

2024 EI Family Questionnaire

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Webinar Housekeeping

Communicating: Type questions/comments into the Q&A box.

Polls: Questions will appear on the screen. Click the button next to your answer. Responses will be anonymous.

Recording & CPDUs: This webinar is being recorded, and the recording will be posted to the EI website. CPDUs are not provided for the recording or the live session.

Tech Tips:

- Use computer audio (**Audio arrow**)
- Use headset if having audio problems
- Close other apps
- Log out and back in to Zoom
- Dial in (phone option on registration email)



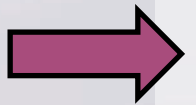
Webinar Objectives



Provide an overview of the questionnaire



Review the questionnaire items



Review the questionnaire process



Have discussions about:

- Engaging families
- Maximizing response rate
- Increasing representativeness



Review 2023 EI Family Questionnaire data



What are YOU hoping to get out of this webinar?

Please type in the Q&A box what you are hoping to gain or learn from this webinar.



EI Family Questionnaire Overview

- ➔ Mechanism to obtain data required for federal reporting and to receive input directly from families regarding the EI program
- ➔ Sent annually to families served at a specified point in time
- ➔ Confidential, not anonymous – can be tied to other EI data for analyses (using child's ETID)
- ➔ Starting in 2021, DODD began distributing the questionnaire to families primarily via email
- ➔ Translated into Spanish; new starting 2022, several additional languages



Questionnaire Purposes and Uses

1

Required to collect and report on data for Indicator 4 of the state's EI Annual Performance Report (APR)

2

To collect data for Ohio's EI State Systemic Improvement Plan (SSIP), which is Indicator 11 of the APR

3

To receive input directly from families to understand what is working in EI and how improvements can be made



Questionnaire Recipients

➔ All families with a child served on March 1, 2024:

- Remove duplicates by caregiver information to send one questionnaire per family
- Exit Report run as close as possible to survey distribution – if any children have been exited due to being deceased, the family is removed from the recipient list

➔ Utilizing a point-in-time child count to create the recipient list allows us the potential to hear from families at all stages of the EI process, from soon after to referral to after they have exited from EI.



Types of Questions

Required questions (for federal reporting)

General EI questions

Social-emotional development questions

Open-ended questions

Questions Required for Federal Reporting

Early Intervention has helped me to:

Know my rights in the program.

Communicate my child's needs.

Help my child learn and develop.

Collected on a five-point scale from Strongly Disagree to Strongly Agree

Note: *These items are included in Indicator 4 of Ohio's Annual Performance Report*



General EI Questions

I am satisfied with:

- ➔ The respect shown to my family by Early Intervention Service Coordinators and Service Providers.
- ➔ With my family's participation in the development of our Individualized Family Service Plan (IFSP).
- ➔ The assistance that Early Intervention has given my family.
- ➔ My child's progress.

I am likely to:

- ➔ Recommend Early Intervention to another family.

Collected on a five-point scale from Strongly Disagree to Strongly Agree



Social-Emotional Skills and Development

Social-emotional skills are how your child interacts and plays with the family, other adults, and other children.

Key social-emotional skills include:

Communicating and interacting with family, friends, caregivers, and others

Showing their feelings

Playing social games, such as peek-a-boo or turn-taking, and using words, sounds, signs, or gestures

Calming down when upset

Showing understanding of social rules, such as sharing and taking turns



Social-Emotional Development Questions

Early Intervention has helped me:

- ➔ Better understand my child's social-emotional strengths and needs.
- ➔ Be more confident in supporting my child's social-emotional development.
- ➔ Better support my child's social-emotional development.

During my time in Early Intervention:

- ➔ I actively participated in helping my team learn more about my child's social-emotional strengths and needs.
- ➔ I actively participated in developing Individualized Family Service Plan (IFSP) outcomes that support my child's social-emotional development. (N/A option)

Collected on a five-point scale from Strongly Disagree to Strongly Agree



Open-Ended Questions

Would you like your comments below to be shared with state and local EI staff as they are written?

➔ **YES** – Comments may be shared exactly as written.

➔ **NO** – Please remove all references to specific individuals, including my child's name, staff names, and any details that could identify me or my child before sharing.

DODD frequently seeks input from a variety of stakeholders, including families, regarding the Ohio EI program. In the future, would you be interested in being contacted to provide input?

➔ **YES**

➔ **NO**



Open-Ended Questions

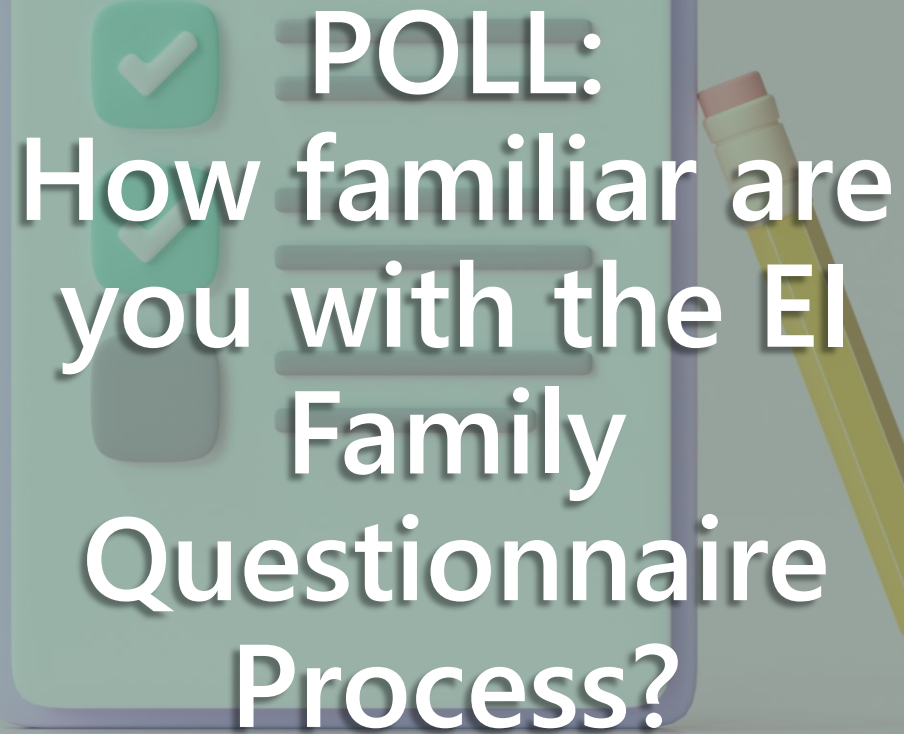
OPEN-ENDED:

What in Early Intervention has worked well for your family?

What could make Early Intervention work better for your family?

What part of Early Intervention has had the biggest impact for your family?





POLL:
How familiar are you with the EI Family Questionnaire Process?

- **Not at all**

This is my first time through the process and/or I am not very involved with the process

- **A little**

I have been through it a time or two, but could use some additional information

- **Somewhat**

I have been through the process but am happy to receive reminders/additional information

- **Pretty familiar**

I have been through the process enough and feel confident in our county involvement

- **Very familiar**

I could present this webinar 😊

Family Questionnaire Process

- **Distribution**
- **Response options**
- **County involvement**
- **Tips for engaging families**



Distribution

Primarily via e-mail

- English and Spanish versions set up in Survey Monkey
- Emails sent directly from EI email address via Survey Monkey
- Significantly reduces data entry required by EI staff
- Ability to send email reminders

Mailed in English and Spanish if e-mail address not listed in EIDS

- Print requests through state printing

Mailed in languages other than English or Spanish

- Completed by DODD EI staff



Response Options

➔ **Those who receive emails regarding the questionnaire can click on a “Begin” button at the bottom of the email that will take them directly to the questionnaire**

IMPORTANT: The child’s ETID must be entered correctly in order to be included in the analysis and count toward the county’s (and state’s) response rate

➔ **Those who receive questionnaires in the mail are provided return envelopes as well as a link and QR code to complete the questionnaire**

- Primary language of Spanish - link to Spanish questionnaire
- Everyone else – link to English questionnaire



➔ **EISCs are welcome to print the questionnaire for anyone who receives it via email and would prefer to complete the paper version**

- **IMPORTANT:** If proceeding this way, be sure the ETID is included somewhere on the questionnaire so the response can be included in the analysis and count toward the county’s (and state’s) response rate

➔ **Takeaway: All recipients can choose to complete the survey via the paper questionnaire or Survey Monkey links**



County Involvement

Prior to the
Questionnaire

Soon after
questionnaires
are distributed

Throughout
response
period

After the
questionnaire

Information
shared via
Biweekly
Program
Updates

CMs and FCFC
Coordinators
receive more
information
about
recipients and
the process

Counties
receive
updates as to
approximate
partial
response rates

CMs and FCFC
Coordinators
receive a summary
report of the
quantitative items
and a file with the
open-ended
responses



County Involvement

Prior to the Questionnaire

- ➔ Information shared via Biweekly Program Updates to notify counties that questionnaires are being sent soon and provide a process overview
- ➔ Counties are asked to ensure all applicable caregiver emails are in EIDS and up to date
- ➔ Counties can begin contacting families to notify them that the questionnaire will be coming soon



County Involvement

After Questionnaires Sent

**Soon after questionnaires are distributed –
CMs and FCFC Coordinators receive:**

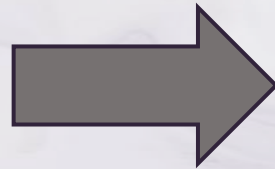
- 1 List of recipients in their county
- 2 Copy of English questionnaire
- 3 Copy of English QR code
- 4 English and Spanish FQ links and QR code



County Involvement

Throughout Response Period

Counties reach out to questionnaire recipients via text, phone call, email, in person, etc.



Share links, QR codes, and encourage families to respond



Tips for Engaging Families

- 1 Your relationship with local families is a key determinant of response rates and actual responses
- 2 Presentation is everything
- 3 Start discussing the FQ with families early
- 4 Personalize your approach/contact w/ families
- 5 Utilize local resources to provide information/updates throughout the process



Tips for Engaging Families

- 6 Think outside the box – create a process that works best for your local program
- 7 Make it fun! Turn it into a friendly competition!
- 8 Encourage your entire EI team to get involved
- 9 Follow up with families/Share results



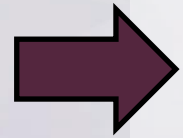
County Involvement

After the Response Period

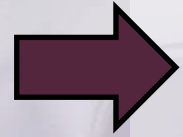
- ➔ CMs and FCFC coordinators receive a summary report of the quantitative items
 - These reports are also posted on the EI website
- ➔ CMs receive a file with all the open-ended responses
- ➔ Review results and share internally
 - Determine what is working well and where improvements could be made based on family responses



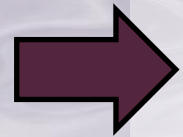
County Quantitative Reports



Data for items **1** through **13** are broken down by county.



County reports are created including the total number of positive responses, total responses, and percent of positive responses for each item for the county as well as the response rate. These reports also include the statewide percentage for each item as a comparison.



Reports are emailed to each county and posted on the EI website.

<https://ohioearlyintervention.org/county-data>



County Comment Files

- ➔ DODD reviews all open-ended responses to gauge family experiences in EI and determine what is working well and where improvements can be made in the program
- ➔ If the respondent did not agree to share their comments exactly as written, identifying information is removed from the comment
- ➔ County files are created that include all the responses to the open-ended items, and de-identified, where applicable
- ➔ These files are sent to each county and shared with internal staff, but are not posted publicly



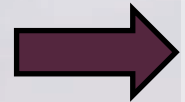
Overview of 2023 Family Questionnaire Results



Response rates



Response methods



Comparison of response percentages/response rates by:

- Race and Ethnicity
- Child Age Range
- Gender
- County Classification



Quantitative item results



Response Rates

Year	Received	Sent	Response Rate	Collection Method
2016	1,579	9,539	16.55%	Primarily by mail
2017	1,755	9,957	17.63%	Primarily by mail
2018	1,472	9,976	14.76%	Primarily by mail
2019	1,610	10,841	14.85%	Primarily by mail
2020	1,271	10,570	12.02%	Primarily online; sent info sheets
2021	2,189	10,524	20.80%	Primarily online; sent emails
2022	2,743	12,464	22.01%	Primarily online; sent emails
2023	3,572	13,640	26.19%	Primarily online; sent emails

Note: *With the increase in response rate, we have also seen an increase in representativeness of respondents.*



2023 FQ - Distribution of Questionnaire Respondents' Response Type

Response Method	Number	Percent
Email	17	0.48%
Mail	153	4.28%
Online	3,402	95.24%
Total	3,572	100%

2023 FQ – Race and Ethnicity Comparison

Race/Ethnicity	Non-Respondents #	Non-Respondents %	Respondents #	Respondents %	Total #	Total %	Response Rate
Hispanic	901	8.95%	268	7.50%	1,169	8.57%	22.93%
American Indian or Alaska Native	16	0.16%	4	0.11%	20	0.15%	20.00%
Asian	253	2.51%	67	1.88%	320	2.35%	20.94%
Black or African American	1,603	15.92%	333	9.32%	1,936	14.19%	17.20%
Native Hawaiian or Other Pacific Islander	15	0.15%	1	0.03%	16	0.12%	6.25%
White	6,606	65.61%	2,700	75.59%	9,306	68.23%	29.01%
Two or More Races	674	6.69%	199	5.57%	873	6.40%	22.79%
Total	10,068	100.00%	3,572	100.00%	13,640	100.00%	26.19%

Black or African American, Asian, and American Indian or Alaska Native families were underrepresented in responses.



2022 FQ – Child Age Range Comparison

Age Range	Non-Respondents #	Non-Respondents %	Respondents #	Respondents %	Total #	Total %	Response Rate
0 to 1	943	9.37%	344	9.63%	1,287	9.44%	26.73%
1 to 2	2,836	28.17%	1,112	31.13%	3,948	28.94%	28.17%
2 to 3	6,289	62.47%	2,116	59.24%	8,405	61.62%	25.18%
Total	10,068	100.00%	3,572	100.00%	13,640	100.00%	26.19%



2022 FQ – Gender Comparison

Gender	Non-Respondents #	Non-Respondents %	Respondents #	Respondents %	Total #	Total %	Response Rate
Female	3,553	36.55%	1,030	37.55%	4,583	36.77%	22.47%
Male	6,168	63.45%	1,713	62.45%	7,881	63.23%	21.74%
Total	9,721	100.00%	2,743	100.00%	12,464	100.00%	22.01%

NEW – County Classification

- **Large central metro** Counties in metropolitan statistical areas (MSAs) of 1 million or more population that:
 - Contain the entire population of the largest principal city of the MSA, or
 - Have their entire population contained in the largest principal city of the MSA, or
 - Contain at least 250,000 inhabitants of any principal city of the MSA.
- **Large fringe metro** Counties in MSAs of 1 million or more population that did not qualify as large central metro counties
http://www.cdc.gov/nchs/data_access/urban_rural.htm
- **Medium metro** Counties in MSAs of populations of 250,000 to 999,999
- **Small metro** Counties in MSAs of populations less than 250,000
- **Micropolitan** Counties in micropolitan statistical areas
- **Noncore** Nonmetropolitan counties

https://www.cdc.gov/nchs/data_access/urban_rural.htm



2023 FQ Comparison – County Classification

CDC County Classification	Non-Respondents #	Non-Respondents %	Respondents #	Respondents %	Total #	Total %	Response Rate
Large Central Metro	2,615	25.97%	896	25.08%	3,511	25.74%	25.52%
Large Fringe Metro	2,453	24.36%	648	18.14%	3,101	22.73%	20.90%
Medium Metro	2,748	27.29%	835	23.38%	3,583	26.27%	23.30%
Small Metro	429	4.26%	156	4.37%	585	4.29%	26.67%
Micropolitan	1,482	14.72%	773	21.64%	2,255	16.53%	34.28%
Non-core	341	3.39%	264	7.39%	605	4.44%	43.64%
Total	10,068	100.00%	3,572	100.00%	13,640	100.00%	26.19%



Questionnaire Item	Number Positive Responses	Total Responses	Percent Positive Responses
1. Early Intervention has helped me to know my rights in the program.	3,304	3,565	92.68%
2. Early Intervention has helped me to communicate my child's needs.	3,391	3,562	95.20%
3. Early Intervention has helped me to help my child learn and develop.	3,365	3,564	94.42%
4. I am satisfied with the respect shown to my family by Early Intervention Service Coordinators and Service Providers.	3,456	3,568	96.86%
5. I am satisfied with my family's participation in the development of our Individualized Family Service Plan (IFSP).	3,427	3,562	96.21%
6. I am satisfied with the assistance that Early Intervention has given my family.	3,399	3,566	95.32%
7. I am satisfied with my child's progress.	3,256	3,560	91.46%
8. I am likely to recommend Early Intervention to another family.	3,408	3,569	95.49%
9. Early Intervention has helped me better understand my child's social-emotional strengths and needs.	3,156	3,527	89.48%
10. Early Intervention has helped me be more confident in supporting my child's social-emotional development.	3,185	3,522	90.43%
11. Early Intervention has helped me better support my child's social-emotional development.	3,201	3,514	91.09%
12. During my time in Early Intervention, I actively participated in helping my team learn more about my child's social-emotional strengths and needs.	3,289	3,516	93.54%
13. During my time in Early Intervention, I actively participated in developing Individualized Family Service Plan (IFSP) outcomes that support my child's social-emotional development.	2,289	2,470	92.67%

Note: A response of 'Agree' or 'Strongly Agree' is considered to be a positive response



Family Response

They have been a guiding light in a storm I never expected. A My daughter was diagnosed at 24 hours old and I literally had NO idea what came next. A phone call from early intervention helped navigate me to that next step, and to so many others. It's amazing to have developmental specialists available when I need them, in my home, to follow my child's development. I couldn't get that level of familiarity anywhere else.



Family Response

The flexibility and understanding of your staff have made our participation in the program possible....Our schedule would sometimes change at the last minute, or my children might get sick, and your staff was always so understanding and accommodating to help us find a new time. Their willingness to conduct visits and assessments at our home was also extremely helpful.



Family Response

Our therapist has been an amazing supporter for our daughter and family. She is timely, compassionate, persistent and positive. She follows our child's lead, which builds trust and rapport. She is a great encourager and supporter for us as parents, which is so appreciated, especially when things can feel challenging.



Family Response

The services provided by the team at EI have done so much more than just help my son learn to walk. They have given me and my family peace of mind, the confidence and understanding to help ourselves, and relief of anxiety. There has never been any judgement. There has only ever been an alternative offered to an incorrect practice. I feel that my family and home are respected and valued as part of the community and, as someone who deals with discrimination and has for many years, the welcome and understanding is paramount. Thank you.





- I found it very helpful.
- I found it helpful, but it didn't answer all of my questions.
- I already knew most of this, but it was good to hear again.
- I really didn't get much out of this.
- I was disappointed because it did not meet my needs.



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Questions?