

NORTH CAROLINA INFANT-TODDLER PROGRAM

2017 Family Survey Process Training Manual



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



N.C. Infant-Toddler Program Family Survey Process Training Manual 2017

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Family Survey Overview

The Infant Toddler Program (ITP) is required to report on Family Outcomes data as part of the Annual Performance Report (APR) submission to the Office of Special Education Programs (OSEP). Family Outcomes are reported under APR Indicator #4, which is defined as follows:

Indicator #4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

It is important for ITP to collect this information from families for several reasons:

1. ITP helps parents to build their capacity and learn how to support their child's development most effectively. Therefore, it is vital to gather feedback from families on whether they feel well-informed and supported after receiving early intervention services.
2. Asking for feedback from families shows that ITP is interested in hearing from parents about their experience, and is using their feedback to find areas to improve on.
3. Linking family outcomes to child outcomes enables ITP to enhance the data and find trends that help identify opportunities for system improvement.

The ITP uses the Family Survey process to collect data for Indicator #4 – Family Outcomes. The Family Survey includes questions related to whether the family feels early intervention has helped them to know their rights, effectively communicate their child's needs, and help their child develop and learn.

Each question is tailored to specific activities that families should receive as part of their enrollment in the program. Low scores for a specific question will lead ITP to explore the cause and determine the best way to address any dissatisfaction in a particular area.

The family survey results are shared with families, the Children's Developmental Services Agencies (CDSAs), and the public in order to provide information on the quality of ITP's early intervention service provision. The Early Intervention State Office and the CDSAs will use this information to learn from parents about what is working or not working, and target ways to make improvements in these areas.

Refer to the "Family Survey Process" section of this manual for information on delivering and collecting the Family Survey.

Family Survey Process

The family survey process involves the Early Intervention Service Coordinator (EISC) talking with parents about family outcomes and explaining that the NC Infant-Toddler Program (NCITP) asks families to complete a survey to gather their feedback. The results are used to improve services to infants and toddlers and their families.

The Service Coordinator discusses the Family Survey at the following times and explains that they will be asked to complete a survey at the Semi-Annual IFSP Review:

- At Initial **IFSP development**
- **Prior to and during the home visit meeting or contact closest to the IFSP Semi-Annual Review**
- Annually at the **Semi-Annual IFSP Review (at 6 month, 18 month and 30 month reviews)**

NOTE: The family survey process is completed **one time per year** at the Semi-Annual Review of the initial IFSP, and Semi-Annual review of any annual IFSPs. It is not completed at the Annual IFSP Review. Families will have an opportunity to complete the survey three times during their enrollment if they remain in the program from birth to age three.

The information collected from the family survey is used in several ways:

- To identify program improvements
- To report and compare data nationally each year
- To share findings with staff, therapists, and other agencies that serve North Carolina's children

Steps to Deliver and Collect the Family Survey

1. EISC discusses the Family Survey at the following times:

- During the initial IFSP development – Discuss that ITP provides an opportunity for families to provide feedback on the early intervention services their child and family receives and to offer suggestions on ways to improve the program. GIVE the family the “Family Outcomes” flier.
- Prior to and during the home visit meeting or contact closest to the Semi-Annual IFSP Review – Discuss that ITP asks families to complete the survey at the Semi-Annual Review (follow the steps below)
- At the IFSP Semi-Annual Review – the EISC asks the family if they completed the survey, offers to assist them if they didn't, and thanks them if they did
- At subsequent Semi-Annual IFSP Reviews, the Service Coordinator (SC) invites the parents to provide feedback on their services when they have received 6 months of services under their current IFSP.

Refer to “**Family Survey Talking Points**” for discussion points.

2. During contact to arrange for the Semi-Annual IFSP Review, EISC asks family what method they would prefer to receive the survey. The following options are available:
- **Online** – Inform the family that the survey can be accessed on the www.beeearly.nc.gov/ website or the EISC can assist with online access during the meeting on a computer, laptop, smartphone or tablet

- **In-Person** – Bring a paper copy to the IFSP Semi-Annual Review meeting to complete in-person during the meeting

IMPORTANT: For all options, the EISC must ensure the Family Outcomes Unique Identifier (FOUI) is recorded on the survey before families receive it or provided to the family prior to completing the survey online. The FOUI will be defined in another section.

Identifying Your Families

3. The EI Branch has created a query in the Data Warehouse, titled “Family Outcomes – Children with Semiannual IFSP Due”.
 - This report is to be run by the 1st of the month preceding the month surveys are to be offered to families. The Family Outcomes Coordinator at the CDSA or designee is responsible for running the report and distributing it to the EISCs.
 - The EISC is to use the report to identify the families with upcoming IFSP Semi-Annual Reviews who will be asked to complete a family survey.

Providing Information to Families about the Family Survey

4. The EISC will include a “Family Outcomes” Flyer when mailing the Meeting Invitation to the family for the Semi-Annual IFSP Review. This will support your conversation on family outcomes with the family. The handout will also have the survey link and/or EI Website address, and the Family Outcomes Unique Identifier noted on it for the family to use to access the survey.

Family Outcomes Survey Instrument

5. The NC ITP is utilizing the nationally validated family outcomes instrument, Family Outcomes Survey – Revised Version, developed by the Early Childhood Outcomes Center with support from the Office of Special Education Programs, U.S. Department of Education.
 - The survey includes 17 items (Section B) related to the helpfulness of early intervention.
 - The survey will have a box to enter the Family Outcomes Unique Identifier/passcode.
 - The survey will also have a place for the family to add additional comments.

Family Outcomes Unique Identifier

6. The Family Outcomes Unique Identifier (FOUI) will be generated by the Data Warehouse and included on the query “Family Outcomes – Children with Semiannual IFSP Due”. The FOUI serves as the passcode for the online survey.

IMPORTANT: For all survey options, the EISC must ensure the Family Outcomes Unique Identifier (FOUI) is recorded on the survey before families receive it or provided to the family prior to completing the survey online.

NOTE1: The CDSA will designate a staff person to enter the Family Outcomes Unique Identifier in HIS on the “Update Client Data” screen, field: ALIAS 10. This unique identifier will be used for the child for his/her entire enrollment period. Contact your Family Outcomes Coordinator if the FOUI on the query does not match the FOUI in the HIS field: ALIAS 10.

Procedures for Each Delivery Method

7. Procedures for each delivery method are as follows:



Online

- SC provides family with the www.beeearly.nc.gov website or Google "NC EI" and instructs them to access the survey on the home page.
- At the Semi-Annual Review meeting, SC brings an envelope, paper copy, and laptop or tablet.
- SC asks parent if they completed the survey.
- If no, follow the "In-Person" process for paper and electronic option.
- If yes, the process is complete.



In-Person

- SC brings an envelope, paper copy and laptop/tablet to the Semi-Annual Review meeting.
- SC asks parent if they completed the survey. If yes, the process is complete. If no, ask how family would like to complete the survey – paper or electronic.
- If paper – SC writes the Unique Identifier on the survey, and has the family fill-out the survey privately. Once completed, the survey is put in the sealed envelope.
- If electronic – SC pulls up the survey on the Smartphone/laptop/tablet (the CDSA's or the family's), enters the Unique Identifier, and has family fill-out the survey privately. See "How to Access the Online Survey".

How to Instruct the Family to Access the Online Survey:

- Go to <http://www.beeearly.nc.gov/> to access a new family survey or tell the family to google NC EI.
- Provide the family with their child's Family Outcomes Unique ID.
- Click on the button that says "Family Survey/Encuesta de Familia" at the top left of the home page to open a page describing the family survey.
- The Family Survey page explains the survey in English and Spanish. The family can click on the link "family survey" in the description or the "family survey" link at the end of each discription to access the survey.
- The link will take the family to the family survey. They will need to enter their child's Family Outcomes Unique Identifier. The FOUI is provided in the monthly report and explained in a previous section. The survey will not let you proceed without it. Click Next to continue.
- A page will load with all of the questions. Have the family complete their responses. The family clicks Submit at the bottom of the page.
- A "Thank You" message will pop-up. The family is then re-directed to the Infant Toddler Program webpage.

NOTE: If the family speaks a language other than English or Spanish, the survey may be translated to their native language and can be completed via paper copy. See "Addressing Barriers" section.

NOTE: If the parent or EISC exits the survey at any point, the incomplete survey will not be saved. The EISC can open a new survey for the family to complete again. All required information must be entered to submit the survey.

How to Check out a Tablet (If Available) at your CDSA/Connectivity

Check with your Family Outcomes Coordinator on the process to check out a tablet to bring with you to the Semi-Annual IFSP Review.

Note: The EISC **MUST** practice connecting their tablet using a wireless hotspot prior to an appointment. They should also have the ITP webpage bookmarked on their tablet. These steps should be practiced off of the ITP network so that the survey process does not take an unnecessary amount of time in the family's home.

In-Person Invitation to Complete Family Survey Electronically

At the Semi-Annual Review, the EISC will ask the family if they were able to access the Family Survey.

If the family was not able to access the survey or has not attempted to, the EISC should say to the family, "Would you like me to pull up the survey on my tablet (or family's computer or smartphone) so that you can complete it now? It takes about 5 minutes."

- If the family wants to use the tablet, connect the tablet to the internet, pull up the survey page and then pass the tablet to the parent on the screen that asks for their language preference. They should tell the parent the FAMILY OUTCOMES UNIQUE ID to enter on the following screen or write it down for them.

Note: The EISC **MUST** practice connecting their tablet using a wireless hotspot prior to an appointment. They should also have the ITP webpage bookmarked on their tablet. These steps should be practiced off of the ITP network so that the survey process does not take an unnecessary amount of time in the family's home.

Thank the family for providing their feedback.

EISC Resource Packet for Family Outcomes

Use this checklist to ensure that you have all the information you need to assist the family with completing the family survey.

- Family Survey Talking Points
- "Family Outcomes" flyers
- Child's Family Outcomes Unique Identifier (FOUI)
- Tablet with Family Survey bookmarked
- Online Access Instructions to Bearly Website
- Paper Copies of Family Survey (REMEMBER to write in FOUI on paper survey)
- Self-Addressed Envelopes with no postage
- Self-Addressed Envelopes with Postage (if family wants to mail survey themselves)

Documenting Family Survey Offered to Family

Since the Family Survey is anonymous, the SC is not responsible for determining whether the Family responded to the survey or not, just whether they were able to access it if they wanted to. In order to document that families were offered the survey, the EISC must include in the progress note for the IFSP Review that they offered the survey to the family and family's response (the family completed it, declined the survey, or asked to complete it later). If the survey was offered at a different meeting, the EISC should document the date of the meeting, that they offered the survey and the family's decision regarding completing it.

Addressing Barriers to Family Completing Survey

If the family seems reluctant to complete the survey, the EISC explains the importance of their feedback on how the program is working for them and inquires as to what are the reasons they would rather not complete it. Here are some options available to support a family completing the survey:

- If the family is concerned about confidentiality, encourage them to complete it electronically or provide them with a self-addressed stamped envelope so family can mail it in. You can also offer them a parent advocate to assist them (see last bullet).
- If the family has another primary language than English or Spanish, the EISC can print off the translated survey from their shared drive. Contact your CDSA Family Outcomes Coordinator for how to access surveys in additional languages. The following languages are available: Arabic, Chinese (Mandarin), Chinese (Simple), Chinese (Traditional), Croatian, Hmong, Japanese, Khmer, Korean, Lao, Malay, Portuguese, Russian, Somali, Spanish, and Vietnamese.
- If the family would rather have someone assist them in their native language or speaks a language other than those listed, access TeleLanguage at 1-800-514-9237 and request the appropriate interpreter. The access number for NC DHHS DPH is 9090-4430C.
- If the family has low literacy, offer to read the questions to them or offer a parent advocate. Encourage them to call a parent advocacy agency and a parent can assist them.
 - ECAC, Parent Info Line 1-800-962-6817
 - Family Support Network
 - FSN of Central Carolina (336) 832-6507
 - FSN of Eastern NC (252) 917-4110
 - FSN of Greater Forsyth (336) 703-4289
 - FSN of Northeastern NC (252) 333-1233
 - FSN of Region A (Sylva) (828) 506-6111
 - FSN of Southeastern NC (910) 792-6133
 - FSN of Southern Piedmont (980) 522-8740
 - FSN of High Country (Boone) (828) 262-6089 or (866) 812-3122
 - FSN of Trusted Parents (Charlotte) (980) 314-7066
 - FSN of Western NC (Asheville) (828) 213-0047
 - FSN/Hope (Hickory) (828) 256-5202

Submitting the Survey for Data Entry

The EI Branch encourages all efforts be made to have the family complete the survey electronically. Paper surveys are to be only used as an exception.

When the family completes an electronic survey: No additional steps are necessary. The Survey Database receives and compiles the results automatically.

When the family completes a paper survey and hands it to the EISC:

1. EISC gives the sealed envelope (with survey) to the designated administrative support.
2. CDSA Administrative support staff collects the surveys in their sealed envelopes and mails them to the EI State Office on the 1st of the month. Envelope is addressed to Family Survey, C/O EI Branch, 1916 Mail Service Center, Raleigh, NC, 27699-1916.
3. EI State Office Data Manager or designee enters the survey data into the Family Outcomes Survey Database.

When the family completes a paper survey and mails it themselves:

1. EISC gives the family their FOUI and a stamped self-addressed envelope with the survey and instructs the family to mail it when completed.
2. Envelope is addressed to Family Survey, C/O EI Branch, 1916 Mail Service Center, Raleigh, NC, 27699-1916.
3. EI Branch Data Manager or designee enters the survey data into the Family Outcomes Survey Database monthly.

Other Opportunities for Family Feedback

The EI website, www.beeearly.nc.gov, will have a COMMENT ICON on the home page of the site. Families, caregivers, providers, and other stakeholders can, at any time, go to the website, click on the icon and follow the questions to provide feedback on services, providers, EISCs, parental rights, financial arrangements, program procedures, or other topics. Please inform parents of this feedback option that they may use at any time. The information is confidential and no identifying information is gathered unless the family provides it and asks to be contacted.

NOTE: The purpose of the comment box on the EI website is for general feedback and NOT for formal complaints. Please explain the complaint process to a family if they would like to file a complaint.

Family Outcomes Coordinator Duties

The Family Outcomes Coordinator at the CDSA or designee is responsible for:

- Running the query in the Data Warehouse, titled “Family Outcomes – Children with Semiannual IFSP Due” and distributing it to the EISCs. This report is to be run by the 1st of the month preceding the month surveys are to be offered to families or date set by CDSA to coincide with their process.
- Ensure all EISCs are trained in the new Family Survey process.
- Creating a process for the EISC to check out a tablet from the CDSA to bring with him/her to the Semi-Annual IFSP Review.
- Ensuring the ITP webpage is bookmarked on their tablet.
- Ensuring the EISC knows how to use the tablet and connect their tablet using a wireless hotspot prior to an appointment. These steps should be practiced off the ITP network so that the survey process does not take an unnecessary amount of time in the family’s home.
- Posting the survey in additional languages to their CDSA’s shared drive so EISCs can access the appropriate survey when needed.
- Identify a designated administrative support staff who will receive the sealed envelope (with survey) from the EISC. Ensure that this staff person is collecting the paper surveys and mailing them to the EI Branch State Office on the 1st of every month.
- Monitor the family outcomes process at their CDSA to ensure that EISCs understand the process and offer the survey to families and troubleshoot if their response rate is low.

Monitoring Response Rate

The EI Branch or designee will run a report 30 - 45 days after the month the Semi-Annual IFSP Review was due to monitor that families responded. This report will identify a list of families who had not responded to the survey and will be provided to the EI Branch for monitoring. The EI Branch will contact the Family Outcomes Coordinator at any CDSA that may have a high number of families not responding for the purpose of trouble shooting the low response rate.

Family Outcomes Unique Identifier – HIS Data Entry

The CDSA must designate someone to enter the Family Outcomes Unique Identifier in HIS on the “Update Client Data” screen, field: ALIAS 10. This unique identifier will be used for the child for his/her entire enrollment period. See screen shot on next page.

NOTE1: In cases of adoptions (or other situations where the child’s CNDS ID# changes), continue to use the original FOUI that is listed in field ALIAS 10 so we can track data and match it to the child. If the Family Outcomes query issues a different FOUI than that listed in field ALIAS 10, use the FOUI listed in field ALIAS 10. (The data from ALIAS 10 will be included in the query for comparison purposes.)

Home [Redacted]

[Profile Icon] [Redacted]

Chart Update Client Data

Update Client Data

- Client's Mailing Address
- Client's Confidential Address
- Alias
- Other Fields

Submit

Online Documentation

Client's Confidential Address - City [Text Field]

Client's Confidential Address - State [Dropdown]

Client's Confidential Point of Contact [Text Field]

Communication Preference

Email
 Regular Mail
 Home Phone
 Work Phone
 Cell Phone
 Do Not Contact
 Text

Country Of Origin [United States]

Marital Status [Dropdown]

Employment Status [Dropdown]

Occupation [Dropdown]

Industry [Dropdown]

School District [Dropdown]

Education [Dropdown]

Highest Grade/Education Level Of One Parent [Dropdown]

Place Of Birth [LS/PK]

Religion [Dropdown]

Special Population

Migrant Farm Worker/Dependant
 Refugee
 Seasonal Farm Worker/Dependant

Home Phone Okay To Call [Yes]

Home Phone [Redacted]

Work Phone Okay To Call [Yes]

Work Phone [Text Field]

Cell Phone Number [Redacted]

Alternate Phone Number [Redacted]

Client's Confidential Phone Number [Text Field]

Primary Phone Number

Alternate Phone
 Cell Phone
 Home Phone
 Work Phone

Email Address [Text Field]

Smoker [Dropdown]

Date Of Death [Calendar]

Smoking Status Assessment Date [Calendar]

Alias

Alias 1 [Text Field]

Alias 2 [Text Field]

Alias 3 [Text Field]

Alias 4 [Text Field]

Alias 5 [Text Field]


Alias 6 [Text Field]

Alias 7 [Text Field]

Alias 8 [Text Field]

Alias 9 [Text Field]

Alias 10 [Text Field]



Family Survey Talking Points



Initial IFSP Development Visit:	
1.	The Infant Toddler Program believes it is important to collect feedback from families on how we are doing. Helping children and families is a top priority for the program. We want to give you the opportunity to tell us about your experiences, concerns, and ideas so that we can use the information to make improvements to the program.
2.	We ask families to complete the survey after they have been receiving services for a while, at about the Semi-Annual mark. This gives you time to learn more about the program and get a better feel for how early intervention services can help your family.
3.	When we get closer to your Semi-Annual review period, I will give you more information and will walk you through the process. Here is a “Family Outcomes” flyer for you to keep about this process. You can always let us know how things are going by telling me, your EISC, or going to the beearly website and clicking on “Comments” and letting us know how things are going.
Home Visit or Contact Prior to the initial and annual IFSP Semi-Annual Review Meetings:	
1.	Now that we are coming up to the Semi-Annual review, the Infant Toddler Program asks families to complete a short survey (only 17 questions) about their experience with the program.
2.	Your responses to the survey will remain confidential. All responses are compiled together and analyzed as a group, and are not identified individually.
3.	There is a number called the “Unique Identifier” used on the survey. This number is used to pull data related to a family’s demographics and child’s outcomes, without looking at individual names and cases. This additional information is important because it helps the Infant Toddler Program explore several factors such as location, race, length in program, type of services, etc. that can identify areas we can improve.
4.	The information collected from the family survey is used in several ways: <ul style="list-style-type: none"> • Learn what is working and not working for the program • Target improvement activities such as training, change in processes, and new initiatives that will improve services to infants and toddlers and their families • Report family outcomes data to the Office of Special Education Programs (OSEP) annually • Report survey findings and quality improvement activities to families enrolled in the program, partner agencies, and the public to keep them informed of our efforts
5.	Would you be willing to complete this survey?
6.	(If yes) There are several options you can do to complete the survey (it only takes about 5 minutes) – <ul style="list-style-type: none"> • Would you like to go on the ITP website and open the survey and complete it on line? • Would you like me to bring a tablet to the meeting so you can complete it online at the meeting or I can help you access the survey on your computer or smartphone at the meeting so you can fill it out? • Or would you like me to bring a paper copy to the meeting and you can fill it out at that time?
7.	Follow the “Family Survey Process” to deliver and collect the survey.
8.	(If the family does not want to complete the survey) That is okay, the family survey is voluntary. <ul style="list-style-type: none"> • Do ask if there is anything you can do that would help them fill it out (e.g., obtain an interpreter). • Offer to leave a survey with self-addressed stamped envelope so they can fill it out privately. • Offer a parent advocate to help them fill it out. • Tell them that the survey is always available if you would like to complete it in the future.

“Family Outcomes” Flyer (FOR REFERENCE/DO NOT HAND TO FAMILIES)

North Carolina Infant-Toddler Program

WE WANT TO HEAR FROM YOU!

We need your help to improve services to all children and families. By filling out a one-page survey you can let us know *what we are doing well* and help us find *where we need to improve*. We also want to know how we are doing with these goals for your family:



Early Intervention Goals for Families

1. You will know and understand your rights.

Your service coordinator can help you understand your rights under the *Individuals with Disabilities Education Act (IDEA)*. Your rights are about the *choices* you can make that will best fit your family's needs.

2. You will be able to communicate your child's needs to others.

Your service coordinator can help you speak up or become an advocate for your child. You know your child best! You can help your child's teachers, doctors and others understand his/her needs and make sure your child gets the right services.

3. You will know how to help your child develop and learn.

Your service coordinator and team helps you find things you can do with your child to help them learn. Practicing activities at home with family and other caregivers will help your child learn new skills.

Please tell us how we're doing!

We want to hear from **ALL** families so everyone's voice is heard. You can answer questions **online** or in a **paper version**. We want to hear about the things that are going well and the things that could be better. Thank you so much for taking the time to let us know how we can better help families and their children. Thank you for filling out the survey.

Take the Survey!

Link: <https://tinyurl.com/ncfamilysurvey>

Passcode: _____

“Family Outcomes Survey- Revised/Section B” (FOR REFERENCE/DO NOT HAND TO FAMILIES)



FAMILY SURVEY HELPFULNESS OF EARLY INTERVENTION



Unique Identifier #:

A Unique ID number is gathered only to ensure thorough data collection and will not be included with survey results. The survey will report totals of responses. No information that could potentially be used to identify individuals will be reported.

The North Carolina Infant Toddler Program uses the Family Survey to collect input on how the program is doing with delivering quality early intervention services to infants and toddlers and their families. It helps us find areas that we need to improve on, so we can continue to focus on making the program better for the families we serve.

Instructions: Your feedback is important to us! For each question below, please select how helpful early intervention has been to you and your family over the past 6 months to year. Select a number between 1 – 5 (1 = Not at all helpful to 5 = Extremely helpful).

NOTE: If you are unsure of how to respond to a question, please contact your service coordinator for assistance.

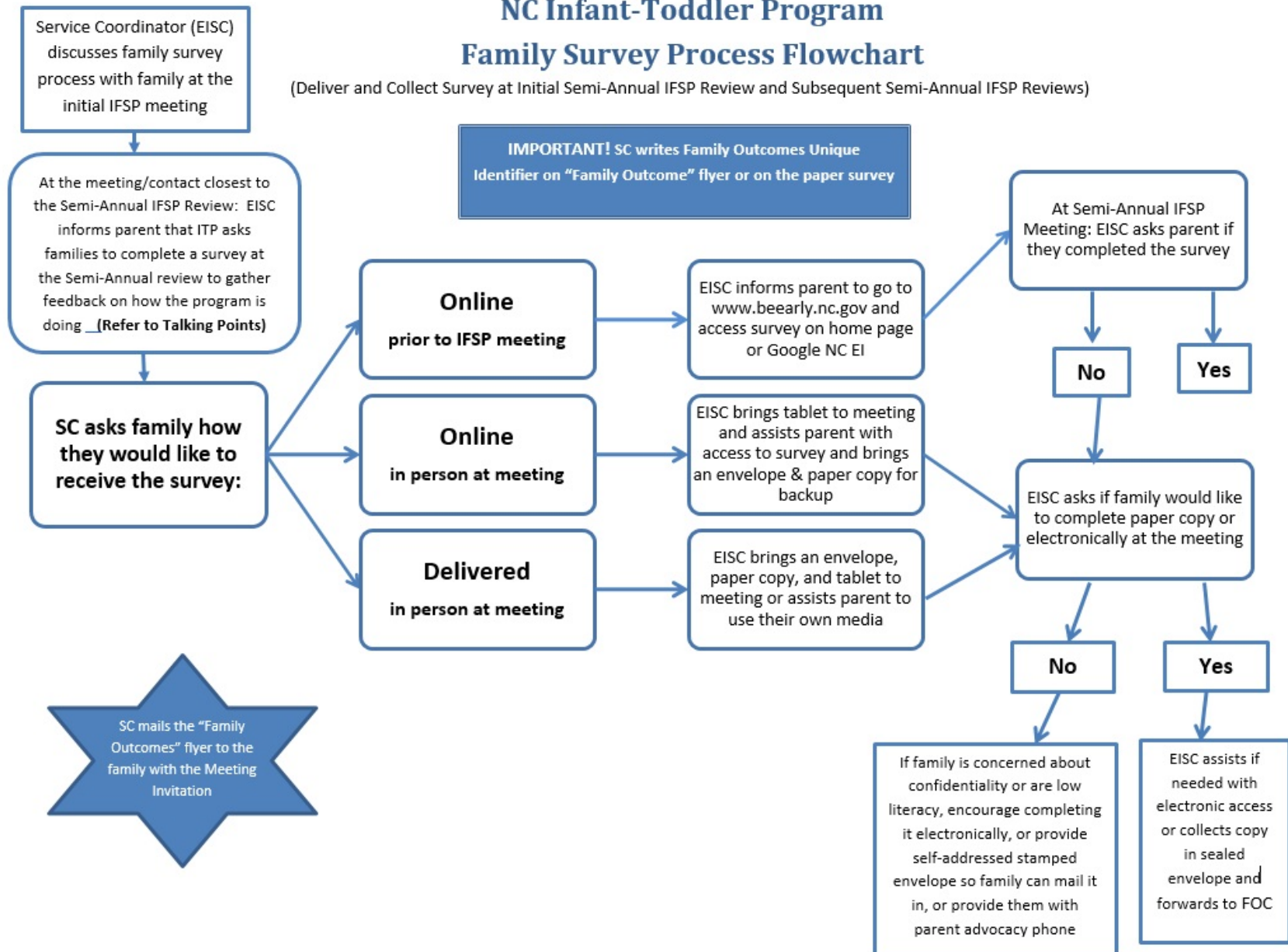
	Not at all helpful					Extremely helpful
	1	2	3	4	5	
Knowing your rights						
How helpful has early intervention been in...						
1. providing you useful information about services and supports for you and your child?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. providing you useful information about your rights related to your child's special needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. providing you useful information about who to contact when you have questions or concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. providing you useful information about available resources when your child leaves the program? (leave blank if this does not apply to your family <u>at this time</u>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. explaining your rights in ways that are easy for you to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating your child's needs						
How helpful has early intervention been in...						
6. providing you useful information about your child's delays or needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. listening to you and respecting your choices?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. connecting you with other services or people who can help your child and family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. discussing your child and family's strengths and needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. talking with you about what you think is important for your child and family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. developing a good relationship with you and your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping your child develop and learn						
How helpful has early intervention been in...						
12. providing you useful information about how to help your child interact with you and others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. providing you useful information about how to help your child grow and develop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. providing you useful information about how to help your child take care of his/her needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. identifying <u>things</u> you do that help your child learn and grow?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. sharing ideas on how to include your child in daily activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. working with you to know when your child is making progress?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: _____

Created: March 2017

NC Infant-Toddler Program Family Survey Process Flowchart

(Deliver and Collect Survey at Initial Semi-Annual IFSP Review and Subsequent Semi-Annual IFSP Reviews)



Data Entry Flowchart

