



## 2013 FAMILY SURVEY INSTRUCTIONS

### **BACKGROUND:**

The IDEA requires Part C lead agencies to report on family outcomes resulting from families' participation in early intervention. Specifically, states must report the extent to which families report that early intervention helped them:

- a) Know their rights;
- b) Effectively communicate their child's needs; and
- c) Help their children develop and learn

To address this federal reporting requirement, Early Steps implements an annual process for families to submit a family survey. The results of the survey will be reported in Florida's Annual Performance Report to the Office of Special Education Programs (OSEP), on the Early Steps website, and to Local Early Steps and used to help improve the Early Steps system.

### **TIME PERIOD FOR DISTRIBUTION OF THE SURVEYS:**

The distribution for the 2013 family survey process will begin on **August 1, 2013** through **November 30, 2013**.

### **ELIGIBLE FAMILIES:**

Early Steps is surveying families who had an initial IFSP by February 1, 2013 (at least 6 months prior to the distribution period) **and** are exiting between August 1, 2013 and May 31, 2014 based on the following disposition codes:

- 4 – Completion of IFSP prior to age 3
- L - No longer eligible at redetermination
- 6 – Not eligible for Part B exit with referrals
- 7 – Not eligible for Part B exit without referrals
- 9 – Withdrawal by parent after IFSP
- A – Part B eligible, exiting Part C
- M – Moved out of state
- O – Not considered for Part B
- P – Part B eligibility not determined

***\*\*\*Every family who meets the criteria above must be provided with an opportunity to submit a survey!\*\*\****

### **MATERIALS:**

Local Early Steps will receive a package approximately the middle of July 2013 that will include the following:

- Blank Family Surveys – English on one side and Spanish on the other for distribution to each family

- Family Survey Cover Letter – English on one side and Spanish on the other for distribution to each family
- A set of self-addressed, postage-prepaid envelopes for mailing the completed survey
- A Log per Service Coordinator (sent through the local data custodian)

The above materials will be sent to the attention of the Local Family Survey Lead in each LES, who will serve as the point of contact and assist in communicating the process, timelines, successful strategies, etc.

### **HOW THIS WILL WORK:**

Each Service Coordinator will be supplied a Log with a list of *most* of the children on their caseload whose families are eligible to receive a survey because they are turning three between August 1, 2013 and May 31, 2014 (this allows for survey distribution at transition conferences for children anticipated to exit due to turning three). There will be circumstances when a child on the Log, who was anticipated to exit due to their third birthday, has exited based on another disposition code other than 4,L, 6,7,9,A,M,O, and P. In that situation, the family would **not** receive a survey and you will need to write on the Log that child exited due to another disposition code.

There will also be children who had an initial IFSP by February 1, 2013 (at least 6 months prior to the distribution period) and exiting based on codes 4,L,6,7,9,A,M,O, and P who are not on your Log because they are exiting for reasons other than turning three. In those circumstances, the family **must** receive a survey, the child's name should be added to the blank space on your Log, and the reason for exit documented. This step is very important to ensure the local and statewide data is accurate.

Prior to providing the survey to a family, you **must** write the family's survey code in the ten digit blank field at the bottom of the survey. This is either the child's Unique # in the UF Data System or the MMI # in the CMS K.I.D.S. System. This is very important in order to collect the demographics of the families who respond.

All Logs must be completed and provided to the Local Family Survey Lead at the end of the distribution period for submission to the Early Steps State Office.

### **METHOD OF DISTRIBUTION:**

The method for the process continues to be utilizing personal contact with families. Face to face encounters through your daily work with the family during the distribution period should be utilized as the first option for distribution. This can include transition conferences, exit evaluations, periodic/annual IFSP reviews, etc. For families who meet the criteria however a face to face contact is not possible, there are several other available options. For example, you may inform a family via phone that you will be mailing the survey and follow up via phone within a few days of mailing it. Another option could include emailing a family who prefers electronic communication and provide them with the website and survey code to submit a survey online and a follow up phone call as a reminder. Several Local Early Steps have worked with their Family Resource Specialist in disseminating the survey to families they know they will come in contact with at a playgroup or support meeting. Another successful strategy includes working with the family's primary service provider, explaining the survey, and sending it to the provider who will give the survey to the family face to face. Mass mailing has not proved successful historically, however is slightly more successful when followed up by phone or email. We encourage you to utilize your expertise of the preferred mode of communication for each individual family on your caseload.

## **TALKING POINTS FOR FAMILIES:**

Building on the relationship you have with your families and communicating the importance of their voice, including through the family survey, is the key component of a successful family survey process! Below are important talking points for families to assist you:

- Surveys should be submitted at their preference and convenience and can include:
  - ✓ Via hard copy in the self-addressed, postage-prepaid stamped envelope
  - ✓ Through the website at [www.piedrasurvey.com/fl](http://www.piedrasurvey.com/fl) (remember you must provide the family with their family survey code)
  - ✓ In the sealed envelope to their Service Coordinator, Family Resource Specialist, or Primary Service Provider who will mail it on their behalf
- Their input is important!!!
- This is an opportunity for families to help improve the Early Steps system for young children and their families in the future
- Participation in this survey is completely voluntary
- Responses are confidential and only traced back to their demographics for federal reporting purposes
- Responses will not impact their services
- If they do not feel a question is applicable, they may skip it
- There are no right or wrong answers, only valuable views from their experiences
- Surveys must be provided to families no later than November 30, 2013 however families will have until December 13, 2013 to submit their survey
- THANK YOU!!!

## **WHO I CAN CONTACT WITH QUESTIONS REGARDING THIS PROCESS:**

Kelly Rogers, Lead State Parent Consultant, is available for assistance and can be reached at (850) 245-4444 ext. 3019 or [Kelly\\_Rogers@doh.state.fl.us](mailto:Kelly_Rogers@doh.state.fl.us).

***Thank you in for helping make this a successful project.  
We couldn't do it without you!***

