonderful from the beginning. Quick to get the evaluation going. We were started up right away.”*

*“Better experience than the first time when child’s PCP had us reach out.”*

Although quantitative data indicates that most families perceived the admission and evaluation process positively, some families shared challenges in this domain. Specifically, some families shared that the process was lengthy or required frequent communication or advocating on their part. Seven comments from families fit into this theme, four of which are highlighted here.

*“It was really hard to get started in the program. I had to be on top of them.”*



*“When my son had his initial evaluation, he was scored in a way where he did not qualify for cognitive therapy or physical therapy but did qualify for speech. Because of this, we pushed for PT anyway. He definitely needed it- was not age appropriate, and still has some delays. He has been working with a PT through Easter Seals and CDW for a year. My only complaint was that if I had not pushed for PT, he never would have gotten those services- the initial evaluation was incorrect as he obviously had (and still has) a need for PT.”*

*“To get started with physical therapy, it took a very long time. We had to reach out a few times. The process was very lengthy at first and it could be shortened to get help faster. We waited 5 or 6 months.”*

*“Our doctor provided the referral, and it took a while, no one got back to us. They said they had no availability in the program so the doctor’s office intervened to get us into the program.”*

In addition, two families indicated that they would have appreciated being re-evaluated for services more frequently if their child was ‘on the cusp’ of needing intervention but did meet eligibility requirements during the first evaluation.

*“It was very difficult to get my son into CDW in the beginning. He was showing clear delays in expressive communication at 12 months old. No babbling, pointing, gestures. I knew something was wrong, but everyone was telling me he was fine. We did private speech therapy at 15/16 months and insurance was difficult to pay for these services. He had one consonant he used for everything ma ma, open hand pointing, and was beginning to clap for more. I began working to try to get him to a developmental pediatrician. Thankfully, they rushed us in when an opening was available around 17 months. Then we were approaching 18 months and a follow up evaluation with CDW. The developmental pediatrician was instrumental in getting my child admitted to CDW. From 18 months to today at 2 ½ years, one year. He has been receiving speech services. He has improved greatly and can recite ABC’s, 123’s, knows a thousand words. I wish there were evals every 3 months when your child doesn’t get admitted. 6 months of no services is a big deal during this time. It causes a lot of anxiety knowing my son was behind, not understanding why and how to help, and expending days of effort understanding how this system works (health care and intervention) and to continually advocate for my son. I am so grateful for the last year of services. Our speech therapist is absolutely wonderful. Once we were admitted to CDW things began to improve. Resources, information, support. There was a lot of carry over and education on my end about the foundations and steps for speech development.”*

*“[My daughter] was supposed to receive ECE services through CDW; however, it wasn’t communicated to us until months after her determination of need that she wouldn’t receive those services until after she turned 1. Then, in the intervening 2 years, she barely had any of her ECE services because of constant service disruptions related to her assigned ECE. Additionally, after being evaluated at 9 months, she was never re-evaluated to see if she would qualify for any additional services; however, in starting her transition to BSD, after expressing concerns about her fine motor skills, she was re-evaluated and found to have a qualified need for OT services. Since she was on the bubble when CDW evaluated her back in 2018 (rated at an 85, but would’ve qualified for services at 83), I would’ve liked to have seen her re-evaluated for OT needs BEFORE starting her BSD transition.”*

Relatedly, one family indicated that they would like their child to receive ongoing developmental assessments, with the results shared to parents.

*“It would be helpful to have an ongoing comprehensive developmental assessment to determine what progress has been made.”*

One family also indicated that they would appreciate further explanation about the areas assessed within the evaluation, suggesting that a more comprehensive evaluation was warranted for their child.

*“Some further explanation could have happened in the initial intake process. We were referred by her daycare. Her daycare has a therapist that works with the staff. This therapist noticed that my child had some issues and had suggested a referral. We were scheduled through CDW for the intake, and they came out and met with us at the daycare, which was wonderful. They conducted the intake and then we were told that she really didn't have severe enough issues to warrant services. However, when she was assessed, she was not assessed for any sensory processing issues, so we had to do another referral to Bayada for an OT eval. Maybe knowing in the assessment process that what she's actually being assessed for would be helpful. If I had known that the initial eval did not include sensory processing, I could have spoken up and we could have gotten services faster.”*

In summary, while most were highly satisfied, some families shared concerns about the length of time it took to be evaluated and that it took frequent advocacy on their part to receive services. In addition, when children were ‘on the cusp’ of receiving services, families requested to be more frequent re-evaluations. Moreover, some families noted that ongoing developmental assessments might help monitor individual growth and can help to tailor services to individual needs. Finally, parents requested further explanation regarding the assessment process.

#### **FINDING: THE VARIED COMMUNICATION STRATEGIES USED BY B23/CDW MET THE NEEDS OF FAMILIES, THOUGH SOME DIFFERENCES WERE FOUND FOR SOME SUBPOPULATIONS ON CERTAIN QUESTIONS**

Most families reported favorable perceptions of B23/CDW’s communication process. Table 14 provides the summary and descriptive statistics for these items. Most families indicated that the program offered activities that were sensitive to their cultural and ethnic needs (93.70% agreed or strongly agreed) and communicated with them in a way that was sensitive to their cultural and ethnic group (95.17% agreed or strongly agreed). Additionally, most families indicated that the program provided services in their preferred language (97.93% agreed or strongly agreed) and form of communication (97.37% agreed or strongly agreed).

Table 14

*Summary & descriptive statistics for items on B23/CDW communications processes*

<b>Item</b>	<b>N</b>	<b>M</b>	<b>SD</b>	<b>Strongly Disagree (%)</b>	<b>Disagree (%)</b>	<b>Agree (%)</b>	<b>Strongly Agree (%)</b>
Offers activities and resources that are sensitive to your cultural and ethnic needs.	333	3.38	.64	1.20	5.11	47.75	45.95
Communicates with you in a way that is sensitive to your culture and ethnic group.	331	3.44	.64	1.51	3.32	45.32	49.85
Provides services in your preferred language.	339	3.61	.55	.59	1.47	34.51	63.42
Provides services in your preferred form of communication (text message, email, or telephone).	343	3.62	.56	.58	2.04	32.36	65.01

An independent T-test was used to compare whether families with white children answered significantly differently than families with children of color. The test indicated that the item “Provides services in your preferred form of communication” was scored higher by families with white children ( $M=3.66$ ,  $SD=.537$ ) than for families with children of color ( $M=3.55$ ,  $SD=.584$ );  $t(338)=5.57$ ,  $p=.02$  (not shown in table).

A one-way ANOVA test was used to compare whether families living in New Castle, Sussex, and Kent Counties answered items significantly differently. The tests indicated that families living in different counties scored significantly differently on all items (Table 15).

Table 15

*Results from one-way ANOVA*

<b>Survey Item</b>	<b>Between Groups</b>	<b>Within Groups</b>	<b>F</b>	<b>Sig.</b>
Offers activities and resources that are sensitive to your cultural and ethnic needs.	2	324	3.20	.04
Communicates with you in a way that is sensitive to your culture and ethnic group	2	322	3.48	.03
Provides services in your preferred language.	2	330	3.89	.02
Provides services in your preferred form of communication (text message, email, or telephone).	2	334	3.23	.04

Post hoc comparisons (not shown) revealed that families from New Castle County scored significantly lower on items compared to families living in Sussex, while families from Kent did not significantly differ from families in New Castle and Sussex Counties. Specifically, post hoc comparisons for the item “Offers activities and resources that are sensitive to your culture and ethnic needs” indicated that the mean score for New Castle County ( $M=3.31$ ,  $SD=.655$ ) was significantly different than Sussex County ( $M=3.53$ ,  $SD=.610$ ), while Kent County ( $M=3.41$ ,  $SD=.628$ ) did not significantly differ from New Castle and Sussex Counties. Post hoc comparisons

for the item “Communicates with you in a way that is sensitive to your culture and ethnic group” indicated that the mean score for New Castle County (M= 3.36, SD= .651) was significantly different than Sussex County (M= 3.60, SD= .494). Once again, Kent County (M= 3.45, SD= .692) did not significantly differ from the New Castle and Sussex Counties. Post hoc comparisons for the item “Provides services in your preferred language” indicated that the mean score for New Castle County (M= 3.54, SD= 3.74) was significantly different from for Sussex County (M= 3.74, SD= .472), while Kent County (M= 3.65, SD= .530) was not significantly different from New Castle and Sussex Counties. Finally, post hoc comparisons for the item “Provides services in your preferred form of communication” indicated that the mean score for New Castle County (M=3.55, SD= .580) was significantly different from Sussex County (M=3.74, SD= .472). Kent County (M=3.65, SD= .570) did not significantly differ from New Castle and Sussex Counties.

**FINDING: FAMILIES’ EXPERIENCES WORKING WITH THEIR FAMILY SERVICE COORDINATOR ARE STRONGLY POSITIVE, AND DEMONSTRATE RESPECT. STRONG INFORMATION SHARING, AND INCLUSIVE, FAMILY-DIRECTED APPROACHES. HOWEVER WHITE FAMILIES DID RATE SEVERAL OF THESE ITEMS HIGHER**

In general, families reported positive perceptions of their experiences working with their service coordinator. Table 16 provides summary and descriptive statistics on these items. The proportion of positive perceptions (i.e., families who agreed or strongly agreed) on these items ranged from 84.28% to 97.95%. The most positively perceived items assessed if coordinators treated their family with respect, if coordinators were good at working with their family, and if coordinators include families in decisions about services, resources, and opportunities for your child (95.00% to 97.95% agreement or strong agreement). The least favorably perceived items examined if coordinators were available to speak with families on a regular basis and if coordinators provided information about community activities and services (89.71% and 84.28% agreement or strong agreement, respectively).

Table 16  
*Summary & descriptive statistics for items regarding family service coordinators*

<b>Item</b>	<b>N</b>	<b>M</b>	<b>SD</b>	<b>Strongly Disagree (%)</b>	<b>Disagree (%)</b>	<b>Agree (%)</b>	<b>Strongly Agree (%)</b>
Treats you with respect.	341	3.72	.526	.88	1.17	22.58	75.37
Is good at working with your family.	340	3.64	.616	1.18	3.82	25.29	69.71
Provides you with up-to-date information about your child's progress/needs.	339	3.53	.731	2.65	6.19	27.14	64.01
Includes you in decisions about services, resources, and opportunities for your child.	340	3.61	.617	1.18	3.53	28.82	66.47
Is able to link you to the services that you need.	341	3.57	.659	1.17	5.87	27.57	65.40
Is available to speak with you on a regular basis.	340	3.43	.732	2.06	8.24	34.12	55.59
Gives you information about other activities and services in the community that may help you and your child (e.g., childcare, play groups. etc.).	337	3.32	.838	4.15	11.57	32.05	52.23

An independent T-test was used to compare whether families with white children answered significantly differently than families with children of color. The test indicated that the item “Treats you with respect” was scored higher by families with white children (M= 3.77, SD= .46) than for families with children of color (M= 3.66, SD= .597);  $t(336)= 12.21, p= .001$ . In addition, the test indicated that the item “Is good at working with your family” was scored higher by families with white children (M= 3.66, SD= .56) than for families with children of color (M= 3.60, SD= .69);  $t(335)= 4.86, p= .03$  (not shown in table).

A one-way ANOVA test was used to compare whether families living in New Castle, Sussex, and Kent Counties answered items significantly differently. The test indicated that there were significant differences for the item “Is available to speak to you on a regular basis” [ $F(2, 331)= 6.24, p=.002$ ]. Post hoc comparisons revealed that that the mean score for New Castle County (M= 3.32, SD= .766) was significantly different then the scores from Sussex (M= 3.66, SD= .562) and Kent (M=3.51, SD= .736) Counties. However, Kent County did not significantly differ from Sussex County. The test also indicated that there were significant differences for the item “Gives you information about other activities and services in the community that may help you and your child” [ $F(2, 328)= 5.49, p= .01$ ]. Post hoc comparisons revealed that the mean score for New Castle County (M= 3.20, SD= .875) differed significantly from Sussex (M= 3.58, SD= .651) County, while Kent County (M= 3.36, SD= .864) did not differ from Sussex or New Castle Counties (not shown in table).

Consistent with the positive survey item responses, many families shared positive perceptions of their family service coordinators. Twenty-nine comments from families addressed positive experiences with their coordinator, and an additional five comments specifically commended their coordinator’s communication skills. In general, these families described their coordinator as helpful, knowledgeable, and supportive, and many indicated that they grew close with their coordinator. A few of these quotes are highlighted below. For all quotes in this theme, see Appendix D.

*“Our family coordinator, Lisa Oliver, became an extension of our family. She was an excellent resource, patient with us, and a wonderful support throughout our time with CDW.”*

*“Our case worker has answered us all of the time and has helped us with everything that we needed. They have been great.”*

*“We had a wonderful experience with CDW. Alyshia D’Ambrogi was our Family Service Coordinator and couldn’t have been more helpful. All of the check-ins she did with our family were greatly appreciated and definitely helped us access any services we needed for our son.”*

*“Our service coordinator is phenomenal.”*

*“My CDW coordinator became part of my family. She treated my son’s goals as if she were making them. She became engaged empathetic and sympathetic while ensuring all parties were working together.”*

*“Our coordinator, Jessi Wyatt, is absolutely amazing. She is always in my corner and steps in to help me fight for the care that my son deserves. I don’t know what I would do without her!”*

*"Our service coordinator is absolutely fantastic. I'm so sad that we're going to be leaving CDW, although I know our coordinator has set us up for success. She is so helpful and has been such a great resource for our family. She has given us the best suggestions to help us medically with our son and dealing with our doctor. CDW was always so on top of it. I wish they would extend CDW until a child is older. It's people like them who make caring for a special needs child so much easier. They encourage the parent to keep going and not limit your child."*

*"Gina, our coordinator, has been fantastic in helping me navigate the whole process"*

*"It was a great experience. My coordinator was great."*

*"Holly S. was an excellent example of a responsive case manager. I was sad to see her leave as she was knowledgeable, kind, and made the process so much easier than expected."*

*"Gina Scarmozzi is AWESOME at her job. She listened to all my concerns, answered all my questions to the best of her ability and really made me feel like she cared about my family and my daughter's success in the program. She made everything easy and stress free."*

*"I am satisfied with the outcomes we've had with the coordinator."*

*Some families specifically commended their service coordinator's communication skills. These families reported that their coordinator kept them informed and returned their calls or messages in a timely manner.*

*"I am very pleased with how quickly Remi responds to my phone calls/emails and answers my questions."*

*"I couldn't tell you how great our coordinator was, we always stayed in touch with each other, and she would get back to me right away."*

*"They were amazing. They were readily available. If I contacted them about something they got back in contact very quickly. I'd recommend them to anyone. I can't say enough good things! The services were amazing."*

*"Our family had a really good experience with CDW. Our coordinator was awesome and kept us updated. The group of therapists (at Easter Seals) were awesome as well. We were very satisfied with the program."*

Although many families shared positive experiences with their service coordinators, other families shared some challenges. Nine families reported that communication from their coordinator has been infrequent. Four of these comments are highlighted here.

*"My child's diagnosis and needs have evolved and changed, and with it his goals. His coordinator does not check in regularly as outlined in his plan and is thus surprised when I contact her with issues and challenges, whether it is with a provider or his ability to participate in daycare due to his symptoms/conditions."*

*"I would like more updates from my coordinator. I haven't heard from her since April (it's now October). More updates would be helpful."*

*"If I call my coordinator, I often don't hear back from her for a week."*

*"The Family Services Coordinator did not do a very good job. I was pretty disappointed with her communications skills, getting me things late, and not doing what she was supposed to do."*



Three families indicated concerns about the quality of the coordinator's communication.

*"While my family has been recently assigned another family services coordinator, our survey answers are based on our initial coordinator. The overall experience included a significant amount of frustration throughout the process that lasted for 11 months. Our original coordinator appeared unorganized, disinterested, and at times disrespectful. Because of this incompetent and incomplete service, we feel our son missed out on opportunities. Thankfully, the team through Easter Seals has been great. Because of our experience, we unfortunately haven't seen the value of the CDW."*

*"The service coordinator was too brash and relating my kids to her kids in a way that made me feel uncomfortable."*

*"Too much formal conversation going on through text messages. Also, CDW did not cooperate with my decision in taking a break after my son has had open heart surgery, we are no longer members."*

Four families reported varying experiences with different coordinators, suggesting that communication is not consistent across coordinators.

*"The first service coordinator we received with CDW was horrible - we only heard from her when I reached out and she never helped us, she didn't attend our IEP meeting nor tell us she was not going to be there, and only did an FISP at the start of services, we went almost a year with one plan! I had to reach out to a supervisor and program director I was so disgusted with our experience and the lack of caring that our service coordinator had. They did provide a new coordinator to work with us who was amazing but the experience for the first almost 10 months was horrible."*

*"One of our coordinators was very good. The subsequent coordinator was not communicative with us and we had to make a lot of effort to get intervention. The communication style was a bit abrasive."*

*"The new service Coordinator was horrible she never got in contact with us or gave us any updates. But we were so fortunate that the old service coordinator did all the transition paperwork for his pre-school earlier before she moved out of state"*

*"I worked with CDW in the past with other children, but this particular service coordinator is simply not good. She doesn't communicate well. I had some different things I needed to have happen and it took a long time for referrals to be made. I didn't have any information about other people I could speak with to help me out."*

Five families reported that that they experienced difficulties when their coordinator changed.

*"We have had a great experience for my daughter's first year. Since then, we have had a change in our family service provider because our other provider has moved on. We were assigned to someone who resigned shortly thereafter did our IFSP with another family service provider. A few days after the completion of the IFSP the family service provider who resigned came back and we were put back on her caseload without any warning/choice. I am expected to trust my daughter's services with a family service provider who may or may not stay long term."*

*"The change of coordinator was very confusing. I was NEVER notified. Most of the time I didn't know what was going on."*

*"I don't blame my coordinators, but I blame a poorly run system that is over run and improperly managed. I was never notified my coordinators were changing. I was the one calling to check on things and I was the one advocating for my child. The coordinator was clearly too overrun with cases. I am sure the system is flooded with children, but most children aren't going to have a parent who has the time to junk through the hoops I did for my son. And those are the ones who suffer. Thank God for the amazing therapist who made sure I knew what to do because the coordinators did not have the time."*

*"The issue we had was that our coordinator changed, and we didn't hear from the new one for months. I had a hard time figuring out who she even was. Once we did figure it out, it wasn't easy to get in contact with her. I haven't heard from her since the yearly evaluation. Communication isn't great."*

*"It took an extremely long time to get our second coordinator. Our first coordinator was decent. We did not have a great evaluation. There was information about the wrong kid in the report. I was livid. I called to follow up. I was never able to get in touch with her. Now the new therapist is confused because the evaluation is incorrect."*

When asked what additional needs families have, seven families reported that more information would be helpful to their family, including information about daycare, community activities/services, and activities to do at home. A few of these comments are shown below.

*"I wish I had more information about services in the community."*

*"I'm just recently interested in getting my son into daycare/early learning centers."*

*"Access to community activities and additional activities to do at home."*

*"Socialization during the pandemic. My son is 2 1/2 and not in daycare. And I would like to know how to properly socialize him for development. He has his little brother, but they aren't of peer age. We used to go to library activities and mom groups but all of that has been suspended."*

In sum, qualitative feedback suggests that most families were satisfied with their interactions with their family service providers. However, some families highlighted that quality across family service providers may not be consistent and that some providers do not regularly communicate with families. Relatedly, some families noted that they were not notified when there was a change in their provider, resulting in confusion. Finally, some families suggested that they would like to receive additional information about the activities and services available in their community.

#### **FINDING: FAMILIES' EXPERIENCES PARTICIPATING IN THE DEVELOPMENT OF THEIR INDIVIDUALIZED FAMILY SERVICE PLANS ARE POSITIVE AND REFLECT HIGH LEVELS OF SATISFACTION OVERALL**

Most families (97.06% agree or strongly agree) responding to the survey indicated that they were satisfied with their participation in the development of their Individualized Family Service Plan (IFSP). Table 17 provides the summary and descriptive statistics for this item.



Table 17

*Summary & descriptive statistics for IFSP item*

<b>Item</b>	<b>N</b>	<b>M</b>	<b>SD</b>	<b>Strongly Disagree (%)</b>	<b>Disagree (%)</b>	<b>Agree (%)</b>	<b>Strongly Agree (%)</b>
You are satisfied with your family's participation of your individualized Family Service Plan (IFSP)	341	3.56	.594	1.17	1.76	37.24	59.82

An independent T-test was used to examine whether families with children of Hispanic ethnicity answered significantly differently than families with children of non-Hispanic ethnicity. The test indicated that families with Hispanic children (M = 3.68, SD = .470) were more likely to be satisfied with their family's participation in the development of their IFSP than those families with non-Hispanic children (M= 3.52 SD= .627);  $t(339) = -2.21$ ,  $p = .03$  (not shown in table).

**FINDING: OVERALL, FAMILIES WERE SATISFIED WITH THEIR EXPERIENCE IN WORKING WITH THEIR EARLY INTERVENTION PROVIDER(S), HOWEVER WHITE FAMILIES REPORTED MORE FAVORABLE SCORES ON SOME ITEMS AS COMPARED TO NON-WHITE OR HISPANIC FAMILIES**

In general, families reported positive experiences with their early intervention provider(s). The percentage of families who agreed or strongly agreed on these items ranged from 97.02% to 98.51% (Table 18).

Table 18

*Summary & descriptive statistics of items regarding early intervention providers*

<b>Item</b>	<b>N</b>	<b>M</b>	<b>SD</b>	<b>Strongly Disagree (%)</b>	<b>Disagree (%)</b>	<b>Agree (%)</b>	<b>Strongly Agree (%)</b>
Treats you with respect.	336	3.73	.50	.60	.89	23.51	75.00
Is good at working with your family.	336	3.71	.52	.60	1.19	25.30	72.92
Provides you with up-to-date information about your child's progress/needs.	336	3.67	.56	.89	2.08	25.89	71.13
Includes you in decisions about your child's therapy.	337	3.70	.52	.59	1.19	25.82	72.40

An independent T-test was used to compare whether families with white children answered significantly differently than families with children of color. The test indicated that the item "Treats you with respect" was scored higher by families with white children (M= 3.78, SD= .43) than for families with children of color (M= 3.66, SD= .58);  $t(332) = 15.72$ ,  $p = .000$ . The test indicated that the item "Is good at working with your family" was scored higher by families with white children (M= 3.76, SD= .43) than for families with children of color (M= 3.64, SD= .61);  $t(332) = 18.61$ ,  $p = .000$ . Moreover, the item "Provides you with up-to-date information about your child's progress/needs" was scored higher by families with white children (M= 3.71, SD= .52) than for families with children of color (M= 3.62, SD= .611);  $t(332) = 6.72$ ,  $p = .01$  (not shown in table).

A one-way ANOVA test was used to compare whether families living in New Castle, Sussex, and Kent Counties answered items significantly differently. The test indicated that there were significant differences for the item "Is good at working with your family" [ $F(2, 327) = 3.17$ ,  $p = .04$ ]. Post hoc comparisons revealed that the mean score for New Castle County (M= 3.68, SD=

.535) differed significantly from Sussex (M= 3.81, SD= .460) County. However, New Castle and Kent and Sussex Counties did not significantly differ from each other (not shown in table).

Through comments, 20 families reported that their early intervention providers were respectful, gave families tools to help their child at home, and that these providers worked well with their child. A few of these comments are shown below. See Appendix D for the full list of comments in this theme.

*"I do not know what we would have done without CDW. All of our therapists were extremely helpful throughout different stages of 0-3 years old. Megan Weber, Matti Toome and Stacy Ferman worked with us pretty much straight through and were wonderful. Pam Shockley and both of our OT's came later and helped so much. All were patient with our daughter and provided tools we still continue to use. Thank you to Jeanette for keeping us informed and organized including on providing GREAT therapists!"*

*"The teacher was great with helping me be able to deal with behaviors and give consequences."*

*"Me gusta la forma en como tratan al hijo. me cayeron muy bien y son muy profesionales. son muy amables, me cayeron muy bien las personas que entraron en mi casa y tuvieron mucha paciencia con mi hijo. [I like how they treat my son. I like them, they are very professional. They are very nice, the people who have come into my home, they had a lot of patience with my son.]"*

*"The speech language Pathologist, Shawna Schmiedlin from Sunny Days was extremely helpful, kind, and patient with our son. She gave a lot of wonderful activities to work with our son at home and was always prompt to meetings and willing to work around my schedule, (I was a high-risk pregnancy so a lot of scheduling changes due to doctor's appointments). I am very pleased with the overall experience my family received from CDW and I would definitely recommend it to any family seeking services for their 0-3 child."*

*"Ha sido una experiencia agradable. Los terapeutas me encantan, como hacen su trabajo y mi hijo aprende algo diferente cada dia y ayudan mucho y son muy amables. [It's been a pleasant experience. I love the therapists, how they do their work my son learns something different each day, they help and are very kind.]"*

*"Our Therapists were amazing and did an excellent job."*

*"Bueno pues los terapeutas eran muy amables y estuvieron muchas veces conmigo y se portaron muy bien y respetuosos conmigo. [Well, the therapists were very nice, and I was around them many times and they treated us well and were respectful with me.]"*

*"Everything went well. Our speech therapist was incredible. No complaints about anything!"*

*"Our occupational therapist worked well with our son."*

*"We've had speech and physical therapy provided by Sharon and Kim since starting the program I love how they help me advocate for Brayah as well as being flexible I'm a single parent with health issues caring for a sick parent. They both really care for Brayah and feel like family."*

*"The teacher that came out for my daughter was amazing we were sad that the services ended because she became like family."*

However, a few families shared some challenges with their early intervention provider(s). Two families reported challenges associated with changes in their child's therapists.

*"Puedo compartir que nuestras experiencias fueron un poquito difíciles porque las terapistas han cambiado mucho - 4 diferentes terapistas y fue difícil. Me mandaron a una terapeuta, la primaria, que no tenía tanta disponibilidad, no tenía horario abierto, no tenía muchas opciones para las citas y con la tercera sentí que no conectó con mi hija, y después con del COVID me enviaron a otra que es bilingüe que elijí yo y apenas estamos empezando y parece que hace buen trabajo. [I can share that our experiences were a bit difficult because the therapists changed a lot - 4 different therapists and it was difficult. They sent me one therapist, the first one, that was never available, didn't have open times, didn't have many options for appointments, and with the third one I felt the therapist didn't connect with my daughter, and after that, since COVID, they gave us another that is bilingual that I chose. We are just getting started and it seems like the therapist does a good job.]"*

*"His therapist got changed around several times. Recommend more consistency with providers. Therapists were all good, but it would be nice / better to keep the same ones over time."*

Five families shared concerns about their child's therapists' competence and professionalism.

*"Our first speech therapist pushed us to go through the FaceTime sessions, which I didn't think was a secure way to go about it. After the first session, she was more interested in trying to talk to me to do a psychic reading. She cancelled three sessions in a row, and we weren't getting the help that we needed. Our current therapist is much."*

*"Most of the therapists are not qualified. They may just come in and kill their time at my place."*

*"There were some differences between what AI's opinion was vs. what our feeding therapist said. It turned out that our feeding therapist never even saw her. We didn't have a great experience with the therapists, and we ended up going to AI instead for services."*

*"Feeding therapist really need to be educated on the age group of when they are working with and realize that parents need the tools to help transition their baby from liquid to solids...it can be very difficult and they don't seem to give guides nor on hands help before COVID."*

*"I was so hopeful about CDW. My child was born extremely premature so automatically qualified for services. I felt my child's needs were often ignored and that he was often compared to other children with delays versus a typically developing child by the therapists. When he was presenting with delays in ADL's I was told he was capable but choosing not to do certain tasks. 1.5 years later and he's just now learning to dress himself at almost 4 years old. When I said he wasn't speaking appropriately and I was concerned about his speech, no one listened. It took us traveling to a team of specialists out of state to be heard... and as it turned out his speech was delayed and he could only say one-word syllables because he had so much fluid in his ears from repeated infections, that he couldn't hear, therefore couldn't speak. Had I not paid such close attention to his speech and advocated, he could have quite possibly had permanent hearing damage (per his specialists). His sensory processing disorder issues were dismissed by the Easter seals"*

*therapist as bad behavior and bad parenting. And when that same team of specialists out of state said he had oral sensory issues and needed feeding therapy, his Easter Seals speech therapist didn't address this hardly at all. She claimed every time she saw him eat, he did fine, despite me sending her videos of him choking on food. Here we are a year later, and he still chokes on food and vomits most days of the week. That is not a CDW issue per say, it was an issue with Easter Seals, but I felt these issues were dismissed."*

Overall, most families reported having positive experiences with their child's early intervention provider(s). Specifically, many described these providers as helpful, respectful, and effective. However, some families reported challenges resulting from frequent changes in their child's therapist or concerns about the providers' professionalism and competence.

**FINDING: THE TRANSITION PROCESS IS WELL HANDLED, THOUGH SOME FAMILIES MIGHT BENEFIT FROM A LITTLE MORE COMMUNICATION, TIME TO ASK QUESTIONS**

Most families reported a positive perception of the transition out of the B23/CDW program, although these items were rated less favorably compared to other areas assessed. Specifically, 88.77% of families agreed or strongly agreed that B23/CDW staff and their family talked about what will happen when their child leaves the B23/CDW program. Additionally, 88.85% of families agreed or strongly agreed that B23/CDW staff helped them address concerns and problem solve during the transition process (Table 19).

Table 19  
*Summary & descriptive statistics of transition items*

Item	N	M	SD	Strongly Disagree (%)	Disagree (%)	Agree (%)	Strongly Agree (%)
CDW staff and your family have talked about what will happen when your child leaves the CDW program.	276	3.39	.74	2.17	9.06	35.87	52.90
CDW staff have helped you to address concerns and problem solve during the transition process.	269	3.38	.79	4.09	7.06	35.69	53.16

A one-way ANOVA test was used to compare whether families living in New Castle, Sussex, and Kent Counties answered items significantly differently. The test indicated that there were significant differences for the item "And your family have talked about what will happen when your child leaves the CDW program" [F(2, 268)= 4.66, p= .01]. Post hoc comparisons revealed that the mean score for New Castle County (M= 3.29, SD= .80) differed significantly from Sussex (M= 3.52, SD= .69) and Kent (M=3.58, SD= .58) Counties. Kent and Sussex Counties did not significantly differ from each other (not shown in table).

Consistent with the quantitative data, five families commented that the transition out of the CDW program went smoothly.

*"I had a wonderful coordinator who worked very well to help us transition to the public-school setting."*

*"My coordinator was fantastic about assisting us transition to school district services, especially when I was struggling with getting the school district to communicate with me."*

*"We have since transitioned to school therapy. CDW helped with the transition and made it simple."*

*"The transition to my son's IEP when he turned 3 went very smoothly and I appreciate Alysia's help navigating that process."*

*"I do not know what we would have done without CDW. They also made the transition into the school system go so smoothly!"*

However, four families shared that they did not receive any information about transitioning.

*"The transition to the school district was nonexistent. CDW never contacted me. There was no final call. If I paid for this, I would sue. That's how bad it was."*

*"I had no idea about how the whole transition worked when she turned 3. I found out she was discharged from all her services when she turned 3 with zero plan on what was happening next due to covid-19. Now she receives no services with has now set her back."*

*"The abrupt stop to services should have been avoided. There should have been some leniency. There was no opportunity to have her transition to the school district. "*

*"The only thing was the transition into the school district. This might be on the school district though. I haven't been able to get a hold of anyone."*

Two families reported that they would appreciate more clarifying information about this process.

*"We will soon be transitioning out of CDW so that all just feels hard and complicated. We've had such great services and providers with CDW and have always clearly understood how our son would get/qualify for services and what it would all look like. The transition hasn't felt as clear so far; even though everyone has been very nice as always (and I do understand that due to COVID everything is probably way more complicated than usual). So, one suggestion I might have is to possibly find more ways to better educate caregivers and somehow make the transition to the School District clearer and a bit less confusing. I feel like it took us a while to get the full picture of just how different his services might be going forward and who to talk to about his future services and options (but that could also just be us not catching on quickly enough because honestly CDW is just great!)"*

*"I'd like to learn more about transition because it will be happening in March."*

In sum, while many families reported positive transition experiences, some families reported not receiving information about transitioning or that the transition process was unclear.

#### **FINDING: B23/CDW RESPONDED WELL TO THE CHANGING NEEDS BROUGHT ABOUT BY COVID-19**

Families completing the survey were asked about their perception of B23/CDW's response to the COVID-19 global pandemic. Most families (86.9%) reported that the B23/CDW program has been able to meet their needs during the pandemic (Table 20).

Table 20  
*Summary & descriptive statistics of COVID-19 item*

Item	N	M	SD	Strongly Disagree (%)	Disagree (%)	Agree (%)	Strongly Agree (%)
Has been able to meet your child's and family's evolving needs during COVID-19.	330	3.26	.79	4.2	8.8	43.9	43.0

Consistent with the quantitative survey data, six families commented favorable perceptions of B23/CDW's response to the COVID-19 pandemic. A few of these comments are provided below. To read all the comments for this theme, see Appendix D.

*"My child started service right at the beginning of the pandemic and even with this big disruption, his services continued flawlessly. And even though this is not ideal, I have continued to feel that everyone is moving forward in helping my child overcome his delays. I am so grateful to have his service available during this time."*

*"They were very accommodating with COVID-19. Worked really well with my son during the pandemic."*

*"I think that it's been a very positive experience for us. I personally have benefitted from the virtual switch (from COVID) so that I can connect with our interventionist. She can give me advice, tips, tricks, etc. that I wouldn't have received if she was going to the daycare."*

Other families shared challenges related to service delivery during the COVID-19 pandemic. Although several families shared disappointments, many of these families recognized the limits of what is possible during this time. Thirteen comments addressed general COVID-19-related concerns, five of which are highlighted below.

*"While I have only positive things to say – services via Zoom does not work for young children. However, as a teacher myself I know this is the only modality to deliver service time."*

*"My child has not received any direct services since COVID started, which is understandable. They're doing the best they can during COVID."*

*"The COVID thing threw a curveball at everybody. I understand that. There was a 2-month period where we weren't getting PT – our therapist left and then it took a while for a new one to come on board."*

*"It was a difficult situation all-around because of COVID. He was supposed to start in person services right when COVID started so he didn't get a chance to start. It's not their fault – it's just the situation. At the end of the day, he still needed the services though."*

*"With COVID, our coordinator said that no one was coming out for face-to-face services. However, virtual would not be effective. I understand that though."*

Eight families mentioned the difficulties of conducting therapy sessions over Zoom. A few of these comments are provided below.

*"Since COVID happened the program has been less, and we really haven't had anything. It has been a good experience even though COVID exists now, and I am looking forward to getting back with the program as soon as COVID allows and lowers to the point when we can get back open."*



*“COVID19 made it difficult especially because Speech Therapy is difficult for toddlers online. We ended up having to stop his ST because it was very difficult for him to remain engaged. We loved his ST though!!”*

*“Our therapists are great but doing zoom sessions during Covid did come with its challenges.”*

*“When COVID started it was through Zoom and it wasn’t as helpful because it is hard to get a kid to sit down and do the activities.”*

In addition, two families mentioned communication difficulties during this time.

*“Pues lo unico que me hubiera gustado es si hubieran comunicado conmigo durante la pandemia. Les dije que online no era posible y espero que me hubieran comunicado o hablado durante este tiempo. [Well the only thing I would have liked is if they had communicated with me during the pandemic. I told them that online was not possible and I wish they had communicated or spoken with me during this time.]”*

*“Once COVID hit, they abruptly stopped the services. When I went back to the coordinator to explain what was happening (our family was sick and there were hardships) she said I would need to start all over. At that point I already had a meeting with the school, and I wasn’t sure what my options are. I’m not receiving any services now.”*

In sum, many families recognized the inherent challenges of providing therapy services during a pandemic. However, other families highlighted that conducting therapy on Zoom was challenging or that they experienced communication difficulties.

## **RECOMMENDATIONS**

**RECOMMENDATION 1: WE ENCOURAGE DHSS, B23 ADMINISTRATION, & B23/CDW LEADERS TO CONGRATULATE AND SHARE THE GREAT WORK OF THEIR TEAM. EVEN DURING COVID-19, FAMILIES WERE VERY SATISFIED.**

Families receiving B23/CDW services overwhelmingly reported positive perceptions of their experiences within the program, at high rates, even during a pandemic when efforts to connect with families and provide services is a magnitude more challenging.

Families reported that the B23/CDW program had a positive impact on their child and family. Qualitative comments from families were overwhelmingly positive, with many families describing B23/CDW as a useful program that improved their child’s and family’s life. Most families also felt competent in knowing their rights, communicating their child’s needs, and helping their children develop and learn. In addition, they reported positive experiences with B23/CDW’s admission, evaluation, communication, and transition processes.

Moreover, many families indicated satisfaction with their family service coordinators and their participation in the development of the IFSP. Across qualitative comments, families frequently praised their coordinator and described their coordinators as supportive, helpful, and knowledgeable. Finally, most families were satisfied with their early intervention provider(s). Once again, qualitative comments from families were often positive, indicating that their providers worked well with their child, gave families helpful tools, and were respectful.

**RECOMMENDATION 2: WE ENCOURAGE DHSS, B23 ADMINISTRATION, AND B23/CDW LEADERS TO EXPLORE SOME UNIQUE FINDINGS THAT INDICATE POTENTIAL DIFFERENCES BY RACE AND ETHNICITY. FOCUS GROUPS OR QUALITATIVE INTERVIEWS WITH FAMILIES AND STAFF WOULD BE APPROPRIATE TO EXPLORE CRITICAL ISSUES IN COMMUNICATIONS, ISSUES OF RESPECT, AND GENERAL SUPPORT NEEDS.**

Tests of significance revealed that some differences emerged between families across racial demographics. Although most families nonetheless responded positively, some significant differences emerged between groups on select items. For example, significant differences were identified across several dimensions, including: families with children of color were less likely to agree that they felt listened to and were respected during the initial evaluation, less likely to agree that services were provided in their preferred language, and less likely to agree that their family service coordinator treated them with respect. These gaps in responses were subtle, as noted; the vast majority are very satisfied with services. Such findings suggest that a "deeper dive" might be advisable to better understand both from the family and provider perspective why this is the case, and more importantly what kinds of program shifts could occur to moderate differences in the future.

Tests of significance revealed that some differences also emerged between families with children of Hispanic ethnicity versus their non-Hispanic peers. Across many of these tests, we see that families of children of Hispanic ethnicity were especially appreciative of the B23/CDW program, notably scoring higher on impact items, which asked whether their child or family's quality of life had improved, than their non-Hispanic peers. Likewise, families with children of Hispanic ethnicity were more likely to be satisfied with their family's participation in the development of their IFSP than their non-Hispanic peers. However, families with children of Hispanic ethnicity were less likely to know who to speak with if they feel their family's rights are not being addressed.

Differences by county were also identified for some items, and many of these are consistent with racial and ethnic differences in survey rankings. For example, families from New Castle County were less likely to agree that their child's quality of life improved or that the initial evaluation addressed all concerns about their child's development. In addition, families from New Castle County were less likely to agree that the program communicated with them or offered activities and resources that were sensitive to their cultural and ethnic needs.

**RECOMMENDATION 3: WE ENCOURAGE DHSS, B23 ADMINISTRATION, AND B23/CDW LEADERS TO WEIGH THE POSSIBILITY OF ENHANCING THE SURVEY OUTREACH STRATEGY TO INCLUDE PROVIDERS AND STAFF TO THE EXTENT POSSIBLE.**

Consistent with prior years, relatively few families (n=27) completed the survey solely from receiving the mailed brochure. Additional contact, including phone calls and text messages, was needed to encourage most families to respond. As a result, mailed brochures do not appear to be particularly effective when compared to other outreach strategies. Instead, we recommend that service coordinators and other providers are involved in data collection efforts in the future. Because these individuals typically are viewed favorably by families and have regular contact with them, they likely would be helpful in encouraging more families to complete the survey.



#### RECOMMENDATION 4: WE ENCOURAGE DHSS, B23 ADMINISTRATION, AND B23/CDW LEADERS TO CONTINUE TO LEARN FROM AND REFLECT ON THE COVID-19 EXPERIENCE.

Some families reported that the changes in services resulting from the COVID-19 pandemic were beneficial for their family, whereas others indicated that virtual services were not effective for their child. As a result, DHSS, B23 Administration and B23/CDW leaders are encouraged to consider how to incorporate technology and virtual services that are advantageous for the majority of families the program serves. Leaders also are encouraged to consider how to minimize any potential lapses in children's services, which was a concern shared by some families.

### CONCLUSION

This report presented the results of the 2019-2020 B23/CDW Family Outcomes Survey. In addition, the report detailed the survey's review and revision process, which occurred prior to data collection. The review and revision process included exploratory factor analysis, a jurisdictional scan of available Part C family outcomes surveys, a review of previous B23/CDW final reports, and collaboration with DHSS, B23 Administration and B23/CDW stakeholders. Because of the revision process, the survey tool is now more concise, clear, and covers a broader array of services provided by B23/CDW and external early intervention service providers. The refined survey will contribute to a more differentiated picture of B23/CDW's quality of service.

Overall, the results of the survey indicate that most families are satisfied with the B23/CDW program. We found that most families felt competent in knowing their rights, communicating their child's needs, and helping their children develop and learn. In addition, many reported positive experiences with B23/CDW's admission, evaluation, communication, and transition processes. Additionally, most families were satisfied with their family service coordinator and early intervention providers. While most families reported positive perceptions of their experiences within the program, tests of significance revealed subtle differences between how families scored items across ethno-racial demographics and county lines.

Within this report, four recommendations have been presented for DHSS, B23 Administration and B23/CDW leaders to consider. First, we encourage DHSS, B23 Administration and B23/CDW leaders to congratulate and share the great work of their team. Second, we encourage DHSS, B23 Administration and B23/CDW leaders to explore some unique findings that indicate potential differences by race and ethnicity. Third, we encourage DHSS, B23 Administration and B23/CDW leaders to consider revisiting the survey outreach strategy, relying less on mail and more on outreach from providers and staff. Finally, we encourage DHSS, B23 Administration and B23/CDW leaders to continue to learn from and reflect on the COVID-19 experience.

## APPENDIX A: ENGLISH SURVEY

### 2019 – 2020 Child Development Watch Family Outcomes Survey

The following is a condensed version of the information found at <http://www.cresp.udel.edu/cdw>.

Child Development Watch (CDW) is interested in your opinions about the services provided to your child and family. Completing this survey is voluntary. The information that you provide in this survey will be kept confidential. Your answers will be combined with the information collected from other families to create a summary report about families' experiences with CDW. Any comments you provide will be reported anonymously. Your responses within the survey will not impact the CDW services you receive now or in the future. You may stop and continue the survey at any point, as your responses are automatically saved.

Individuals who complete this survey can enter into a drawing for a \$50 Amazon gift card. Ten gift cards will be given away. At the end of the survey, you can provide your email address or phone number if you are interested in entering the drawing. Participation in the drawing is voluntary.

If you have questions about the survey, please contact Dr. Samantha Shewchuk at 302-831-3486 or [shewchuk@udel.edu](mailto:shewchuk@udel.edu). If you have questions about the ethical aspects of this study or wish to make a complaint about how it is being conducted, you may contact the University of Delaware Institutional Review Board at 302-831-2137 or [hsrb-research@udel.edu](mailto:hsrb-research@udel.edu). In addition, you may contact Kim Ritter, Chair, Delaware Health and Social Services Human Subjects Review Board, Division of Management Services, Herman Holloway Sr. Campus, 1901 N. DuPont Highway, New Castle, DE 19720; (302) 255-9135; [kim.ritter@delaware.gov](mailto:kim.ritter@delaware.gov).

If you have any questions about the survey at this point, please take this opportunity to have them answered before granting your consent. If you are ready to provide your consent, do so by answering the question below.

Please select whether you agree to take this survey.

- Yes, I would like to take the survey.
- No, I would not like to take the survey.

Q1. Please indicate your PIN: \_\_\_\_\_

Q2. Which county do you live in?

- New Castle
- Kent
- Sussex

Q3. How old is your child?

- Birth to 1 year
- 1 to 2 years

- 2 to 3 years
- Over 3 years

Q4. Is your child a boy or a girl?

- Boy
- Girl

Q5. How would you describe your child's race? Please check all that apply.

- White
- Black or African American
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- Other

Q6. Is your child Hispanic, Latino, or of other Spanish ethnicity?

- Yes
- No

Q7. Is your child of Haitian ethnicity?

- Yes
- No

**Feedback on the CDW Program**

The following items focus on your experiences participating in the CDW program over the past year. Please indicate how much you agree or disagree with the following statements.

Q8. During the admission process:

	Strongly Agree	Agree	Disagree	Strongly Disagree
CDW staff met with you soon after the referral was made.				
It was easy to find out if your child was eligible for services.				

Q9. During the initial evaluation, CDW staff:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Asked for your input.				
Addressed all concerns about your child's development.				
Listened to you and respected you.				

**Q10. As part of the CDW program:**

	Strongly Agree	Agree	Disagree	Strongly Disagree
<b>You have received written information about your family's legal rights (e.g., due process and procedural safeguards).</b>				
<b>You feel you understand your family's legal rights within your child's program.</b>				
<b>You know who you need to speak with if you feel your family's rights are not being addressed within the program.</b>				
<b>You know who you need to speak with if you have other complaints or concerns about the program.</b>				

You have been asked about your <i>child's</i> strengths, needs, and goals for him or her.				
You have been asked about your <i>family's</i> strengths, needs, and goals.				

Q11. Since being a part of the CDW program:

	Strongly Agree	Agree	Disagree	Strongly Disagree
You know how to advocate for what your child needs.				
You are more able to get your child the services that he or she needs.				
You feel your <i>child's</i> quality of life has improved.				
You feel your <i>family's</i> quality of life has improved.				

Q12. Since being a part of the CDW program:

	Strongly Agree	Agree	Disagree	Strongly Disagree
You feel that the services provided by the CDW program are useful to your family.				
You are satisfied with your family's				

participation in the development of your Individualized Family Service Plan (IFSP).				
CDW has been able to meet your child's and family's evolving needs during COVID-19 (the Coronavirus pandemic).				

Q13. As a result of the CDW program:

	Strongly Agree	Agree	Disagree	Strongly Disagree
You see your child's skills and abilities improving.				
You feel that you have information you can use on a daily basis with your child to help him or her develop and learn.				

Q14. The CDW program:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Offers activities and resources that are sensitive to your cultural and ethnic needs.				
Communicates with you in a way that is				

sensitive to your culture and ethnic group.				
Provides services in your preferred language.				
Provides services in your preferred form of communication (text message, email, or telephone).				

Q15. If your child is 2 years old or older, please indicate how much you agree or disagree with the following statements about planning for transition from the CDW program.

	Strongly Agree	Agree	Disagree	Strongly Disagree
CDW staff and your family have talked about what will happen when your child leaves the CDW program.				
CDW staff have helped you to address concerns and problem solve during the transition process.				

**Feedback on Services from Your Family Service Coordinator**

The following items focus on your experience with your **family service coordinator** over the past year. Your family service coordinator is the person who helps your family coordinate services, which may be delivered by multiple providers. Please indicate how much you agree or disagree with the following statements.

Q16. Your family service coordinator:

	Strongly Agree	Agree	Disagree	Strongly Disagree



Treats you with respect.				
Is good at working with your family.				
Provides you with up-to-date information about your child's progress/needs				
Includes you in decisions about services, resources, and opportunities for your child.				
Is able to link you to the services that you need.				
Is available to speak with you on a regular basis.				
Gives you information about other activities and services in the community that may help you and your child (e.g., childcare, play groups, etc.).				

**Feedback on Services from Your Early Intervention Provider(s)**

The following items focus on your experience with your **early intervention provider(s)** over the past year. These are people such as speech-language therapists, physical therapists, or occupational therapists. Please indicate how much you agree or disagree with the following statements.

Q17. Your early intervention provider(s):

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
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Treats you with respect.					
Is good at working with your family.					
Provides you with up-to-date information about your child's progress/needs.					
Includes you in decisions about your child's therapy.					

Q18. Please share with us any additional information about your experience with CDW.

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Q19. Please share with us any additional service needs you have. This may include additional information or assistance that might help you better care for your child (including supports for your family).

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**This concludes the survey. We thank you for answering these questions.**

*If you are interested in entering the drawing to win one of ten \$50 Amazon gift cards, please provide your email address or phone number below. Entering the drawing is voluntary and therefore is not required.*

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## APPENDIX B: SPANISH SURVEY

### 2019 – 2020 Encuesta de Resultados para Familias del Child Development Watch

La siguiente es una versión resumida de la información que se encuentra al:  
<http://www.cresp.udel.edu/cdw>.

Le interesan al programa de Child Development Watch (CDW) sus opiniones acerca de los servicios que han recibido su hijo(a) y su familia. Su participación en esta encuesta es totalmente voluntaria. La información que nos ofrece en esta encuesta se mantendrá confidencial. Sus respuestas se combinarán con la información juntada de las demás familias para crear un informe de resumen acerca de las experiencias de las familias con CDW. Cualquier comentario que nos da solo se informaría de forma anónima. Sus respuestas dentro de la encuesta no afectarán los servicios de CDW que usted reciba ahora ni en el futuro. Sus respuestas se guardarán automáticamente así que puede parar en cualquier momento y seguir más tarde con la encuesta.

Las personas que completen esta encuesta participarán en un sorteo de una tarjeta de regalo Amazon de \$50. Se regalarán un total de 10 tarjetas de regalo. Al final de la encuesta puede ingresar su correo electrónico o su número de teléfono si le interesa entrar en el sorteo. La participación en el sorteo es voluntaria.

Si tiene preguntas sobre la encuesta, por favor comuníquese con la Dra. Samantha Shewchuk al 302-831-3486 o [shewchuk@udel.edu](mailto:shewchuk@udel.edu). Si tiene preguntas sobre cuestiones éticas del estudio o desea hacer una queja sobre cómo se está realizando, puede comunicarse con la Universidad de Delaware Institutional Review Board al 302-831-2137 o [hsrb-research@udel.edu](mailto:hsrb-research@udel.edu). Además podría ponerse en contacto con Kim Ritter, Directora, Delaware Health and Social Services, Human Subjects Review Board, Division of Management Services, Herman Holloway Sr. Campus, 1901 N. DuPont Highway, New Castle, DE 19720; por teléfono al: (302) 255-9135; o por correo electrónico al: [kim.ritter@delaware.gov](mailto:kim.ritter@delaware.gov).

En este momento si tiene cualquier pregunta sobre la encuesta, por favor aproveche ahora de tenerla contestada antes de dar su consentimiento. Si usted está listo para dar su consentimiento, lo puede hacer ahora por medio de contestar la pregunta siguiente.

Por favor seleccione si está de acuerdo con tomar esta encuesta.

- Sí, me gustaría tomar la encuesta.
- No, no quiero tomar la encuesta.

Q1. Por favor ingrese su "PIN": \_\_\_\_\_

Q2. ¿En cuál condado vive Ud.?

- New Castle
- Kent
- Sussex

Q3. ¿Qué edad tiene su hijo?

- Recién nacido hasta 1 año
- 1 a 2 años
- 2 a 3 años
- Mayor de 3 años

Q4. ¿Su hijo es niño o niña?

- Niño
- Niña

Q5. ¿Cómo describiría la raza de su hijo? Por favor seleccione todas las que correspondan.

- Blanco
- Negro o Americano Africano
- Asiático
- Nativo Americano o Nativo de Alaska
- De Hawái o las islas del Pacífico
- Otro

Q6. ¿Su hijo es hispano, latino, o de otra identidad española?

- Sí
- No

Q7. ¿Su hijo es de identidad haitiana?

- Sí
- No

### **Comentarios Sobre el Programa CDW**

Las siguientes frases tienen que ver con sus experiencias en participar en el programa de CDW en el último año. Por favor indique qué tan de acuerdo o en desacuerdo está con las siguientes frases.

Q8. Durante el proceso de admisión:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
El personal de CDW se reunió con usted poco después de que se hizo la referencia.				
Fue fácil enterarse si su				

hijo tenía derecho a recibir los servicios.				
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Q9. Durante la evaluación inicial, el personal de CDW:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Pidió su opinión.				
Abordó todas las preocupaciones sobre el desarrollo de su hijo.				
Lo escucha y respeta a usted				

Q10. Como parte del programa de CDW:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Usted ha recibido información escrita sobre los derechos legales que tiene su familia (o sea, debido proceso y garantías de procedimiento).				
Usted cree que entiende los derechos legales que tiene su familia dentro del programa de su hijo.				
Usted sabe con quién hay que hablar si piensa que los derechos de su familia no se				

tratan en el programa.				
Usted sabe con quién hay que hablar si tiene otras quejas o preocupaciones sobre el programa.				
Le han preguntado acerca de las fortalezas y necesidades de <u>su hijo</u> además de sus metas para él o ella.				
Ud. cree que tiene la oportunidad de discutir las fortalezas, las necesidades, y las metas <u>de su familia</u> .				

Q11. Desde participar en el programa de CDW:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Usted sabe cómo abogar por lo que necesite su hijo.				
Usted tiene mejor capacidad lograr que su hijo reciba los servicios que él o ella necesite.				
Usted cree que la calidad de vida de <u>su hijo</u> ha mejorado.				
Usted cree que la calidad de vida <u>de su</u>				

<i>familia</i> ha mejorado.				
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Q12. Desde participar en el programa de CDW:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Piensa que los servicios proveídos por el programa de CDW son útiles para su familia.				
Usted está satisfecho con la participación de su familia en el desarrollo de su Plan Individualizado de Servicios de Familia (o sea Individualized Family Service Plan, o IFSP por sus siglas en inglés).				
El programa de CDW ha podido satisfacer las necesidades cambiantes de su hijo y su familia durante el COVID-19 (la pandemia del Coronavirus).				

Q13. Como resultado del programa de CDW:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Ud. observa que las destrezas y habilidades de su hijo se mejoran.				
Ud. cree que tiene				



información que puede utilizar diariamente con su hijo para ayudarlo a desarrollarse y aprender.				
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Q14. El programa de CDW:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Ofrece actividades y recursos que son sensibles a sus necesidades culturales y étnicas				
Se comunica con usted en una manera sensible a su cultura y grupo étnico.				
Ofrece servicios en su lengua preferida.				
Ofrece servicios en su modo preferido de comunicación (o sea, mensajes de texto, correo electrónico, o teléfono).				

Q15. Si su hijo tiene 2 años o más, por favor indique qué tan de acuerdo o en desacuerdo está con las siguientes frases sobre la planificación para pasar desde el programa CDW.

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
El personal de CDW y su familia han				

discutido lo que pasará cuando su hijo parta del programa.				
El personal de CDW le ha ayudado tratar las preocupaciones y encontrar soluciones durante el proceso de transición.				

**Trabajando con su Coordinador de Servicios de Familia**

Las siguientes frases tienen que ver con sus experiencias con su **coordinador de servicios de familia** en el último año. Su coordinador de servicios de familia es la persona que ayuda a su familia a coordinar los servicios, los cuales pueden ser cumplidos por varios proveedores. Por favor indique qué tan de acuerdo o en desacuerdo está con las siguientes frases.

Q16. Su coordinador de servicios de familia:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo
Lo trata con respeto.				
Trabaja bien con su familia.				
Le proporciona información actualizada sobre el progreso y las necesidades de su hijo.				
Lo incluye en las decisiones sobre servicios, recursos y oportunidades para su hijo.				
Es capaz de conectarlo con servicios que necesita.				
Está disponible para hablar con				

usted regularmente.				
Le brinda información sobre otras actividades y servicios en la comunidad que les ayudará a usted y a su hijo (o sea, guardaría, grupo de juegos, etc.).				

**Recibiendo Servicios de su(s) Proveedor(es) de Intervención Temprana**

Las siguientes frases tienen que ver con sus experiencias con su(s) **proveedor(es) de intervención temprana** en el último año. Esto se refiere a personal tal como terapeutas del habla y el lenguaje, fisioterapeutas o terapeutas ocupacionales. Por favor indique qué tan de acuerdo o en desacuerdo está con las siguientes frases.

Q17. Los proveedor(es) de intervención temprana/terapeutas:

	Totalmente de acuerdo	De acuerdo	No de acuerdo	Totalmente en desacuerdo	No se aplica
Lo trata(n) con respeto.					
Trabaja bien con su familia.					
Le proporciona (n) información actualizada sobre el progreso y las necesidades de su hijo.					
Lo incluye(n) en las decisiones sobre la terapia de su hijo.					

Q18. Comparta con nosotros cualquier información adicional sobre su experiencia con CDW.

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Q19. Comparta con nosotros cualquier necesidad de servicio adicional que tenga, incluyendo si hay servicios adicionales, información y/o asistencia que le ayudarán darle mejor atención y cuidado a su hijo (incluyendo apoyos para su familia).

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**Aquí termina la encuesta. Le agradecemos por contestar las preguntas.**

*Si le interesa entrar en el sorteo para ganar una de las diez tarjetas de regalo Amazon de \$50, por favor introduzca su dirección de correo electrónico o su número de teléfono a continuación. Participar en el sorteo es voluntario y, por lo tanto, no es obligatorio.*

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## APPENDIX C: CREOLE SURVEY

### 2019 - 2020 Sondaj Child Development Watch Sou Resilta Pou Fanmi Yo

Sa se yon vèsyon kondanse sou enfòmasyon ou jwenn nan <http://www.cresp.udel.edu/cdw>.

Child Development Watch (CDW) enterese nan opinyon ou sou sèvis yo bay pitit ou a ak fanmi ou. Konplete sondaj sa a volontè. Enfòmasyon ou bay nan sondaj sa a ap rete konfidansyèl. Repons ou yo ap konbine avèk enfòmasyon yo kolekte nan men lòt fanmi yo pou kreye yon rezime on rapò sou eksperyans fanmi yo ak CDW. Nenpòt kòmantè ou bay ap anonym le yo rapòte yo. Repons ou yo nan sondaj la pap afekte sèvis CDW ou resevwa kounye a oswa nan lavni. Ou ka sispann epi kontinye sondaj la nan nenpòt ki pwen, kòm repons ou yo sere otomatikman.

Moun ki ranpli sondaj sa a ka antre nan yon lotri pou yon kat kado Amazon pou \$50. Antou 10 fanmi ap resevwa yon kat kado. Nan fen sondaj la, ou ka bay adrès imel ou oubyen nimewo telefon si ou enterese nan antre nan lotri an. Patisipasyon nan lotri an volontè.

Si ou gen kesyon sou sondaj la, tanpri kontakte Dr. Samantha Shewchuk nan 302-831-3486 oswa [shewchuk@udel.edu](mailto:shewchuk@udel.edu). Si ou gen kesyon sou aspè etik nan etid sa a oswa vle fè yon plent sou fason li ap fèt, ou ka kontakte University of Delaware Komisyon Konsèy la Revizyon Enstitisyonèl nan 302-831-2137 oswa [hsrb-research@udel.edu](mailto:hsrb-research@udel.edu). Anplis de sa, ou ka kontakte Kim Ritter, Prezidan, Sante Delaware ak Sèvis Sosyal Komisyon Revizyon Sosyal Imèn, Divizyon Sèvis Jesyon, Campus Sr. Herman Holloway, 1901 Highway N. DuPont, New Castle, DE 19720; (302) 255-9135; [kim.ritter@delaware.gov](mailto:kim.ritter@delaware.gov). Si ou gen nenpòt kesyon sou sondaj la nan pwen sa a, tanpri pran opòtinite sa a fè yo reponn yo anvan ou akòde konsantman ou. Si ou pare pou bay konsantman ou, fè sa lè w reponn kesyon suivan sa yo. Tanpri chwazi si ou dakò pran sondaj sa a.

- Wi, mwen ta renmen pran sondaj la.
- Non, mwen pa ta renmen pran sondaj la.

Q1. Tanpri ekri "PIN" ou an (nimewo idantifikasyon sa ou ka jwenn ni nan bwochi ak ou tèks mesaj ou resevwa sou sondaj la):

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Q2. Ki konte w ap viv?

- New Castle
- Kent
- Sussex

Q3. Ki laj pitit ou a?

- De Nesans rive 1 ane
- 1 a 2 zan
- 2 a 3 zan
- Plis pase 3 ane

Q4. Èske pitit ou a se yon ti gason oswa yon ti fi?

- Ti gason
- Ti fi

Q5. Ki jan ou dekri ras pitit ou a? Tanpri tcheke tout sa ki aplike.

- Blan
- Nwa oswa Afriken Ameriken
- Azyatik
- Ameriken Endyen oswa Natif Alaska
- Natif Natal Abitan Zile Pasifik
- Lòt

Q6 Èske pitit ou a ki nan CDW Panyòl, Latino, oswa nan lòt etnisite Panyòl?

- Wi
- Non

Q7 Èske pitit ou a ki nan CDW nan gwoup etnik ayisyen?

- Wi
- Non

### **Fidbak nan Pwogram CDW**

Atik sa yo konsantre sou eksperyans ou nan Pwogram CDW a pandan lane pase sa. Tanpri endike kijan ou dakò oswa pa dakò avèk deklarasyon sa yo.

Q8. Pandan pwosesis admisyon an:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Anplwaye CDW yo te rankontre avèk ou touswit apre yo te fè referans lan.				
Li te fasil pou ou chèche konnen si pitit ou a te kalifye pou sèvis yo.				

Q9. Pandan premye evalyasyon an, anplwaye CDW:

Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
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Yo mande pou opinion ou.				
Te adrese tout enkyetid ou moun te genyen konsènan devlopman pitit ou a.				
Koute ou epi respekte ou.				

Q10. Kòm yon pati nan pwogram CDW:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Ou te resevwa enfòmasyon alekri sou dwa legal fanmi ou (eg, pwosè kòmsadwa ak pwosedi sekirite).				
Ou santi ke ou konprann dwa legal fanmi ou nan pwogram pitit ou a.				
Ou konnen ak kiyès pou w pale si ou santi dwa fanmi ou yo pa adrese nan pwogram lan.				
Ou konnen ak kiyès pou w pale si w gen lòt plent oswa enkyetid sou pwogram lan.				
Yo te mande w sou fòs ak bezwen <i>pitit</i> ou a, ak objektif ou pou li.				
Yo te mande w fòs, bezwen, ak objektif <i>fanmi</i> ou.				



Q11. Depi ou fè pati nan pwogram CDW an:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Ou konnen kijan pou ou defann sa pitit ou bezwen.				
Ou gen plis kapasite pou w jwenn sèvis pitit ou a bezwen.				
Ou santi ke kalite lavi <i>pitit</i> ou amelyore.				
Ou santi ke kalite lavi <i>fanmi</i> ou amelyore.				

Q12. Depi ou fè pati nan pwogram CDW an:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Ou santi ke sévis yo bay nan pwogram CDW la yo itil fanmi ou.				
Ou satisfé ak patisipasyon fanmi ou nan devlopman Plan Sévis Endividyél pou Fanmi ou (oswa Individualized Family Service Plan, oswa IFSP pou akwonim li yo nan lang angle).				
CDW te kapab satisfé bezwen pitit ou ak fanmi kap evolye pandan COVID-19				

(pandemi Coronavirus la).				
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Q13. Kòm yon rezilta pwogram CDW a:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Ou wè dwate ak kapasite pitit ou a amelyore.				
Ou santi ou gen enfòmasyon ou ka itilize chak jou avèk pitit ou pou ede l devlope epi aprann.				

Q14. Pwogram CDW a:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Ofri aktivite ak resous ki sansib pou bezwen kiltirèl ak etnik ou yo.				
Kominike avèk ou nan yon fason ki sansib pou kilti ou ak gwoup etnik ou an.				
Ofri sèvis nan lang ou pi pito a.				
Bay sèvis nan fòm kominikasyon ou pi pito (mesaj tèks, imèl, oswa telefòn).				

Q15. Si pitit ou a gen 2 zan oswa plis, tanpri endike kijan ou dakò oswa pa dakò avèk deklarasyon suivan yo sou planifikasyon pou tranzisyon soti nan pwogram nesans a twa zan.

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
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Anplwaye CDW yo te pale ak fanmi ou sou sa ki pral rive lè pitit ou kite pwogram nan.				
Anplwaye CDW yo te ede ou pou rezoud pwoblèm ak enkyetid pandan pwosesis tranzisyon an.				

### **Fidbak ou Travay ak Kowòdonatè ki Bay Fanmi ou Sèvis**

Atik suivan yo konsantre sou eksperyans ou avèk kowòdonatè ki bay **fanmi ou sèvis** pandan ane ki sot pase a. Koòdonatè ki bay fanmi ou sèvis se moun ki ede fanmi ou kowòdone sèvis yo, ki ta ka delivre nan men plizyè founisè. Tanpri endike kijan ou dakò oswa pa dakò avèk deklarasyon sa yo.

Q16. Koòdonatè ki sèvi fanmi ou:

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou
Trete w avèk respè.				
Travay byen ak fanmi ou.				
Bay ou enfòmasyon ajou sou pwogrè / bezwen pitit ou.				
Enkli ou nan desizyon sou sèvis, resous, ak opòtinite pou pitit ou a.				
Sèvis kapab konekte ou avèk sèvis ou bezwen yo.				
Sèvis disponib pou pale avèk ou sou yon baz regilye.				

Sèvis ba ou enfòmasyon sou lòt aktivite ak sèvis nan kominote a ki ka ede ou menm ak pitit ou a (eg, gadri, gwoup jwèt, elatriye).				
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**Fidbak sou ou Sèvis nan men Founisè Entèkansyon Bonè ou (yo)**

Atik suivan yo konsantre sou eksperyans ou avèk **founisè entèkansyon bonè ou (yo)** pandan ane ki sot pase a. Sa yo se moun ki tankou terapè lapawòl, terapè fizik, oswa terapè okipasyonèl. Tanpri endike kijan ou dakò oswa pa dakò avèk deklarasyon sa yo.

Q17. Founisè Entèkansyon Bonè ou (yo):

	Dakò Anpil	Dakò	Pa Dakò	Pa Dakò Ditou	Pa aplikab
Trete w avèk respè.					
Travay byen ak fanmi ou.					
Bay ou enfòmasyon ajou sou pwogrè / bezwen pitit ou.					
Enkli ou nan desizyon sou terapi pitit ou a.					

Q18. Tanpri pataje avèk nou nenpòt enfòmasyon adisyonèl sou eksperyans ou ak pwogram nan CDW.

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Q19. Tanpri pataje avèk nou nenpòt bezwen sèvis adisyonèl ou genyen. Sa ka enkli sèvis, enfòmasyon, oswa asistans adisyonèl ki ta ka ede ou pi byen pran swen pitit ou a (ki gen ladan sipò pou fanmi ou).

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**Sondaj la fini. Nou remèsye ou paske ou reponn kesyon sa yo.**


*Si ou enterese nan antre nan lotri an pou w genyen youn nan dis kat pou \$50 kat kado Amazon yo, tanpri bay adrès imel ou oubyen nimewo telefon ou anba la. Antre nan lotri an volontè, li pa obligatwa.*

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## APPENDIX D: QUALITATIVE DATA FROM CDW FAMILY OUTCOMES SURVEY

**Note:** Blue comments are from question 18 (regarding additional information about experiences with CDW). Green comments are from question 20 (regarding additional service needs).

### **Positive overall comments about families' experiences with CDW (56 comments)**

- Great experience all around.
- The program has been very helpful.
- Great experience!
- Great help with my son's needs!
- Thank you all so much!!!! It's been great working with each of you 
- Thank you for all your help with my son!!!!
- We had a positive experience and we especially loved the teacher who worked with him in our home.
- I have had a positive experience with CDW for my son.
- Child watch has been great very blessed to have this service
- They have been very helpful with [my child].
- My team with CDW is an awesome group of people.
- This has been amazing for our daughter and family!
- They were warm and welcoming to work with! Nice staff.
- Overall, very well!
- Friendly staff that explained everything very well
- They were very flexible. They worked very well with my child. They were quick. I had a wonderful experience.
- They were great. We liked them.
- We really enjoyed the help that they gave us.
- wonderful staff
- My experience has been great.
- It's been very good so far. We have been very pleased. We look forward to getting into the group activities after COVID.
- It was a great program.
- They've been very helpful. They've been fantastic.
- I only have good things to say. This is my third child that had to go through CDW. They're supportive and accommodating. They provide excellent services.
- I'm very happy with the services
- It was very good. We had the same provider for our older son. Both received speech therapy and it was a positive result for both.
- It was very helpful
- All three of my boys have been through CDW and they have been great.
- I really enjoyed working with CDW.
- I feel like I had an overall good experience. I had an awesome speech therapist for my son.
- Our experience with CDW was amazing.

- It has been good so far! Therapists have been great and transitioning in December to the school.
- It was great
- I cannot say enough about this problem! I am forever thankful for the services and providers. It was a wonderful experience for me and my son.
- They were all amazing and understanding and patient. They listened a lot to my concerns and what I thought would work best. They were collaborative.
- It's a phenomenal program. I'm glad we were a part of it.
- It was a nice experience. They are very nice people. They came into the home and treated our family with respect.
- I have had an amazing experience.
- They provided everything I needed. I came through all of this with their help. Without them, I would have been frustrated. They answered all of my questions.
- I really appreciate this program.
- Everyone was amazing.
- They were very nice
- I'm very grateful for them. They care about the kids. You could email them any question. I still feel like I could reach out to them with questions.
- It's been good
- I feel safe to talk about anything 😊
- They are very kind and very resourceful on other ways I can help my child.
- Love that they check in to make sure I'm satisfied with services.
- Especially loved them visiting him at his daycare for services.
- Has navigated all the sensitivities of having a child in the program who is also in foster care. Continues to put the needs of the child first above all else. An incredibly beneficial experience for our foster daughter and our family. Thank you!!!
- Very grateful for CDW
- Una buena experiencia [A good experience]
- Todo ha sido como lo e esperado [Everything has been as expected]
- Muy buena experiencia [Very good experience]
- Muy buen servicio [Very good service]
- Pues estoy muy agradecida y satisfecha por el gran trabajo que hicieron por mi hijo. Estoy muy feliz. [Well, I am very thankful and satisfied with the great work they've done for my son. I am very happy.]
- Estoy muy satisfecha con la ayuda que nos brindaron. [I am very satisfied with the help they gave us.]

### **The CDW program increased families' knowledge and skills** (12 comments)

- They have been amazing for my family and helps us understand our son's condition
- That program was very good. I had passed it on to a friend whose child has autism. I have been with them for about 3 years every therapist and ECC has been nothing short of amazing and I appreciate them for making me knowledgeable about my child and how to help them further succeed in day-to-day journeys.
- The coordinators are wonderful and very helpful. They would give me packets for him to work on and for me to work on. I still have these packets on fine motor skills. I am still to



this day teaching him and he is going to school and everything. They were teaching me to teach him.

- We received a lot of tools to help our daughter more. I was appreciative of that.
- It was the perfect decision to call for help from the program. I called for me (as much as for him) even though he was my 4<sup>th</sup> child. I needed help to learn how to get things out of him. I called for me and I don't regret it... The program set the tone for me and taught me how to play with him and how to teach him with purpose, even though I am a mother of 4.
- The program staff was very helpful in my child's development. They supported and addressed my concerns and offered resources or information for what I could do at home to further my child's development with what I had. The program staff always thought several steps ahead and communicated the plan clearly
- I am so grateful to have been connected with CDW. I have learned so much about my daughter and together have been able to support and help my daughter to develop and learn new ways to communicate her needs. I also appreciated all the partners that CDW utilized to provide services for my daughter, in particular the Easter Seals team.
- It has been an easy transition, once I was informed with information that I am able to utilize to assist me with where we are today. I'm grateful for the help that was provided by CDW.
- I loved it. It changed my son's relationship with the whole family for the better. I felt like I got a lot of help. Everyone was helpful. They actually wanted to help my child – it wasn't an obligation. I enjoyed the services.
- I have two children and they both were involved in CDW. I enjoyed the experience and it was very informative and helpful.
- Mi familia y yo personalmente estamos muy agradecidos con la ayuda y enseñanza que nos proporciona el programa por que gracias a su ayuda el día de hoy entendemos de mejor manera a nuestra hija. Gracias a este programa obtuvimos un diagnóstico temprano de TEA (trastorno espectro autista) en nuestra hija, además de también educarnos como padres que es el diagnóstico de TEA. [Personally, my family and I are very grateful for the support and teaching the program has offered because thanks to your help we now better understand our daughter. Thanks to this program we got an early diagnosis for our daughter of autism spectrum disorder (ASD), in addition to educating ourselves as parents about what is the ASD diagnosis.]
- Hemos recibido un trato muy digno y mucha información y mucha comunicación y mucho respeto [We've received dignified treatment as well as a lot of information, communication, and respect]

### **The CDW program positively impacted their child's skills and development** (25 comments)

- We are so grateful for the connection that was made between CDW and our family! Our daughter had a rough start but has made strides in development over the last two and half years. We are confident that she will continue to do so in the future.
- Pre-COVID was the best. It was the best time ever. He learned a lot. His eye contact got better. There is nothing bad I can say about the program and I recommend it for anyone that needs it. I am glad that I called. He really is getting better. He isn't speaking yet... One day at a time... and he is now in school for autism. This has also helped me realize

what he still has to get through in life. Everything is going so fast and I have tears of joy thinking about how far we have come in the past year.

- We have been using CDW since fall of 2019 and I honestly do not think my son would be walking or would have walked when he did if it wasn't for them! He was barley crawling at the time of physical therapy. I also have enjoyed the way Jennifer has listened to me about the speech therapy we wanted to pursue at the start of Covid but due to Covid the style of services was unable to be met and Jennifer has worked with my family to ensure we are ok!
- My son as improved so much because of this program.
- My daughter is doing amazing. She had delays walking and now she is my child that runs the furthest.
- The progress my child has made since starting with CDW is amazing.
- The CDW program has enable my son to improve in his social, motor skills and communications. My son is able to pronounce some word correctly.
- Through our services our son has made great strides with progress
- Our experience with CDW has been life changing for our daughter. From speech to OT, the amount of growth that our daughter has made has been incredible.
- They helped me the best that they could. When I first contacted them, his speech was delayed. He improved a lot. Now he talks so much more compared to before starting the program. I greatly appreciate what they were able to do.
- I had a wonderful experience and am looking forward to getting back on track after COVID. I noticed a lot of progress and she is now thriving and walking and talking. She is doing it all. What I did learn while we were in the program, I have been able to apply and she might have been a little delayed because she was born premature, but she is strong and healthy now and I allow her to do the things she can do like pulling herself up and exploring.
- It really helped my son.
- The services from CDW were a great for my son's development.
- CDW has connected us with amazing service providers for our son. He has really grown, learned, developed, and blossomed with the help of the therapists and teachers he has had. I just wish there was a way for the program to continue beyond 3 years of age!
- I'm happy with the program. Therapy helped my son at day care; he is communicating very well now with the family and he is talking more now; he talks now, his communications skills have improved, his therapist got him talking; he talks too much now [laughing]! He just talks away now!
- It's been a great experience for our family. Am very happy with my child's improvement with the therapy's.
- CDW has greatly helped my family in improving my child's well-being. At the beginning I had much concern for my child's speech. He has very much improved in the last year and I am much less stressed about his future.
- My niece has gained a lot of skills and she's talking a lot more.
- I would like to point out the professionalism of the people that we work with. Everyone has been so valuable to my son's life and our lives. It's been a beautiful thing to see him progress and how well they work with him. It's been amazing. I'm so thankful for the people.

- Desde que mi hijo comenzó con la terapia del habla, ha mejorado su rendimiento en casa, incluso interactúa más con las personas, se involucra más en las actividades diarias y sigue mejorando cada día!!! [Since my son started speech therapy, his behavior at home has improved, including interacting with people and he gets involved more in daily activities and continues improving every day!!!]
- Nos apoyaron moralmente a mi familia y hicieron un buen trabajo en el desarrollo de mi hija [The provided moral support for my family and did a good job helping my daughter's development]
- Fue de gran ayuda para el desarrollo social en mi hijo [It was a great help for my son's social development]
- Para mí fue una experiencia muy bonita. Mi hijo era un poco tímido y CDW le ayudó. Ahora es más activo y es más seguro y participa más y se integra mejor en las actividades. [For me it was a very nice experience. My son was a little shy and Child Development Watch helped him. Now he is more active and more confident and he participates more and fits in better in the activities.]
- Estamos satisfechos con los avances que ha tenido el hijo que ya ha avanzado bastante. [We are satisfied with the advances that our son has had and he has come a long way.]
- Me gusta mucho el programa porque a mi hija le ayudó mucho... Gracias al apoyo del programa puede hablar y jugar más. [I like the program because it helped my daughter a lot... Thanks to the program's support she can talk and play more.]

**The usefulness of the program and how the program improved their child's and family's life** (4 comments)

- My experience with CDW was amazing for both of my sons. My son's behavior and communication has improved so much with all the services/help. I've learned so much myself they CDW and early intervention. It was a huge help and change. It made life easier. My kids wouldn't be the way they are if it wasn't for CDW and the help from all the early intervention. I'm beyond grateful and thankful for all the help.
- I love how this program is so helpful for my child. The program understands your needs and come up with a plan to help your child.
- Es un programa muy útil mi hijo aprendió mucho y yo también estoy contenta que mi hijo allá estado en el programa muchas gracias [It's a very useful program my son learned a lot and I am also very happy that my son has been in the program, many thanks]
- Estoy muy agradecido con todos que nos han apoyado a darnos lo que necesitamos para que mi hijo tenga una vida de un niño normal. Estoy muy agradecido a las personas que están involucrados en ayudar a mi niño a desarrollarse. [I am very grateful for everyone that has helped to give us what we need so my son has the life of a normal child. I am very thankful to all the people involved in helping my son's development.]

**The CDW program did not have an impact on their child** (1 comment)

- There hasn't been any real change in my son. I don't see a difference.

**Positive perceptions about getting started in the CDW program** (5 comments)

- Was a great experience, very short though, it only took about 2 months from first contacting them in Oct 2019, to get his therapy started, he only had about 4 or 5 sessions

before COVID, because he could not do it over Zoom, and then he aged out in Sept. And had.

- The process was pretty easy to get evaluated and set up with services.
- They have been extremely helpful with my son and helpful with my daughter even though she didn't need the services. She was evaluated in a timely manner to make sure she didn't need services.
- The CDW program has been wonderful from the beginning. Quick to get the evaluation going. We were started up right away.
- Better experience than the first time when child's PCP had us reach out.

#### **Negative family perceptions about the admission and evaluation processes** (7 comments)

- It was really hard to get started in the program. I had to be on top of them.
- Our doctor provided the referral and it took a while, no one got back to us. They said they had no availability in the program so the doctor's office intervened to get us into the program.
- When my son had his initial evaluation, he was scored in a way where he did not qualify for cognitive therapy or physical therapy, but did qualify for speech. Because of this, we pushed for PT anyway. He definitely needed it- was not age appropriate, and still has some delays. He has been working with a PT through Easter Seals and CDW for a year. My only complaint was that if I had not pushed for PT, he never would have gotten those services- the initial evaluation was incorrect as he obviously had (and still has) a need for PT.
- To get started with physical therapy, it took a very long time. We had to reach out a few times. The process was very lengthy at first and it could be shortened to get help faster. We waited 5 or 6 months.
- When we were first evaluated, I had minor concern during initial screening b/c my daughter at the time did not qualify, and then the second time she did, but there was still hesitation. So, when we met regularly with the contracted speech therapist, she clearly saw issues. My daughter is progressing well and she is working with the school district now, but it is still work to be done for improvement.
- Waiting till February for her autism/behavioral evaluation is a long time so that stinks but it's ok
- My son needs a new autism evaluation in person n not over video as the first one was.

#### **Further explanation about the assessment process** (1 comment)

- Some further explanation could have happened in the initial intake process. We were referred by her daycare. Her daycare has a therapist that works with the staff. This therapist noticed that my child had some issues and had suggested a referral. We were scheduled through CDW for the intake and they came out and met with us at the daycare, which was wonderful. They conducted the intake and then we were told that she really didn't have severe enough issues to warrant services. However, when she was assessed, she was not assessed for any sensory processing issues so we had to do another referral to Bayada for an OT eval. Maybe knowing in the assessment process that what she's actually being assessed for would be helpful. If I had known that the initial eval did not include sensory processing, I could have spoken up and we could have gotten services faster.

### **More frequent evaluations for children who did not meet the eligibility requirements initially** (2 comments)

- It was very difficult to get my son into CDW in the beginning. He was showing clear delays in expressive communication at 12 months old. No babbling, pointing, gestures. I knew something was wrong but everyone was telling me he was fine. We did private speech therapy at 15/16 months and insurance was difficult to pay for these services. He had one consonant he used for everything mama, open hand pointing, and was beginning to clap for more. I began working to try and get him to a developmental pediatrician. Thankfully, they rushed us in when an opening was available around 17 months. Then we were approaching 18 months and a follow up evaluation with CDW. The developmental pediatrician was really instrumental in getting my child admitted to CDW. From 18 months to today at 2 ½ years, one year. He has been receiving speech services. He has improved greatly and can recite ABC's, 123's, knows a thousand words. I wish there were evals every 3 months when your child doesn't get admitted. 6 months of no services is a big deal during this time. It causes a lot of anxiety knowing my son was behind, not understanding why and how to help, and expending days of effort understanding how this system works (health care and intervention) and to continually advocate for my son. I am so grateful for the last year of services. Our speech therapist is absolutely wonderful. Once we were admitted to CDW things began to improve. Resources, information, support. There was a lot of carry over and education on my end about the foundations and steps for speech development. I had a newborn 7 months ago, and he is already light years ahead of my first born. He blows raspberries, can do B, D, M, blows puss of air, younger trills. He is 7 months. My son never did any of those things until almost 2 years old.
- [My daughter] was supposed to receive ECE services through CDW; however, it wasn't communicated to us until months after her determination of need that she wouldn't receive those services until after she turned 1. Then, in the intervening 2 years, she barely had any of her ECE services because of constant service disruptions related to her assigned ECE. Additionally, after being evaluated at 9 months, she was never reevaluated to see if she would qualify for any additional services; however, in starting her transition to BSD, after expressing concerns about her fine motor skills, she was reevaluated and found to have a qualified need for OT services. Since she was on the bubble when CDW evaluated her back in 2018 (rated at an 85, but would've qualified for services at 83), I would've liked to have seen her reevaluated for OT needs BEFORE starting her BSD transition.

### **Ongoing developmental assessments** (1 comment)

- It would be helpful to have an ongoing comprehensive developmental assessment to determine what progress has been made.

### **Positive family experiences with their family service coordinator** (29 comments)

- Katie was absolutely amazing at navigating us through this process. She is the sweetest ever!
- We were very thankful for our son's time in the Child Development Watch program. He was able to receive speech services in our home and we were able to really pinpoint his



exact diagnosis. We liked our interactions with our family service coordinator and with our speech therapist.

- The service coordinator Gina is extremely kind and very helpful.
- Our coordinator was great and was good at educating us.
- My family coordinator was able to connect us with extra assistance and resources before the program was over.
- Our case worker has answered us all of the time and has helped us with everything that we needed. They have been great.
- We had a wonderful experience with CDW. Alyshia D'Ambrogi was our Family Service Coordinator and couldn't have been more helpful. All of the check-ins she did with our family were greatly appreciated and definitely helped us access any services we needed for our son.
- We loved our CDW coordinator.
- I'm really pleased with my coordinator and CDW.
- Our family coordinator, Lisa Oliver, became an extension of our family. She was an excellent resource, patient with us, and a wonderful support throughout our time with CDW.
- My CDW coordinator became part of my family. She treated my son's goals as if she were making them. She became engaged empathetic and sympathetic while ensuring all parties were working together.
- Our coordinator, Jessi Wyatt, is absolutely amazing. She is always in my corner and steps in to help me fight for the cares that my son deserves. I don't know what I would do without her!
- I have an amazing experience with CDW have the staff! I just adore my service coordinator and my son's education intervention specialist! They have been so helpful! They go above and beyond for my son and family! I can't thank them enough! I have seen such an improvement in my son!
- Gina Scarmozzi is AWESOME at her job. She listened to all of my concerns, answered all of my questions to the best of her ability and really made me feel like she cared about my family and my daughter's success in the program. She made everything easy and stress free.
- The coordinator did a great job.
- My service coordinator was excellent.
- Our service coordinator is absolutely fantastic. I'm so sad that we're going to be leaving CDW, although I know our coordinator has set us up for success. She is so helpful and has been such a great resource for our family. She has given us the best suggestions to help us medically with our son and dealing with our doctor. CDW was always so on top of it. I wish they would extend CDW until a child is older. It's people like them who make caring for a special needs child so much easier. They encourage the parent to keep going and not limit your child.
- Our coordinator was changed shortly before leaving the program and we had a better experience with her. She was amazing. I wish we had her from the time my child was born.

- Holly S. was an excellent example of a responsive case manager. I was sad to see her leave as she was knowledgeable, kind, and made the process so much easier than expected.
- My family coordinator Katie Burris, and our previous speech therapist Matti, are both amazing and I miss them both very much.
- Candy from the Dover office is amazing, and very good with staying in contact and making sure we had what we needed to get through the holidays and Covid!
- Our service coordinator is phenomenal.
- Gina, our coordinator, has been fantastic in helping me navigate the whole process. Also, each therapist we've had have been nothing but wonderful and caring, and I can tell they're truly love their jobs.
- I absolutely love my service coordinator Samantha R. She was great!!! Thank you for all of the help and resources you have provided.
- It was a great experience. My coordinator was great.
- The first speech therapist that was assigned to my child's case, I wasn't feeling that she was doing all that she could have been doing for my child. I reached out to my case coordinator and requested a change, with a specific speech therapist in mind, and the case coordinator listened, changed the therapist, and my child only had one week where he didn't have speech. I was very impressed that she was able to process everything so quickly. And I appreciated that she respected my concerns. Overall, it was a very good experience; he received speech every week in his daycare setting; I never had to worry about how I was going to juggle his speech with our busy life.
- I generally felt our coordinator was amazing, very innovative, and tried to help us as much as possible (outside of being somewhat dismissive of the speech and addressing concerns).
- Mi hijo recibió asistencia de Child Watch hasta los 3 años de edad. No tengo cómo agradecer al personal de Child Watch, tanto a la coordinadora que nos asesoró (Teirsa Knight) como a las terapeutas (Patty y Nicole) por la comunicación con nosotros, por la dedicación y el trabajo que hicieron con mi hijo. Todas siempre disponibles para mis preguntas, preocupaciones; con sugerencias y soluciones! Estoy muy agradecida por la existencia de este programa y por el excelente personal de trabajadores con que cuenta. Muchas gracias! [My son received assistance from Child Watch until he was 3 years old. I don't know how to thank the Child Watch staff (Teirsa Knight), including the coordinator that helped us as well as the therapists (Patty & Nicole), for their communication with us, for their dedication and the work they did with my son. All of them are always available with suggestions and solutions for my questions and worries! I am very grateful that the program exists and for its excellent staff. Thanks so much!]
- Todo de acuerdo. Mi coordinadora me está ayudando ahorita con información sobre la terapia. Estoy satisfecha con los resultados que hemos tenido con la coordinadora. [All good. My coordinator is helping me now with information about therapy. I am satisfied with the outcomes we've had with the coordinator.]

#### **Positive perceptions of family service coordinator communication** (5 comments)

- I am very pleased with how quickly Remi responds to my phone calls/emails and answers my questions. We work with Colleen H from Easter Seals and she's been wonderful especially since the past few months have been via Zoom due to Covid-19.

- I couldn't tell you how great our coordinator was, we always stayed in touch with each other, and she would get back to me right away. His physical therapist was amazing with him. Even when he wasn't feeling great, when she came in, he was happy to see her. He was always ready to work with her. We definitely had a great experience, even though he was transitioning away from the program and it happened during COVID (things were a little weird), but we still made it work. Able to do all the early intervention services in the home, which was amazing.
- They were amazing. They were readily available. If I contacted them about something they got back in contact very quickly. I'd recommend them to anyone. I can't say enough good things! The services were amazing.
- Our family had a really good experience with CDW. Our coordinator was awesome and kept us updated. The group of therapists (at Easter Seals) were awesome as well. We were very satisfied with the program.
- Our experience has been nothing but amazing! From the start there was clear communication, what services were available to us, and all our concerns were addressed. We loved everyone we got the privilege of working with and everyone was so kind and worked so well with my daughter.

#### **Infrequent service coordinator communication** (9 comments)

- My child's diagnosis and needs have evolved and changed, and with it his goals. His coordinator does not check in regularly as outlined in his plan and is thus surprised when I contact her with issues and challenges, we have, whether it is with a provider or his ability to participate in daycare due to his symptoms/conditions.
- My only comment would be to for coordinators to be more involved with the parents and reach out more. For example, the coordinator I met one time and after my son turned 3, I found out that coordinator left, and I was assigned somebody else who then left, and we then got a 3rd person. So, I suggest for something as important as this to keep the parents in the know and to communicate better.
- I would like more updates from my coordinator. I haven't heard from her since April (it's now October). More updates would be helpful.
- If I call my coordinator, I often don't hear back from her for a week.
- My last communication with my coordinator was in June. I was in and out of the hospital at that time. The coordinator closed out her case. I was told that we would need to start all over and do another evaluation. I was told that I should call for another evaluation. This was during COVID and I couldn't manage all of that.
- The Family Services Coordinator did not do a very good job. I was pretty disappointed with her communications skills, getting me things late, and not doing what she was supposed to do. However, her therapists were amazing! So, my overall experience was very good. I think it was just that one employee.
- At times we were playing phone tag with our contact person but that was the only downside.
- My child is 2 years old and he only saw somebody like 3 times. Haven't heard from anybody since the pandemic. I spoke to someone and they were supposed to mail me some paperwork so they come to my house.
- **Un poco más de ayuda para la comunicación con ustedes** [A little more help for communicating / contacting you]



### **Concerns with quality of coordinator communication** (3 comments)

- While my family has been recently assigned another family services coordinator, our survey answers are based on our initial coordinator. The overall experience included a significant amount of frustration throughout the process that lasted for 11 months. Our original coordinator appeared unorganized, disinterested, and at times disrespectful. Because of this incompetent and incomplete service, we feel our son missed out on opportunities. Thankfully, the team through Easter Seals has been great. Because of our experience, we unfortunately haven't seen the value of the CDW.
- The service coordinator was too brash and relating my kids to her kids in a way that made me feel uncomfortable.
- Too much formal conversation going on through text messages. Also, CDW did not cooperate with my decision in taking a break after my son has had open heart surgery, we are no longer members

### **Other negative experiences with service coordinator** (1 comment)

- Case worker have nothing of being responsible don't know how she got the job

### **Varying experiences with service coordinators** (4 comments)

- The first service coordinator we received with was horrible - we only heard from her when I reached out and she never helped us, she didn't attend our IEP meeting nor tell us she was not going to be there, and only did an FISP at the start of services, we went almost a year with one plan! I had to reach out to a supervisor and program director I was so disgusted with our experience and the lack of caring that our service coordinator had. They did provide a new coordinator to work with us who was amazing but the experience for the first almost 10 months was horrible.
- One of our coordinators was very good. The subsequent coordinator was not communicative with us and we had to make a lot of effort to get intervention. The communication style was a bit abrasive.
- The new service Coordinator was horrible she never got in contact with us or gave us any updates. But We were so fortunate that the old service Coordinator did all the transition paperwork for his preschool earlier before she moved out of state
- I worked with CDW in the past with other children but this particular service coordinator is simply not good. She doesn't communicate well. I had some different things I needed to have happen and it took a long time for referrals to be made. I didn't have any information about other people I could speak with to help me out.

### **Challenges resulting from changes in service coordinators** (5 comments)

- We have had a great experience for my daughter's first year. Since then, we have had a change in our family service provider because our other provider has moved on. We were assigned to someone who resigned shortly thereafter did our IFSP with another family service provider. A few days after the completion of the IFSP the family service provider who resigned came back and we were put back on her caseload without any warning/choice. I am expected to trust my daughter's services with a family service provider who may or may not stay long term.

- The change of coordinator was very confusing. I was NEVER notified. Most of the time I didn't know what was going on.
- I don't blame my coordinators but I blame a poorly run system that is over run and improperly managed. I was never notified my coordinators were changing. I was the one calling to check on things and I was the one advocating for my child. The coordinator was clearly too over run with cases. I am sure the system is flooded with children, but most children aren't going to have a parent who has the time to junk through the hoops I did for my son. And those are the ones who suffer. Thank God for the amazing therapist who made sure I knew what to do because the coordinators did not have the time.
- The issue we had was that our coordinator changed, and we didn't hear from the new one for months. I had a hard time figuring out who she even was. Once we did figure it out, it wasn't easy to get in contact with her. I haven't heard from her since the yearly evaluation. Communication isn't great.
- It took an extremely long time to get our second coordinator. Our first coordinator was decent. We did not have a great evaluation. There was information about the wrong kid in the report. I was livid. I called to follow up. I was never able to get in touch with her. Now the new therapist is confused because the evaluation is incorrect.

**Positive experiences with early intervention providers (20 comments)**

- I do not know what we would have done without CDW. All of our therapists were extremely helpful throughout different stages of 0-3 years old. Megan Weber, Matti Toome and Stacy Ferman worked with us pretty much straight through and were wonderful. Pam Shockley and both of our OT's came later and also helped so much. All were patient with our daughter and provided tools we still continue to use. Thank you to Jeanette for keeping us informed and organized including on providing GREAT therapists!
- The teacher was great with helping me be able to deal with behaviors and give consequences.
- The speech language Pathologist, Shawna Schmiedlin from Sunny Days was extremely helpful, kind, and patient with our son. She gave a lot of wonderful activities to work with our son at home and was always prompt to meetings and willing to work around my schedule (I was a high-risk pregnancy so a lot of scheduling changes due to doctor's appointments). I am very pleased with the overall experience my family received from CDW and I would definitely recommend it to any family seeking services for their 0-3 child.
- Everything went well. Our speech therapist was incredible. No complaints about anything!
- Our occupational therapist worked well with our son.
- We love our therapist
- We've had speech and physical therapy provided by Sharon and Kim since starting the program I love how they help me advocate for [my child] as well as being flexible I'm a single parent with health issues caring for a sick parent. They both really care for [my child] and feel like family.
- The teacher that came out for my daughter was amazing we were sad that the services ended because she became like family.

- All the therapist from CDW is very much cooperative. I would definitely recommend to the parents of child who needs extra support .It's a nice experience.
- The therapists that they use from Sunny Days are great! Our coordinator was very professional and knew exactly what we were trying to express.
- The therapists are great.
- We LOVE our OT and Speech Therapist! They have been amazing!
- Our PT does a wonderful job and the coordinator always calls and checks up on us.
- They were amazing. I had the best therapist.
- Our therapists were amazing and did an excellent job.
- El trabajo de los terapistas era muy bueno, muy paciente. [The therapists did great work, were very patient.]
- Encontraron los medios para servirnos en la terapia [In therapy they found approaches that worked for us.]
- Me gusta la forma en como tratan al hijo. me cayeron muy bien y son muy profesionales. son muy amables, me cayeron muy bien las personas que entraron en mi casa y tuvieron mucha paciencia con mi hijo. [I like how they treat my son. I like them, they are very professional. They are very nice, the people who have come into my home, they had a lot of patience with my son.]
- Ha sido una experiencia agradable. Los terapistas me encantan, como hacen su trabajo y mi hijo aprende algo diferente cada dia y ayudan mucho y son muy amables. [It has been a pleasant experience. I love the therapists, how they do their work my son learns something different each day, they help and are very kind.]
- Bueno pues los terapistas eran muy amables y estuvieron muchas veces conmigo y se portaron muy bien y respetuosos conmigo. [Well, the therapists were very nice and I was around them many times and they treated us well and were respectful with me.]

#### **Challenges resulting from changes in early intervention providers (2 comments)**

- His therapist got changed around several times. Recommend more consistency with providers. Therapists were all good, but it would be nice / better to keep the same ones over time.
- Puedo compartir que nuestras experiencias fueron un poquito difíciles porque las terapistas han cambiado mucho - 4 diferentes terapistas y fue difícil. Me mandaron a una terapeuta, la primaria, que no tenía tanta disponibilidad, no tenía horario abierto, no tenía muchas opciones para las citas y con la tercera sentí que no conectó con mi hija, y después con del COVID me enviaron a otra que es bilingüe que elijí yo y apenas estamos empezando y parece que hace buen trabajo. [I can share that our experiences were a bit difficult because the therapists changed a lot - 4 different therapists and it was difficult. They sent me one therapist, the first one, that was never available, didn't have open times, didn't have many options for appointments, and with the third one I felt the therapist didn't connect with my daughter, and after that, since COVID, they gave us another that is bilingual that I chose. We are just getting started and it seems like the therapist does a good job.]

#### **Challenges with professionalism and competence of early intervention providers (4 comments)**

- Our first speech therapist pushed us to go through the FaceTime sessions, which I didn't think was a secure way to go about it. After the first session, she was more interested in trying to talk to me to do a psychic reading. She cancelled three sessions in a row and we weren't getting the help that we needed. Our current therapist is much.
- Most of the therapists are not qualified. They may just come in and kill their time at my place.
- There were some differences between what AI's opinion was vs. what our feeding therapist said. It turned out that our feeding therapist never even saw her. We didn't have a great experience with the therapists and we ended up going to AI instead for services.
- Feeding therapist really need to be educated on the age group of when they are working with and realize that parents need the tools to help transition their baby from liquid to solids....it can be very difficult and they don't seem to give guides nor on hands help before covid

#### **Feeling dismissed by intervention provider** (*1 comment*)

- I was so hopeful about CDW. My child was born extremely premature so automatically qualified for services. I felt my child's needs were often ignored and that he was often compared to other children with delays versus a typically developing child by the therapists. When he was presenting with delays in ADL's I was told he was capable but choosing not to do certain tasks. 1.5 years later and he's just now learning to dress himself at almost 4 years old. When I said he wasn't speaking appropriately and I was concerned about his speech, no one listened. It took us traveling to a team of specialists out of state to be heard... and as it turned out his speech was delayed and he could only say one-word syllables because he had so much fluid in his ears from repeated infections, that he couldn't hear, therefore couldn't speak. Had I not paid such close attention to his speech and advocated, he could have quite possibly had permanent hearing damage (per his specialists). His sensory processing disorder issues were dismissed by the Easter seals therapist as bad behavior and bad parenting. And when that same team of specialists out of state said he had oral sensory issues and needed feeding therapy, his Easter Seals speech therapist didn't address this hardly at all. She claimed every time she saw him eat, he did fine, despite me sending her videos of him choking on food. Here we are a year later, and he still chokes on food and vomits most days of the week. That is not a CDW issue per say, it was ana issue with Easter Seals, but I felt these issues were dismissed.

#### **Mixed experiences with early intervention providers** (*2 comments*)

- We had 2 people that helped us - first childhood person (Joanna). Joanna was great. Easter Seals was harder to collaborate and took a longer time for my daughter to warm up to her. Overall, the services were beneficial.
- I love our physical therapist. She had surgery and when she was on leave, we had an intern and she suggested off the wall stuff. I didn't feel that was personalized or individualized but our actual PT is amazing.

#### **Smooth transition out of the CDW program** (*5 comments*)

- I had a wonderful coordinator who worked very well to help us transition to the public-school setting.

- My coordinator was fantastic about assisting us transition to school district services, especially when I was struggling with getting the school district to communicate with me.
- The transition to my son's IEP when he turned 3 went very smoothly and I appreciate Alysia's help navigating that process.
- I do not know what we would have done without CDW. They also made the transition into the school system go so smoothly!
- We have since transitioned to school therapy. CDW helped with the transition and made it simple.

**Provided no information about the transition out of CDW (4 comments)**

- The transition to the school district was nonexistent. CDW never contacted me. There was no final call. If I paid for this, I would sue. That's how bad it was.
- I had no idea about how the whole transition worked when she turned 3. I found out she was discharged from all her services when she turned 3 with zero plan on what was happening next due to covid-19. Now she receives no services with has now set her back.
- The abrupt stop to services should have been avoided. There should have been some leniency. There was no opportunity to have her transition to the school district.
- The only thing was the transition into the school district. This might be on the school district though. I haven't been able to get a hold of anyone.

**More information is needed regarding the transition out of CDW (2 comments)**

- We will soon be transitioning out of CDW so that all just feels hard and complicated. We've had such great services and providers with CDW and have always clearly understood how our son would get/qualify for services and what it would all look like. The transition hasn't felt as clear so far; even though everyone has been very nice as always (and I do understand that due to COVID everything is probably way more complicated than usual). So, one suggestion I might have is to possibly find more ways to better educate caregivers and somehow make the transition to the School District clearer and a bit less confusing. I feel like it took us a while to get the full picture of just how different his services might be going forward and who to talk to about his future services and options (but that could also just be us not catching on quickly enough because honestly CDW is just great!)
- I'd like to learn more about transition because it will be happening in March.

**The transition was more challenging because of COVID-19 (3 comments)**

- We definitely had a great experience, even though he was transitioning away from the program and it happened during COVID (things were a little weird), but we still made it work.
- The transition was during COVID which was hard.
- Navigation with school service situation w covid

**CDW's COVID-19 response**

**Favorable perception of COVID-19 response (6 comments)**

- My child started service right at the beginning of the pandemic and even with this big disruption, his services continued flawlessly. And even though this is not ideal, I have

continued to feel that everyone is moving forward in helping my child overcome his delays. I am so grateful to have his service available during this time.

- They were very accommodating with COVID-19. Worked really well with my son during the pandemic.
- I think that it's been a very positive experience for us. I personally have benefitted from the virtual switch (from COVID) so that I can connect with our interventionist. She can give me advice, tips, tricks, etc. that I wouldn't have received if she was going to the daycare.
- We did well with Easter Seals as well as the other providers. We had to go online once COVID hit but we appreciated the effort that everyone put in.
- We had a really great experience. Even though COVID hit, I think they handled the transition well. We didn't have a big delay in therapy.
- Con la pandemia tambien nos continuaron con la terapia en la computadora hasta que logre [During the pandemic they also continued with therapy for us on the computer.]

### **Challenges resulting from COVID-19** (13 comments)

- We didn't have much time to work together before covid started and are currently on pause.
- My child has not received any direct services since COVID started, which is understandable. They're doing the best they can during COVID.
- The COVID thing threw a curveball at everybody. I understand that. There was a 2-month period where we weren't getting PT – our therapist left and then it took a while for a new one to come on board.
- Since COVID happened the program has been less and we really haven't had anything. It has been a good experience even though COVID exists now and I am looking forward to getting back with the program as soon as COVID allows and lowers to the point when we can get back open.
- It was a difficult situation all-around because of COVID. He was supposed to start in person services right when COVID started so he didn't get a chance to start. It's not their fault – it's just the situation. At the end of the day, he still needed the services though.
- I'm good. Just wish this virus wasn't around and wish she could capitalize on all the opportunities the program provides.
- Experience was great! Unfortunately, due to Covid in house visits were suspended but besides that I am pleased with my son's progress.
- My son is doing great. I can't wait for home services to start back up.
- When my daughter was receiving services, it was good. She was receiving services for almost a year. However, when COVID hit, it really declined.
- With COVID it was challenging to get my child the PT services that she needed. However, they gave us a lot of resources. Before COVID everything was great.
- Looking forward to having full hands-on service after COVID.
- When COVID hit, everything went down and I don't think we benefitted from the program. We could use more communication from our service coordinator. More involvement with getting my child connected to community resources.
- It was hard to talk to anyone during the lockdown. It was hard to get anyone to listen or address the concerns.



- A causa de COVID el terapeuta no pudo venir más pero todavía le ayudó mucho con el desarrollo y el aprendizaje. [Because of COVID the therapist couldn't come any more but it still helped a lot with development and learning.]

### **COVID-19 challenges specifically related to online therapy sessions (8 comments)**

- With COVID, our coordinator said that no one was coming out for face-to-face services. However, virtual would not be effective. I understand that though.
- COVID19 made it difficult especially because Speech Therapy is difficult for toddlers online. We ended up having to stop his ST because it was very difficult for him to remain engaged. We loved his ST though!!
- Our therapists are great, but doing zoom sessions during Covid did come with its challenges.
- While I have only positive things to say – services via Zoom does not work for young children. However, as a teacher myself I know this is the only modality to deliver service time.
- When COVID started it was through Zoom and it wasn't as helpful because it is hard to get a kid to sit down and do the activities.
- During the quarantine and COVID restrictions my child's services became pointless as physical therapy can't be done over a zoom call and speech and social/emotional therapy are also too difficult with a two-year-old over a zoom call. During quarantine my daughter lost all of her services, by somehow testing out over a zoom session. I did not agree with her losing services and she still had many speech issues.
- I saw a great improvement with his speech when he was getting services but he is still having trouble because he can't do sessions on zoom.
- Nada mas por facetime durante COVID no pudo hacer contacto directo pero hizo bien con la terapeuta [With the therapist there's been nothing now during COVID except for Facetime; we couldn't have direct in-person contact but it went well]

### **Communication challenges during COVID-19 (2 comments)**

- Once COVID hit, they abruptly stopped the services. When I went back to the coordinator to explain what was happening (our family was sick and there were hardships) she said I would need to start all over. At that point I already had a meeting with the school and I wasn't sure what my options are. I'm not receiving any services now.
- Pues lo unico que me hubiera gustado es si hubieran comunicado conmigo durante la pandemia. Les dije que online no era posible y espero que me hubieran comunicado o hablado durante este tiempo. [Well the only thing I would have liked is if they had communicated with me during the pandemic. I told them that online was not possible and I wish they had communicated or spoken with me during this time.]

### **Additional needs shared by families - Increased therapy services (11 comments)**

- Suggest more options for evening hours for therapy for working families.
- They do the services like once a week. If they could increase the visits a little it would be better. Once a week is not enough.
- They only see him on Wednesdays for an hour. Maybe more time would have been helpful. I'm not clear what they do because they go to his daycare.

- Language assistance for child
- I still feel we need help with his sensory needs. When I went for the eval at the school district their therapist again acted like my son just chooses not to listen and We aren't parenting properly and that is why he "bounces around from activity to activity". I disagree. I think it's sensory overload. My son is a good boy, and he tries to listen but his environment overwhelms him. Loud noises cause meltdowns, he cowers and covers his ears, and I have to hold and try to comfort him. I cannot take him to large gatherings (pre-covid) because it's very overwhelming for him. He definitely has spacial awareness issues and knocks stuff over, runs into things, and gets hurt a lot. It's hard to justify that this is not just a personality flaw to the therapists.... yet the ones out of state picked up on it immediately. He is getting EI virtually through the school district but it doesn't address his sensory needs at all and I'm floundering trying to navigate this on my own. In the end, my son is the one who is suffering.
- She needs Physical therapy badly. She's definitely not progressing now that we have no services since March.
- just got doctor's order for Speech therapy, going to need help again
- I need all the help and support. My 2-year-old child doesn't know how to talk in clear sentences so it's pretty hard trying to understand him. When you don't understand him he acts out and starts to have these episodes of throwing things around, screaming, and breaking TVs.
- Nutritional support for my child's allergies and food intolerance
- La de lenguaje [Speech therapy]
- Me gustaría que uniera más terapeutas del habla para niños con autism [I wish there were more speech therapists for children with autism]

**Additional needs shared by families - Group therapy suggestions** (2 comments)

- I kind of got the feeling that it's like they want to provide the bare minimum. I think he could have benefitted from having more therapy time or being involved in more of a group setting.
- I would love groups sessions with other parents via CDW so that I would not feel so alone as I go through this process.

**Additional needs shared by families - Increased length of program** (1 comment)

- The program should be longer. He (my son) didn't get to start the program until he was 2 or 2-1/2. We had to wait until he wasn't having seizures any longer. For him, or if the kids start later, they should stay longer in the program... Not everybody knows about the program. The program should be more available to everybody. If my son wasn't having his problems, I never would have thought to put him in a program like that. They should get better information out to people about the program and how it can help. I really wish he could continue in the program. I sent our coordinator pictures of my son at school. They like to keep up with their cases and know how the kids are doing. That's what I like about them.

**Additional needs shared by families - More information about available therapy providers** (1 comment)



- Speech therapy was most beneficial for our son, but providers were limited. We have had more progress with private ABA in the past few months than with CDW. ABA was mentioned to be available through state providers but never provided. More connections/networking contacts should be provided for individualized services regardless if available through state programs.

**Additional needs shared by families - More information for families** (7 comments)

- Maybe some outside ideas for the child's therapy. And maybe more information on if the child needs more therapy outside of the program.
- I wish I had more information about services in the community.
- Access to community activities and additional activities to do at home.
- Socialization during the pandemic. My son is 2 1/2 and not in daycare. And I would like to know how to properly socialize him for development. He has his little brother but they aren't of peer age. We used to go to library activities and mom groups but all of that has been suspended.
- Information for obtaining a para for a child with autism.
- Needed info how to get diapers assistant through Medicaid got no where
- Más información y opciones [More information and options]

**Additional needs shared by families - More resources for families** (4 comments)

- I wish we had more resources for limited income families when it comes to getting items to assist with therapy sessions. We are a in home care family due to my child's weakened immune system. Sometimes it's really hard to financially get the things she needs to participate and advance in every day skills
- Still trying to get her into preschool to help with her being more social
- I'm just recently interested in getting my son into daycare/early learning centers.
- Housing
- I'm in need of assistance with housing and clothes and stuff for my children.

**Additional needs shared by families - Assistance with other agency** (1 comment)

- My daughter has not received DVI services since March and there has been no communication pertaining to anything service related. I have reached out to my family service provider who is unable to contact anyone to assist.

**Other comments shared by families - Positive experience with regard to language** (1 comment)

- acerca todos los personal atendieron muy bien en lenguaje que entendemos. [about all the staff; they took good care of us in language that we understand.]

**Other comments shared by families - Negative experience with regard to language** (1 comment)

- Mentioned this was the first time someone spoke with her in Spanish, her preferred language.

**Other comments shared by families - Challenge with medical insurance** (1 comment)

- There was a problem that CDW caused to us with our medical insurance. For several times CDW charged the insurance the full amount of service, and because of our high deductible we had to pay for it. Fortunately, after several calls with CDW, they retracted the cost of the services and the insurance returned the money into our account.

**Other comments shared by families - Individualized Family Service Plan** *(1 comment)*

- The one thing that I thought was difficult was that they ask you to set goals for your child. I'm not familiar with what the typical goals should be. That part was a bit of a struggle for me.