

Child Development Watch

Part of the Interagency Resource Management Committee

Early Intervention Outcome Evaluation Project

2014 Family Survey

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About the Delaware Education R&D Center

The Delaware Education Research and Development Center (DERDC) is an independent organization that conducts educational research, evaluation, and policy analysis based at the University of Delaware. Since 1993, the Center has served as a bridge from the University to schools, human service providers, policymakers, and the greater community.

About the Interagency Resource Management Committee

The *Interagency Resource Management Committee (IRMC)* is a Delaware state level governmental committee that includes the Secretaries of Education, Health and Social Services, and Services for Children, Youth and Their Families as well as the state Budget Director and Controller General. The Chair of the Delaware Early Childhood Council is an ex-officio member. The Committee makes both policy and budgetary decisions for early care and education programs. The IRMC received staff support during this project from the Delaware Office of Early Care and Education within the Department of Education.

About the Birth to Three Early Intervention System

The Birth to Three Early Intervention System is a statewide interagency program that ensures the provision of early intervention services designed to enhance the development of infants and toddlers at risk for disabilities or developmental delays, and the capacity of their families to meet the needs of these children. The lead agency for the program is the Delaware Department of Health and Social Services (DHSS). DHSS works collaboratively with the Departments of Education (DOE) and Services to Children, Youth, and Their Families (DSCYF), and private providers to implement of Child Development Watch services to children between the ages of birth and 36 months who have disabilities or are at risk for developing disabilities as well as their families. The administrator of the Birth to Three Early Intervention System is Rosanne Griff-Cabelli.

Executive Summary

Child Development Watch Family Survey Report

This year, the Delaware Education R&D Center (DERDC) collected survey information for the Child Development Watch (CDW) from January to March 2015. This family satisfaction and perception survey was conducted via telephone, Internet, and mail with a nonprobability sampling method. CDW serves as a component of the Birth to Three Early Intervention System's response to Part C of the Individuals with Disabilities Education Improvement Act of 2004. Delaware's Birth to Three Early Intervention System is under the lead agency of the Delaware Department of Health and Social Services (DHSS) and is sponsored, in part, by the Interagency Resource Management Committee (IRMC). Infants and toddlers that participate in the CDW program are identified as having disabilities and/or developmental delays through multiple activities such as Child Find, Public Awareness, Early Identification and Screening, and Central Intake.

Respondents

A total of 236 families successfully completed the 2014 Family Survey with 73% of the families from the northern region and 27% of the families from the southern region. The response rate this year was 32% and exceeded the 30% response rate goal.

Survey

Families were asked about their overall satisfaction with CDW services as well as their perceptions in six clustered areas: a) changes that occurred in their families, b) changes in their children's development, c) family-program relations, d) opportunities to jointly make decisions with programs about the services for their children, e) program accessibility and responsiveness, and f) changes in quality of life.

Results

Based on the data from the telephone, Internet, and mail surveys completed by families of children receiving CDW services:

- 96.5% of families were satisfied overall with the services they received;
- 94.8% of families reported a positive perception of the life change in themselves and their family in relationship to their experience with CDW;
- 93.7% of families reported a positive change in their child's behavior and abilities since the beginning of their participation in the CDW;
- 95.1% of families reported a positive family-program relationship with CDW staff;
- 93.4% of families reported a positive perception of family decision-making opportunities with CDW;
- 94.6% of families reported a positive perception of the program's accessibility and receptiveness;
- 93.9% of families reported a positive perception of their quality of life.

For the sixth year in a row, the survey incorporated questions about three federal outcomes, which are: "Families Know their Rights," "Families Effectively Communicate their Children's Needs," and "Families Help their Children Develop and Learn." Survey responses indicated:

- 92.0% of families responded that they knew their rights related to participating in this program;
- 95.4% of families agreed they could effectively communicate their children's needs; and
- 97.8% of families reported helping their children develop and learn.

Conclusions and Recommendations

Consistent with results found in previous years, the *2014 Child Development Watch Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful to both their children and to themselves.

Regarding the data collection methods, we recommend updating the participants' database to include email addresses. This recommendation was made last year and is repeated this year. Including email addresses would allow us to send a link to the electronic survey before mailing the paper copy to the entire sample; this one addition to the database could significantly reduce survey costs and increase response rate. We would also recommend involving service coordinators in data collection efforts; they have regular contact with families and these contacts could serve as an additional distribution point. Regarding the program, we recommend providing families with additional information about the process of transitioning out of CDW into similar programs. Survey responses were the least positive for transition items. Although positive responses have increased, there is still room for improvement.

Table of Contents

- Executive Summary iv
- Section 1: Introduction to Child Development Watch..... 11
- Section 2: 2012 Family Survey Methodology..... 12
 - Survey 12
 - History of the survey 12
 - Description of the Survey..... 12
 - Administration 14
- Respondents..... 16
- Demographic Information 17
 - Family Report of Child Gender 17
 - Self- Identified Ethnicity of the Families 17
 - Self-Reported Family Income 18
 - Self-Report of County of Residence 19
- Federal Outcome Data..... 20
 - Federal Outcome 1: Families know their rights..... 20
 - Federal Outcome 2: Families Effectively Communicate Their Children’s Needs..... 25
 - Federal Outcome 3: Families Help Their Children Develop and Learn 30
- State Outcome Data 34
 - State Cluster 1: Overall Satisfaction..... 34
 - State Cluster 2: Families Perception of Change in Selves and Their Families..... 36
 - State Cluster 3: Families’ Perceptions of Their Children’s Development and Abilities..... 38
 - State Cluster 4: Families’ Perceptions of Family-Program Relations..... 40

State Cluster 5: Families’ Perceptions of Decision-Making Opportunities.....	44
State Cluster 6: Perception of Program Accessibility and Receptiveness.....	47
State Clusters Summary.....	50
Section 4: Conclusions.....	52
Section 5: Recommendations.....	53
Program recommendations.....	53
Survey administration recommendations.....	53
References.....	56
Appendix.....	57

List of Tables

Table 1. Description of Survey Sections and Items.....	13
Table 2. Collection Methods.....	15
Table 3. Method of Family Survey 2013 Completion by Region and Race.....	16
Table 4. Family Report of the Gender of Child Receiving Services in CDW Program by Year.....	17
Table 5. Self-Identified Ethnic Background of Families Receiving CDW Services by Year.....	18
Table 6. Self-Reported Annual Income of Families Receiving CDW Services by Year.....	19
Table 7. Self-Reported Regional Location of Families Receiving CDW Services by Year	20
Table 8. Federal Outcome 1: Families Know Their Rights by Year.....	21
Table 9. Families Know Their Right by Ethnicity of the Parent of the Child Enrolled in Child Development Watch	23
Table 10. Families Know Their Rights by Geographic Region.....	24
Table 11. Federal Outcome 2: Families Effectively Communicate Their Children’s Needs by Year.....	26
Table 12. Families Effectively Communicate their Children’s Needs by Race	28
Table 13. Families Effectively Communicate Their Children’s Needs by Geographic Region	29
Table 14. Federal Outcome 3: Families Help Their Children to Develop and Learn by Year.....	31
Table 15. Families Help Their Children to Develop and Learn by Ethnicity of the Parent.....	32
Table 16. Families Help Their Children to Develop and Learn by Geographical Region	32
Table 17. Cluster 1: Overall Satisfaction.....	35
Table 18. Cluster 2: Families’ Perceptions of Change in Selves and Their Families	37
Table 19. Cluster 3: Families’ Perceptions of Their Children’s Development and Abilities.....	39
Table 20. Cluster 4: Families’ Perceptions of Family- Program Relations.....	43
Table 21. Cluster 5: Families’ Perceptions of Decision-Making Opportunities.....	45
Table 22. Cluster 6: Perception of Program Accessibility and Receptiveness.....	48

Table 23. Cluster 7: Perception of Quality of Life 50

Table 24. Cluster Summary..... 51

Section 1: Introduction to Child Development Watch

Child Development Watch (CDW) is a state program designed to enhance the development of infants and toddlers between the ages of birth and 36 months who have disabilities or are at risk for developing disabilities. CDW is part of a multi-agency program that provides comprehensive services to support families to meet the needs of their children. The aim of the program is to help children reach their maximum potential, while also benefitting their families and the Delaware community.

CDW serves as a component of the Birth to Three Early Intervention System's response to Part C of the Individuals with Disabilities Education Improvement Act of 2004. Delaware's Birth to Three Early Intervention System is under the lead agency of the Delaware Department of Health and Social Services (DHSS) and is sponsored, in part, by the Interagency Resource Management Committee (IRMC). Infants and toddlers who participate in the CDW program are identified through multiple activities such as Child Find, Public Awareness, Early Identification and Screening, and Central Intake. The goal of each activity is to ensure that children are identified, located, evaluated for eligibility, and referred to the appropriate agency.

Although DHSS is the lead agency for the program, it works collaboratively with the Departments of Education (DOE) and Services to Children, Youth, and Their Families (DSCYF), and other private providers in the continuous planning and implementation of CDW services. Within DHSS, the Divisions of Management Services (DMS), Medicaid and Medical Assistance (DMMA), Division of Public Health (DPH), and the Division for the Visually Impaired (DVI) work together to ensure the provision of services to children and their families.

As an interagency program, CDW is privileged to have participating staff from multiple state and private service providers. While the Division of Public Health remains responsible for the coordination of early intervention services, the variety of resources provides the children and families serviced by CDW additional flexibility in available options.

Section 2: 2012 Family Survey Methodology

Survey

History of the Survey

The *Family Survey* is the product of efforts of the Interagency Resource Management Committee (IRMC). The IRMC is composed of the Secretaries or Directors of the Delaware Department of Education, Department of Health and Social Services, and Delaware Services for Children, Youth and Their Families. These three departments sponsor and oversee Delaware's early childhood programs.

In 1990, the IRMC sponsored a study of the early intervention system in the state and as a result, the *Family Survey* was created. Its main goal was to assess the family outcomes of programs serving children at risk and their families. It was originally based on an instrument used by the Delaware Early Childhood Center called *Early Choices* (Sandals & Peters, 2004). Additional studies of statewide early intervention programs were funded during subsequent years. In 1995, program stakeholders identified the topics that should comprise a family survey and staff at the Center for Disabilities Studies (CDS) of the College of Human Services, Education, and Public Policy at the University of Delaware developed the items. In 1996, a final instrument was agreed upon and the pilot study started.

In 1997, the survey was distributed to 4,751 families participating in state programs serving young children with disabilities between birth and five years of age. CDW and the Birth to Three Early Intervention System have continued using the *Family Survey* since 1998. For a complete history on the development and use of the survey see Salt and Moyer (2011).

Description of the Survey

The survey contains 48 questions and is divided into seven sections. The majority of items ask respondents to check the appropriate response (e.g., gender, age, income level) or mark their agreement on a five-point Likert scale (i.e., strongly agree to strongly disagree and N/A).

Although in some cases a 7-point Likert scale is preferred over a 5-point scale (Alwin & Krosnick, 1991), we decided to reduce the scale from 7 to 5 points last year (2014). There were several reasons for this decision. First, while a 7-point scale has more discrimination and is

better for statistical analyses, for this survey we only present the percentages of each response and no statistical analysis is performed. This has been the report’s format since 2009. Second, after administering the survey last year, we began to question if respondents could really differentiate between a “strongly agree” and a “very strongly agree” opinion. In fact, due to the lack of variability between these categories, we collapsed the agree categories (“very strongly agree,” “strongly agree,” and “agree”) in previous years’ reports. Furthermore, this survey was conducted over the phone; we found a 7-point made the survey very lengthy, which discouraged respondents’ completion. All of these reasons led to last year’s decision to reduce the from a 7- to 5-point Likert scale.

The following table describes the seven sections and provides an example of an item in each section. A copy of the survey is included in the appendix.

Table 1. Description of Survey Sections and Items

Section	Number of Items	Focus of Questions	Example Item
1	4	Information about respondent and child and how found out about program	How did you find out about Child Development Watch?
2	9	CDW program in general	Your service coordinator is able to link you to services that you need.
3	9	Program participation	Since being part of Child Development program you feel you family’s quality of life has improved.
4	7	Individualized Family Service Plan	You are getting the services listed in the Individualized Family Service Plan.
5	6	Services received from CDW	You have received written information about your family’s rights (e.g. due process, procedural safeguards).
6	4	Transition from Birth to Three Program	The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.
7	9	Demographic items	Zip code

Administration

This is the second year that the CDW Family Survey was administered by the Delaware Education Research & Development Center (DERDC). This survey information was collected for the CDW Ongoing Program Evaluation Committee (OPEC).

Consistent with our methodology from the previous year, we mailed a paper version of the survey to all the families, along with a link to complete the survey online. Families that chose to participate online completed a web based version of the survey using the secure Internet website Qualtrics, an industry-leading provider of online survey software. In addition to mailing a paper version of the survey and a postcard encouraging families to participate, we also called families on the telephone. The personal identifying information was stored electronically on a secure server in a password-protected file accessible only to DERDC personnel conducting the survey.

The structure of the survey was the same as in the previous years with the entire survey fitting inside a four-page booklet. Consistent with the version of the survey administered in 2012 and 2013, we chose not to include questions included in the 2010 *Family Survey* that asked the number of persons in a household receiving CDW services or the number and type of support services received. These sections were removed in 2011 and were not included during the present administration.

The initial package mailed to families included: (1) a cover letter signed by the CDW clinic manager that explained the purpose of the survey, the usefulness of family feedback to CDW, assurances of confidentiality, the time it would take to complete the survey, and contact number of the principal evaluator at the Delaware Education R&D Center in case they had questions about the survey; (2) an information sheet that included instructions on how to complete the survey via the Internet; and (3) a copy of the survey and a prepaid postage envelope to return the survey. This package was mailed to the families in the database.

The Birth to Three Early Intervention System office provided DERDC with a database including information on 741 families. The Birth to Three Early Intervention System office has worked on the database of families receiving services, correcting and updating addresses and telephone numbers and other information. As a result, the database included fewer families with incorrect addresses, missing telephone numbers, or children who had not received services

from CDW for at least six months. This expedited collection of family survey data and made the overall project much more manageable.

We completed a **total of 236 surveys**. Multiple efforts were made to communicate with all families. After the initial mailing and a subsequent phone message to all families with phone numbers in the database, we received 88 surveys via mail (compared to 177 last year) and 50 via Internet (compared to 88 last year). A total of 40 surveys were returned due to inaccurate address.¹ During the next two months, we attempted to contact by telephone all families who had not returned the mailed survey. We obtained completed surveys for another 98 families on the phone (compared to 32 last year) for a grand total of 236. Some of the reasons calls could not be completed included: (a) invalid phone numbers, (b) disconnected phones, (c) families failed to answer, and (d) phone numbers were not provided. Voicemail messages were left whenever possible. The following table describes the data collection methods. Of the 505 families not completing surveys, 7 families declined to complete the survey, 258 numbers were missing from the database, 55 numbers were disconnected, invalid, wrong, or not accepting calls, and 173 messages were left but not answered. Of the 741 families, 10 reported that they were not part of CDW. For suggestions regarding survey administration in the future, see Section 5 of this report.

Table 2. Collection Methods

Method/Reason	Number
Mail	88
Internet	50
Telephone	98
Completed	236
Declined	7
Missing phone number	258
Disconnected lines	55
Voice messages left but no response	173
Total	741

¹ DERDC attempted to contact these families by telephone and as a result, they remained in the sample.

Section 3: Results

Respondents

From the list of 741 families participating in the CDW program this year, we selected our sample by using nonprobability-sampling methods. Non-probability sampling methods are not random and are purposive in nature. In this case, we included the entire population of families participating in the CDW program this year. We used volunteer sampling to collect data from families by reaching out to all families in the program by mail and/or by telephone. As in previous years, the goal was to have at least 30% of the total number of families receiving services complete the survey. Of the 741 families, a total of 236 families completed the survey either by mail, Internet, or telephone. These families represent 31.8% of the total number of families in the database provided. From these 236 families, 72.9% were from the northern region of the state (New Castle County) and 27.1% from the southern region of the state (Kent and Sussex Counties). The demographic composition was as follows: 48.5% Caucasian, 17.5% African American, 26.6% Hispanic or Latino, 3.1% Asian, and 4.4% other. The following table displays the method of survey completion for 2014 by region and race.

Table 3. Method of Family Survey 2013 Completion by Region and Race

Region and Race	Telephone	Internet	Mail	Surveys Completed ^b
North, Caucasian	26	24	22	72
North, African American	19	7	9	35
North, Hispanic/Latino	28	1	21	50
North, Other ^a	5	3	2	10
South, Caucasian	11	8	20	39
South, African American	1	0	4	5
South, Hispanic/Latino	5	0	6	11
South, Other ^a	1	2	4	7
Total	96 ^c	45 ^c	88 ^c	229 ^c

^a Asian and "Other" are combined

^b 7 families did not provide information regarding their address

^c 7 families did not provide demographic information. The totals may be different from the tables above.

The remainder of this section is divided in three main parts: demographic information, federal outcome data, and state outcome data. The last part includes the clusters and a summary of families' attitudes towards the program. Whenever possible, we have included survey findings from 2009-2013.

Demographic Information

Families were asked to provide demographic information about their children and their family. Characteristics of the children and families participating in the CDW include gender, race and ethnicity, annual family income, and county of residence.

Family Report of Child Gender

Of the families that completed the survey, 53.6% of the families have male children enrolled in CDW and 46.4% of the families have female children enrolled in CDW. The percentage of males is somewhat higher than in previous years. The most recent CDW enrollment data (2014) indicates that there are 63.2% males and 36.8% females enrolled in the program. See Table 4 for specific information on the gender of children receiving services in CDW.

Table 4. Family Report of the Gender of Child Receiving Services in CDW Program by Year

Gender of Child	2014		2013		2012		2010		2009		CDW Program Rate ^a
	n	%	n	%	n	%	n	%	n	%	%
Male	126	53.6	195	65.7	140	62.2	145	59.7	125	62.2	63.2
Female	109	46.4	102	34.3	85	37.8	98	40.3	76	37.8	36.8
Total	236	100	297	100	225	100	243	100	201	100	100

^a Based on the 2015 Annual Child Count Demographic Data.

Self- Identified Ethnicity of the Families

Family members who completed the survey were asked to report their own race and ethnicity in addition to the race and ethnicity of their child who was participating in the CDW program. Based on this method, 48.5% of the families are classified as Caucasian, 17.5% as

African American, 26.6% as Hispanic/Latino, and 3.1% as Asian. Ten families chose to identify as “Other.” See Table 5 for information about the race/ethnicity of the family members who participated in the *Family Survey* compared to the CDW program and the state rates based on census data..

Table 5. Self-Identified Ethnic Background of Families Receiving CDW Services by Year

Ethnic Background	2014		2013		2012		2011		2010 ^a		2009 ^b		CDW Program Rate ^c	Delaware Rate ^d
	n	%	n	%	n	%	n	%	n	%	n	%	%	%
Caucasian	111	48.5	194	65.3	151	67.1	116	52.3	136	56.0	118	60.5	49.2	64.6
African American	40	17.5	39	13.1	51	22.7	58	26.1	57	23.5	42	21.5	26.1	22.0
Hispanic/Latino	61	26.6	40	13.5	11	4.9	35	15.8	33	13.6	18	9.2	16.1	8.6
Asian	7	3.1	9	3.0	11	4.9	13	5.9	17	7.0	4	2.1	3.9	3.5
Other+	10	4.4	15	5.1	1	0.4	--	--	--	--	13	6.7	4.7	1.3
Total	236	100	297	100	225	100	221	100	243	100	195	100	100	100

^a Asian and “Other” are combined in 2010 and 2011

^b 2009 total does not equal 201 because 6 families chose not to identify their ethnic background

^c Based on the 2015 Annual Child Count Demographic Data, where “Other” includes “unknown.”

^d Based on the U.S. Census

Self-Reported Family Income

The respondents to the *Family Survey* represented families from across the socioeconomic income spectrum. Approximately 19% of the families reported their annual income as being under \$20,000, placing them below the government level for poverty (\$23,050 for a family of four in 2012). In comparison, Delaware’s overall poverty rate is 17% for families with children under the age of five (KIDS COUNT in Delaware, 2012). Of the families completing the *Family Survey*, 32.8% reported that they made more than \$50,000 a year. This year 21.7% of families chose to not indicate or did not know their income level. The income levels reported by families in 2014 were similar to those reported in previous years.

The wide range of socioeconomic levels of families served by CDW is due to the entitlement nature of Part C of the IDEA federal legislation. Families who have a

child with a disability are entitled to early intervention program services, with no other qualifying characteristics such as income or geographic location. See Table 6 for specific information about the annual family income reported by families.

Table 6. Self-Reported Annual Income of Families Receiving CDW Services by Year

Income Level	2014		2013		2012		2010		2009	
	n	%	n	%	n	%	n	%	n	%
Above \$100,000	31	13.7	48	16.0	41	18.2	45	18.5	36	17.9
\$50,000-\$100,000	41	18.1	67	22.6	53	23.6	64	26.3	60	29.9
\$20,000-\$49,999	62	27.4	65	22.0	63	28.0	53	21.8	51	25.4
Under \$20,000	43	19.0	50	16.8	27	12.0	31	12.8	21	10.4
Don't know/Decline to answer	49	21.7	67	22.6	41	18.2	50	20.6	33	16.4
Total	226 ^a	100	297	100	225	100	243	100	201	100

^a 10 families did not provide income information. The totals may be different from the tables above.

Self-Report of County of Residence

Families were asked to indicate the county where they reside. Almost two thirds (182, 61.3 %) are from Northern Delaware; one-third (115, 38.7 %) are from Southern Delaware. This represents a somewhat similar proportion of families participating in CDW residing in Northern Delaware when compared with previous years. Table 7 presents families' reported place of residence (2015 CDW program rate based on the Annual Child Count demographic data was not available for this year). A larger percentage of surveys was collected this year from the northern part of the state than previous years.

Table 7. Self-Reported Regional Location of Families Receiving CDW Services by Year

Regional Location	2014		2013		2012		2011		2010		2009	
	n	%	n	%	n	%	n	%	n	%	n	%
Northern Delaware ^a	172	72.9	182	61.3	133	59.1	147	66.2	153	63.0	131	65.2
Southern Delaware ^b	64	27.1	115	38.7	92	40.9	75	33.8	90	37.0	70	34.8
Total	236	100	297	100	225	100	222	100	243	100	201	100

^a Northern Delaware includes New Castle County

^b Southern Delaware includes Kent and Sussex Counties

Federal Outcome Data

The *Family Survey* was updated in 2006 to include the three federal outcomes: “Families Know their Rights,” “Families Effectively Communicate their Children’s Needs,” and “Families Help their Children Develop and Learn.” The following tables present the *2014 Family Survey* data related to these federal outcomes. All federal outcome items were included in the 2009-2013 surveys. Items for each outcome were averaged to obtain an overall outcome score. For each outcome, we first present a comparison among years. This is followed by 2014 data disaggregated by race and region where the services were received.

Federal Outcome 1: Families Know their Rights

The first federal outcome addressed the extent to which families feel that they know their rights with the CDW program. The survey includes four items. When families’ responses were averaged across all four items, 92.0% of families responded positively to these questions and 8.0% disagreed. Families expressed the least satisfaction with items regarding knowing who to speak to if their family’s rights were not addressed (Disagree and Strongly Disagree=12.0%) and knowing who within CDW could help them if they had a complaint (Disagree and Strongly Disagree=12.8%). Compared to the results in previous years, a similar proportion of families responded positively to the questions regarding the concept of families knowing their rights. See Table 8 for more information.

Table 8. Federal Outcome 1: Families Know Their Rights by Year

Federal Outcome 1: Families Know Their Rights	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
You have received written information about your family's rights (e.g. due process, procedural safeguards).	2009	32.8%	19.7%	44.3%	96.8%	2.2%	1.1%	0.0%
	2010	22.3%	29.0%	43.8%	95.1%	4.5%	0.4%	0.0%
	2011	27.5%	36.2%	37.2%	100.9%	1.4%	0.5%	0.0%
	2012	36.3%	25.1%	34.0%	95.4%	4.1%	0.0%	0.5%
	2013	-	50.6%	43.8%	94.4%	4.5%	1.1%	-
	2014	-	56.7%	40.7%	97.4%	1.7%	0.9%	-
You feel you understand your family's legal rights within your child's program.	2009	28.3%	21.7%	42.4%	92.4%	7.1%	0.5%	0.0%
	2010	22.6%	26.1%	44.2%	92.9%	6.2%	0.4%	0.5%
	2011	23.5%	33.3%	39.4%	96.2%	3.3%	0.5%	0.0%
	2012	33.3%	24.1%	38.9%	96.3%	3.2%	0.0%	0.5%
	2013	-	49.4%	44.9%	94.3%	4.9%	0.8%	-
	2014	-	56.5%	38.8%	95.3%	4.7%	-	-
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	2009	28.3%	17.6%	42.2%	88.1%	8.6%	2.7%	0.5%
	2010	18.4%	27.7%	39.5%	85.6%	11.8%	1.8%	0.8%
	2011	18.6%	28.5%	40.3%	87.4%	10.4%	1.8%	0.5%
	2012	31.8%	22.6%	32.6%	87.0%	12.0%	0.5%	0.5%
	2013	-	48.0%	39.1%	87.1%	12.2%	0.7%	-
	2014	-	55.2%	32.8%	88.0%	10.8%	1.2%	-
You know who within Child Development Watch you need to speak with if you have	2009	26.2%	17.6%	42.2%	86.0%	10.7%	2.7%	0.5%
	2010	17.8%	28.0%	37.3%	83.1%	15.1%	1.3%	0.4%
	2011	24.1%	26.9%	38.9%	89.9%	8.8%	0.9%	0.5%

Federal Outcome 1: Families Know Their Rights	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
other complaints/concerns about the Child Development Watch program.	2012	30.6%	25.0%	31.0%	86.6%	12.4%	0.5%	0.5%
	2013	-	48.2%	38.4%	86.6%	10.9%	2.5%	-
	2014	-	53.9%	33.3%	87.2%	11.0%	1.8%	-
Total "Families Know Their Rights"	2009	28.9%	19.2%	42.8%	90.9%	7.2%	1.8%	0.3%
	2010	20.3%	27.7%	41.2%	89.2%	9.4%	1.0%	0.4%
	2011	23.4%	31.2%	38.9%	93.5%	5.9%	0.9%	0.2%
	2012	33.0%	24.2%	34.1%	91.3%	7.9%	0.3%	0.5%
	2013	-	49.1%	41.6%	90.7%	8.1%	1.3%	-
	2014	-	55.6%	36.4%	92.0%	7.0%	1.0%	-

We compared families' average ratings by race and ethnicity (see Table 9). The highest percentages of families knowing their rights were African Americans (96.2%) and Caucasians (92.9%). Hispanics/Latinos and "other" ethnicities responded favorably toward the first federal outcome but with lower percentages (89.8% and 85.9%, respectively).

We also disaggregated families' average ratings by the region where families received their services, 95.0% of families receiving services in Southern Delaware articulated knowing their rights. This percentage was higher than the northern counterpart, where 90.9 % of families receiving services responded positively to this outcome (See Table 10).

Table 9. Families Know Their Rights by Ethnicity, 2014

Items	Race	Strongly Agree (SA)	Agree	Combined SA and Agree	Disagree	Strongly Disagree
You have received written information about your family's rights (e.g. due process, procedural safeguards).	Caucasian	57.8%	40.4%	98.2%	0%	1.8%
	African American	55.0%	40.0%	95.0%	5.0%	0%
	Hispanic/Latino	57.4%	41.0%	98.4%	1.6%	0%
	Other	52.4%	42.9%	95.3%	4.8%	0%
You feel you understand your family's legal rights within your child's program.	Caucasian	60.6%	35.8%	96.4%	3.7%	0%
	African American	50.0%	47.5%	97.5%	2.5%	0%
	Hispanic/Latino	57.4%	36.1%	93.5%	6.6%	0%
	Other	45.5%	45.5%	91.0%	9.1%	0%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Caucasian	60.0%	28.2%	88.2%	10.9%	0.9%
	African American	57.5%	40.0%	97.5%	2.5%	0%
	Hispanic/Latino	49.2%	34.4%	83.6%	14.8%	1.6%
	Other	42.9%	38.1%	81.0%	14.3%	4.8%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	Caucasian	56.1%	32.7%	88.8%	9.3%	1.9%
	African American	56.4%	38.5%	94.9%	5.1%	0%
	Hispanic/Latino	54.1%	29.5%	83.6%	14.8%	1.6%
	Other	38.1%	38.1%	76.2%	19.0%	4.8%
Total "Families Know Their Rights"	Caucasian	58.6%	34.3%	92.9%	6.0%	1.2%
	African American	54.7%	41.5%	96.2%	3.8%	0.0%
	Hispanic/Latino	54.5%	35.3%	89.8%	9.5%	0.8%
	Other	44.7%	41.2%	85.9%	11.8%	2.4%

Table 10. Families Know Their Rights by Geographic Region, 2014

Items	Region	Strongly Agree (SA)	Agree	Combined SA and Agree	Disagree	Strongly Disagree
You have received written information about your family's rights (e.g. due process, procedural safeguards).	Northern	53.8%	42.6%	96.4%	2.4%	1.2%
	Southern	64.5%	35.5%	100.0%	0%	0%
You feel you understand your family's legal rights within your child's program.	Northern	51.5%	42.6%	94.1%	5.9%	0%
	Southern	69.8%	28.6%	98.4%	1.6%	0%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Northern	51.8%	34.7%	86.5%	11.8%	1.8%
	Southern	64.5%	27.4%	91.9%	8.1%	0%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	Northern	50.9%	35.5%	86.4%	11.8%	1.8%
	Southern	62.7%	27.1%	89.8%	8.5%	1.7%
Total "Families Know Their Rights"	Northern	52.0%	38.9%	90.9%	8.0%	1.2%
	Southern	65.4%	29.7%	95.0%	4.6%	0.4%

Federal Outcome 2: Families Effectively Communicate Their Children's Needs

The second federal outcome addressed the extent to which families are able to effectively communicate their children's needs within CDW. The subscale consisted of five items. When families' responses were averaged across all five items, 95.4% of families responded positively to the questions for the second federal outcome "Families Effectively Communicate their Children's Needs." Results in 2014 were similar to previous years regarding effectively communicating their children's needs. See Table 11 for more information on the results of the items in this outcome.

We also compared average ratings based on the ethnicity of families; 96.3% of Caucasians, 93.4% of African Americans, and 96.9 % of Hispanics/Latinos responded favorably toward the second federal outcome, "Families Effectively Communicate their Children's Needs." Slightly lower, 90.7% of all "other" ethnicities represented in the survey responded positively to the second federal outcome (See Table 12). Similar to the first federal outcome, Hispanic and Caucasian families' responses were again the most favorable.

Based on the region where families received their services, the average ratings were as follow: 94.8% of families receiving services in Northern Delaware and 97.1% of families receiving services in Southern Delaware responded positively to the second federal outcome, "Families Effectively Communicate their Children's Needs" (see Table 13).

Table 11. Federal Outcome 2: Families Effectively Communicate Their Children’s Needs by Year

Federal Outcome 2: Families Effectively Communicate Their Children’s Needs	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family’s strengths, needs, and goals.	2009	27.2%	30.4%	36.6%	94.2%	3.1%	0.5%	2.1%
	2010	17.3%	40.5%	35.4%	93.2%	5.5%	0.4%	0.8%
	2011	20.1%	45.2%	34.2%	99.5%	0.0%	0.5%	0.9%
	2012	32.4%	36.9%	27.0%	96.3%	3.2%	0.5%	0.0%
	2013	-	47.6%	50.0%	97.6%	2.1%	0.3%	-
	2014	-	47.4%	49.6%	97.0%	2.1%	0.9%	-
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.	2009	30.1%	36.7%	28.1%	94.9%	1.5%	1.5%	2.0%
	2010	21.8%	44.5%	29.0%	95.3%	3.4%	0.4%	0.8%
	2011	23.5%	48.9%	27.1%	99.5%	0.0%	0.5%	0.0%
	2012	36.4%	38.7%	23.1%	98.2%	0.9%	0.9%	0.0%
	2013	-	56.6%	41.4%	98.0%	2.0%	0.0%	-
	2014	-	56.4%	40.6%	97.0%	2.6%	0.4%	-
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	2009	24.0%	25.3%	47.3%	96.6%	1.4%	0.0%	2.1%
	2010	15.6%	30.7%	45.8%	92.1%	5.0%	2.8%	0.0%
	2011	21.5%	33.1%	42.0%	96.6%	1.7%	1.1%	0.6%
	2012	31.6%	24.9%	39.5%	96.0%	2.3%	0.6%	1.1%
	2013	-	49.5%	45.6%	95.1%	3.4%	1.5%	-
	2014	-	48.9%	46.3%	95.3%	3.7%	1.1%	-

Federal Outcome 2: Families Effectively Communicate Their Children's Needs	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	2009	21.0%	25.4%	49.3%	95.7%	3.6%	0.0%	0.7%
	2010	11.9%	33.5%	46.0%	91.4%	6.3%	1.1%	1.1%
	2011	21.5%	31.1%	44.6%	97.2%	1.7%	1.1%	0.0%
	2012	31.6%	22.8%	40.9%	95.3%	3.5%	0.6%	0.6%
	2013	-	51.9%	43.3%	95.2%	3.8%	1.0%	-
	2014	-	46.6%	48.2%	94.8%	4.7%	0.5%	-
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	2009	28.6%	26.5%	37.6%	92.7%	4.8%	1.6%	1.1%
	2010	18.0%	36.9%	38.6%	93.5%	4.3%	1.3%	0.9%
	2011	25.3%	36.4%	35.9%	97.6%	1.4%	0.0%	0.9%
	2012	30.6%	32.9%	31.5%	95.0%	4.5%	0.5%	0.0%
	2013	-	48.1%	45.9%	94.0%	4.1%	1.9%	-
	2014	-	46.9%	46.1%	93.0%	6.1%	0.9%	-
Total "Families Effectively Communicate Their Children's Needs"	2009	26.6%	29.3%	38.7%	94.6%	2.9%	0.8%	1.6%
	2010	17.3%	37.8%	38.2%	93.3%	4.8%	1.1%	0.8%
	2011	22.3%	38.9%	36.8%	98.1%	0.9%	0.6%	0.4%
	2012	32.5%	31.2%	32.4%	96.2%	2.9%	0.6%	0.3%
	2013	-	50.7%	45.2%	95.9%	3.1%	1.0%	-
	2014	-	49.2%	46.2%	95.4%	3.8%	0.8%	-

Table 12. Families Effectively Communicate Their Children’s Needs by Race, 2014

Items	Race	Strongly		Combined		Strongly
		Agree (SA)	Agree	SA and Agree	Disagree	Disagree
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family’s strengths, needs, and goals.	Caucasian	51.4%	45.0%	96.4%	1.8%	1.8%
	African American	47.5%	47.5%	95.0%	5.0%	0%
	Hispanic/Latino	45.0%	53.3%	98.3%	1.7%	0%
	Other	34.8%	65.2%	100.0%	0%	0%
As part of the Child Development Watch program, you have been asked about your child’s strengths and needs, and goals for him or her.	Caucasian	57.7%	38.7%	96.4%	2.7%	0.9%
	African American	55.0%	40.0%	95.0%	5.0%	0%
	Hispanic/Latino	55.0%	43.3%	98.3%	1.7%	0%
	Other	56.5%	43.5%	100.0%	0%	0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Caucasian	54.9%	42.7%	97.6%	1.2%	1.2%
	African American	46.9%	43.8%	90.6%	9.4%	0%
	Hispanic/Latino	45.6%	52.6%	98.2%	1.8%	0%
	Other	36.8%	47.4%	84.2%	15.8%	0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Caucasian	51.8%	45.8%	97.6%	1.2%	1.2%
	African American	45.2%	51.6%	96.8%	3.2%	0%
	Hispanic/Latino	41.4%	51.7%	93.1%	6.9%	0%
	Other	42.1%	42.1%	84.2%	15.8%	0%
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	Caucasian	48.6%	45.0%	93.6%	4.6%	1.8%
	African American	53.8%	35.9%	89.7%	10.3%	0%
	Hispanic/Latino	45.0%	51.7%	96.7%	3.3%	0%
	Other	30.0%	55.0%	85.0%	15.0%	0%
Total “Families Effectively Communicate Their Children’s Needs”	Caucasian	52.9%	43.4%	96.3%	2.3%	1.4%
	African American	49.7%	43.8%	93.4%	6.6%	0.0%
	Hispanic/Latino	46.4%	50.5%	96.9%	3.1%	0.0%
	Other	40.0%	50.7%	90.7%	9.3%	0.0%

Table 13. Families Effectively Communicate Their Children’s Needs by Geographic Region, 2014

Items	Region	Strongly Agree (SA)	Agree	Combined SA, and Agree	Disagree	Strongly Disagree
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family’s strengths, needs, & goals.	Northern	45.3%	51.2%	96.5%	2.3%	1.2%
	Southern	53.2%	45.2%	98.4%	1.6%	0%
As part of the Child Development Watch program, you have been asked about your child’s strengths and needs, and goals for him or her.	Northern	53.5%	43.6%	97.1%	2.3%	0.6%
	Southern	64.5%	32.3%	96.8%	3.2%	0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Northern	44.1%	49.3%	93.4%	5.1%	1.5%
	Southern	61.1%	38.9%	100.0%	0%	0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Northern	42.0%	51.4%	93.5%	5.8%	0.7%
	Southern	58.5%	39.6%	98.1%	1.9%	0%
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	Northern	42.5%	50.9%	93.4%	6.0%	0.6%
	Southern	59.0%	32.8%	91.8%	6.6%	1.6%
Total “Families Effectively Communicate Their Children’s Needs”	Northern	45.5%	49.3%	94.8%	4.3%	0.9%
	Southern	59.3%	37.8%	97.1%	2.6%	0.3%

Federal Outcome 3: Families Help Their Children Develop and Learn

The third federal outcome addressed the extent to which families have learned to help their children develop and learn since participating in the CDW program. The subscale consisted of four items that addressed this outcome. When families' responses were averaged across all four items, 97.8% of families responded positively to the questions for the third federal outcome. Similar proportions of families in previous years responded positively to the questions regarding the concept of families helping their children develop and learn. In 2014, results were slightly more favorable than previous years. See Table 14 for more information on the results of the items in this outcome.

We compared families' average ratings by race and ethnicity, 93.3% of Caucasians, 95.0% of African Americans, and 97.9% of Hispanics/Latinos responded favorably toward the second federal outcome, "Families Effectively Communicate their Children's Needs." In addition, 92.5% of all "other" ethnicities represented in the survey responded positively to the third federal outcome (See Table 15). In this federal outcome, Hispanic families' responses were the most favorable, and as in federal outcomes 1 and 2, the families categorized as "Other" (Asian and "Other") were the ones with the largest percentages of disagreement. However, it is important to notice that such disagreement percentages were minimal overall.

We also disaggregated families' average ratings by the region where families receive their services, 94.6% of families receiving services in Northern Delaware and 95.5% of families receiving services in Southern Delaware responded positively to the third federal outcome, "Families Help their Children Develop and Learn" (see Table 16).

Table 14. Federal Outcome 3: Families Help Their Children to Develop and Learn by Year

Federal Outcome 3: Families Help Their Children Develop and Learn	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	Combined VSA, SA, and Agree	Disagree	Strongly Disagree	Very Strongly Disagree
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	2009	26.3%	26.9%	39.2%	92.4%	5.9%	1.1%	0.5%
	2010	23.2%	36.4%	34.6%	94.2%	4.4%	0.4%	0.9%
	2011	22.3%	37.2%	36.7%	96.2%	1.9%	0.9%	0.9%
	2012	34.3%	28.7%	32.4%	95.4%	2.8%	0.9%	0.9%
	2013	-	53.8%	41.3%	95.1%	3.4%	1.5%	-
	2014	-	51.1%	43.3%	94.4%	5.2%	0.4%	-
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care for your child.	2009	23.9%	26.6%	42.0%	92.5%	6.9%	0.5%	0.0%
	2010	17.5%	41.2%	32.5%	91.2%	7.0%	0.4%	1.3%
	2011	25.2%	37.9%	35.0%	98.1%	0.9%	0.5%	0.5%
	2012	31.5%	26.9%	36.5%	94.9%	3.7%	1.4%	0.0%
	2013	-	48.1%	46.3%	94.4%	4.8%	0.7%	-
	2014	-	50.0%	44.2%	94.2%	5.3%	0.4%	-
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.	2009	26.2%	32.5%	36.6%	95.3%	4.2%	0.5%	0.0%
	2010	22.5%	35.5%	36.4%	94.4%	3.9%	0.9%	0.9%
	2011	26.6%	34.1%	37.4%	98.1%	0.9%	0.9%	0.0%
	2012	31.5%	33.3%	31.5%	96.3%	2.3%	0.5%	0.9%
	2013	-	46.9%	46.5%	93.4%	5.9%	0.7%	-
	2014	-	53.7%	41.1%	94.8%	4.3%	0.9%	-
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.	2009	31.4%	31.4%	34.3%	97.1%	2.2%	0.0%	0.7%
	2010	22.4%	39.5%	32.9%	94.8%	3.3%	0.7%	1.3%
	2011	30.8%	32.7%	35.5%	99.0%	0.9%	0.0%	0.0%
	2012	34.3%	27.8%	34.3%	96.4%	1.9%	1.9%	0.0%
	2013	-	54.9%	41.3%	96.2%	3.4%	0.4%	-
	2014	-	56.6%	39.0%	95.6%	4.4%	0.0%	-
Total "Families Help Their Children Develop and Learn"	2009	26.6%	29.2%	38.3%	94.1%	5.0%	0.6%	0.3%
	2010	21.3%	38.0%	34.2%	93.5%	4.8%	0.6%	1.1%
	2011	26.2%	35.5%	36.2%	97.9%	1.2%	0.6%	0.4%
	2012	32.9%	29.2%	33.7%	95.8%	2.7%	1.2%	0.5%
	2013	-	50.9%	43.9%	94.8%	4.4%	0.8%	-
	2014	-	52.9%	41.9%	97.8%	4.8%	0.4%	-

Table 15. Families Help Their Children to Develop and Learn by Ethnicity of the Parent, 2014

Federal Outcome 3: Families Help Their Children Develop and Learn	Race	Strongly Agree	Agree	Combined SA, and Agree	Disagree	Strongly Disagree
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	Caucasian	54.5%	36.4%	90.9%	8.2%	0.9%
	African American	47.5%	47.5%	95.0%	5.0%	0%
	Hispanic/Latino	51.7%	46.7%	98.3%	1.7%	0%
	Other	39.1%	60.9%	100.0%	0%	0%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.	Caucasian	53.3%	40.2%	93.5%	5.6%	0.9%
	African American	47.4%	47.4%	94.7%	5.3%	0%
	Hispanic/Latino	48.3%	48.3%	96.7%	3.3%	0%
	Other	42.9%	47.6%	90.5%	9.5%	0%
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.	Caucasian	56.9%	36.7%	93.6%	4.6%	1.8%
	African American	47.5%	45.0%	92.5%	7.5%	0%
	Hispanic/Latino	54.2%	45.8%	100.0%	0%	0%
	Other	47.8%	43.5%	91.3%	8.7%	0%
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.	Caucasian	58.9%	36.4%	95.3%	4.7%	0%
	African American	60.0%	37.5%	97.5%	2.5%	0%
	Hispanic/Latino	55.9%	40.7%	96.6%	3.4%	0%
	Other	35.3%	52.9%	88.2%	11.8%	0%
Total "Families Help Their Children Develop and Learn"	Caucasian	55.9%	37.4%	93.3%	5.8%	0.9%
	African American	50.6%	44.4%	95.0%	5.1%	0%
	Hispanic/Latino	52.5%	45.4%	97.9%	2.1%	0%
	Other	41.3%	51.2%	92.5%	7.5%	0%

Table 16. Families Help Their Children to Develop and Learn by Geographical Region, 2014

Federal Outcome 3: Families Help Their Children Develop and Learn	Region	Strongly Agree	Agree	Combined SA, and Agree	Disagree	Strongly Disagree
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	Northern	48.2%	45.9%	94.1%	5.9%	0%
	Southern	58.7%	36.5%	95.2%	3.2%	1.6%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care your child.	Northern	44.9%	48.5%	93.4%	6.6%	0%
	Southern	64.4%	32.2%	96.6%	1.7%	1.7%
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.	Northern	49.4%	45.3%	94.7%	5.3%	0%
	Southern	65.6%	29.5%	95.1%	1.6%	3.3%
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.	Northern	55.4%	40.5%	95.8%	4.2%	0%
	Southern	60.0%	35.0%	95.0%	5.0%	0%
Total "Families Help Their Children Develop and Learn"	Northern	49.5%	45.1%	94.6%	5.5%	0%
	Southern	62.2%	33.3%	95.5%	2.9%	1.6%

State Outcome Data

Consistent with data analyses from previous years, we also grouped family responses in clusters, corresponding to a set of questions from the CDW Family Survey. The years included in this report are 2009 to 2014 with the exception of the 2011 (data were not available). Items in each cluster were averaged to obtain an overall cluster score. Descriptions of each cluster are as follows:

Cluster 1: Overall Satisfaction

Cluster 2: Families' Perception of Change in Selves and Their Families

Cluster 3: Families' Perceptions of Their Children's Development and Abilities

Cluster 4: Families' Perception of Family-Program Relations

Cluster 5: Perception of Family Decision-making Opportunities

Cluster 6: Perception of Program Accessibility and Responsiveness

Cluster 7: Perception of Quality of Life

State Cluster 1: Overall Satisfaction

Families receiving CDW services were asked about their satisfaction with the services they and their children received. The "Overall Satisfaction" ratings were derived from four items that assessed families' global perceptions of the program's services in four areas: usefulness of services, child and family services, changes in children, and satisfaction with how things were going with the child and the family. Families' responses for the four items in the cluster describing overall satisfaction and the averaged responses for the cluster can be found in Table 17.

Primarily positive responses were obtained when we asked if the services provided by CDW were useful for their families. In general, 96.5% of the families were satisfied. The overall satisfaction has been consistently high across years. The four items in this cluster obtained favorable responses from 94.2% to 98.3% of families who responded to the survey this year.

Table 17. Cluster 1: Overall Satisfaction by Year

Cluster 1: Overall Satisfaction	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
You feel that the Child Development Watch services are useful to your family.	97.4%	2.6%	97.5%	2.6%	98.2%	1.8%	96.1%	3.9%	98.3%	1.7%
You are satisfied with the services your child and family are receiving.	94.1%	6.0%	94.7%	5.3%	95.9%	4.1%	93.2%	6.8%	94.2%	5.8%
You are satisfied with the changes your child has made since beginning the Child Development Watch program.	95.1%	4.9%	96.4%	3.5%	95.0%	5.0%	96.2%	3.8%	95.2%	4.8%
You are satisfied with how things are going with your child and family.	96.3%	3.7%	97.0%	3.0%	97.7%	2.3%	94.6%	5.4%	98.3%	1.7%
Total Overall Satisfaction	95.9%	4.1%	96.5%	3.4%	96.7%	3.3%	95.0%	5.0%	96.5%	3.5%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 2014 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Some families provided comments regarding the overall program. Most families were extremely satisfied and grateful with the program:

- I love CDW! This program has helped my daughter immensely. Without it I don't know how we would have got through our struggles. Thanks so much for everything!
- [I'm] very pleased with [son's] improvement and impressed with the program as a whole.
- We really like Child Development Watch... it's nice to have someone to take us to the doctor or wherever we don't have our own transportation! Thanks!

Other families were more critical about the overall program:

- No criticism about the Child Development Watch Program itself; some inconsistencies with the services offered.

The story that one mother shared sums up the experience several families expressed:

- I am very grateful for this program. I was informed about this program during the time my son was in the NCU in Christiana. When my son came home after 96 days in NCU, I was nervous and had so many questions and concerns about my son's health and how would his prematurity affect his growth and development. I immediately felt at ease when I met with my coordinator. She was/is awesome and really listened to all of my worries and concerns and really made me feel better and she did very well with my son, as well. The therapy my son received helped tremendously and the sessions he's receiving now through Easter Seals are very helpful and my son is catching up to his corrected age and doing very well. I can't say enough about this program. As a new mom and a preemie mom, this program is VERY useful, helpful, and just plain great. We are very fortunate to be a part of this program and have told a lot of parents about this program. Couldn't be happier.

State Cluster 2: Families Perception of Change in Selves and Their Families

Families receiving CDW services were asked about their "Perception of Change in Selves/Family" since their children began receiving services. This cluster is composed of four items assessing the following categories: parents' ability to get the services needed for their children, parents' increased knowledge about their children's needs, parents' increased information about how to help their children develop and learn, and parents' increased ability to help their children develop and learn skills for use at home and other places the children spend time. Families' responses for the four items in this cluster focused on the "Perception of Change in Selves/Family" and the averaged responses for the cluster can be found in Table 18.

The overall "Perception of Change in Selves/Family" of families completing the survey as a result of the CDW program was positive. The average of this set of questions shows that 94.8% of families had a positive perception of change in themselves and their families. This perception of change is the same as the results from the previous year. The four items in this

cluster obtained favorable responses from 94.2% to 95.6% of families who responded to the survey this year.

Table 18. Cluster 2: Families' Perceptions of Change in Selves and Their Families by Year

Cluster 2: Perception of Change in Selves/Family	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	92.4%	7.5%	94.2%	5.7%	95.4%	4.6%	95.1%	4.9%	94.4%	5.6%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care for your child.	92.5%	7.4%	91.3%	8.8%	95.0%	5.0%	94.4%	5.6%	94.2%	5.8%
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.	95.2%	4.7%	94.4%	5.6%	96.3%	3.7%	93.4%	6.6%	94.8%	5.2%
As a result of the Child Development Watch program, you have learned ways to help you child develop and learn skills for use at home.	97.1%	2.9%	94.7%	5.3%	96.3%	3.7%	96.2%	3.8%	95.6%	4.4%
Total Perception of Change in Selves/Family	94.1%	5.8%	93.6%	6.4%	95.8%	4.3%	94.8%	5.2%	94.8%	5.2%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 2014 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

These are some of the comments regarding the impact families felt:

- The only way I can summarize our experience in CDW is how helpful they have been for us as a family and for my daughter and her development.
- CDW has been amazing for us. Great support, always listens to my needs and immediately adheres [to] my conditions. I have had no issues what so ever. Highly recommend program.
- I participated in [the program] "It takes two to talk". Very beneficial to communicating with my son. In speaking with other parents at group therapy, the program was not offered to them. I am grateful to have participated. Parents need "therapy" just as much as children to help them succeed.

State Cluster 3: Families' Perceptions of Their Children's Development and Abilities

Families receiving CDW services were asked about any changes they had observed in their children since they began receiving services. This cluster was composed of four items, two of which asked families about improvement in the child's independence, skills, and abilities, one addressed individualization of services, and one addressed satisfaction with the changes the child has made. Families' responses for the four items in this cluster describing the "Perception of Change in Child" and the averaged responses for the cluster can be found in Table 19.

The "Perception of Development in Child" of families completing to the survey was positive. The average of these responses indicates that 93.7% of families had a positive perception of change in their child. This perception level is slightly lower but consistent with results from previous years. The four items in this cluster obtained favorable responses from 92.8% to 95.1% of families who responded to the survey this year.

Table 19. Cluster 3: Families' Perceptions of Their Children's Development and Abilities by Year

Cluster 3: Families' Perceptions of Their Children's Development and Abilities.	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	92.6%	7.4%	93.5%	6.4%	95.0%	5.0%	94.0%	6.0%	93.0%	7.0%
As a result of the Child Development Watch program, you see your child's skills and abilities improving.	91.5%	8.6%	97.4%	2.6%	95.9%	4.1%	94.2%	5.8%	93.8%	6.2%
As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	90.6%	9.4%	95.0%	4.9%	94.4%	5.6%	93.4%	6.6%	92.8%	7.2%
You are satisfied with the changes your child has made since beginning the Child Development Watch program.	95.1%	4.9%	96.4%	3.5%	95.0%	5.0%	96.2%	3.8%	95.1%	4.9%
Total Overall Perception of Change-Child	92.5%	7.6%	95.6%	4.4%	95.1%	4.9%	94.5%	5.5%	93.7%	6.3%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 2014 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Several families indicated that CDW and its services were "appropriate" and that they were pleased with the changes they had seen in their child.

- I seriously do not know where we would be without Child Watch. My twin preemie daughters have flourished and I am so proud of them...I really feel [service coordinators] care and that they are part of our family. I owe everything to them. Our daughters have grown so fast.
- Overall, CDW has really helped our daughter progress and gain skills. It is an invaluable resource for families. My daughter would not be where she is today without CDW.
- The therapy [son] receives is very important and we noticed a great change instantly. CDW works as a group together to better our child's needs. I am grateful for the program and I will follow the exercises I am taught throughout the whole session. I would gladly spread the word about this service to other people. Your skills are greatly appreciated!

Some families seemed hesitant to attribute their child's improvement to CDW:

- I don't know what else CDW can do, but I don't see a lot of difference. She is getting better but it might be because of her own strengths
- Satisfied with child's improvement but improvement is not because of CDW

State Cluster 4: Families' Perceptions of Family-Program Relations

The fourth cluster of items assessed families' perceptions of their relationships with service providers and other staff members at CDW. This subscale was composed of 12 items including items that asked about how staff treated families, whether families felt respected by program staff, whether families felt they had the opportunity to discuss their needs and have their needs met, whether families know who they needed to speak with regarding their rights and any complaints or concerns they had, and whether they felt staff communicated effectively with them and coordinated services that they needed. Families' responses for the 12 items for this cluster on "Perception of Family-Program Relations" and the averaged responses for the cluster can be found in Table 20.

Overall, families reported positive family-program relationship experiences. The average of this set of questions shows that 95.1% of families had positive family-program relations with the CDW staff. This satisfaction is slightly higher than the results from last year (see Table 20).

Some families provided positive comments on the relationships between their family and the program:

- Our family works with [service coordinator's name] from CDW - she is wonderful. I truly do not know what we would have done or would do without her. She is wonderful at her job and an incredible person. She always had our son's best interest be number one. She has given us such confidence as parents. Being a parent is a rewarding job but it is also very stressful at times and to have someone like [name] there to help you, to guide you, to reassure you makes it a lot easier, and it's nice to know you have someone like her on your side to help you.
- Our representative, [service coordinator's name], was spectacular. She kept in touch with us throughout our service period, asking how things were going, asking if there was anything else we needed, and supported us thoroughly when moving into IEP development at the local preschool. She is truly passionate about her job, and about the development and welfare of the children of Delaware.
- [Service coordinator's name] helped me understand my child's needs and goals. She kept in contact with me. She was great at communication. She also helped me understand that after our child turns 3, she will have different services and we will not follow Child Watch. We will hate to lose [Coordinator's name] because she is great at what she does!
- We have a wonderful coordinator, [service coordinator's name], who is responsive, understanding, supportive, and empathetic in every situation.
- I appreciate how my service coordinator, [service coordinator's name], has helped, explained, held my hand, figuratively (but I think that if I needed her to literally hold my hand she would have) and allowed me to express my fears, without judgment.
- [Service coordinator] as well as the entire team were efficient, knowledgeable and collaborated well with one another in regards to evaluating out foster son. They made the process fun and comfortable for both us and our son. Thank for all your help. Keep up the great work!!
- I love my coordinator. I know she will keep me up to speed with every step of the way. I am the one with trouble communicating! :)

Several families made comments referring to negative experiences they have had with the program. Like last year, some families showed dissatisfaction with service coordinators and

quality contact with families. The standard for service coordinators is to contact families once a month, unless families have indicated otherwise. We suggest adding questions to the survey to investigate this issue further (see the Recommendation section). Some of the family's comments are included below.

- Service coordinator could have been more involved. She was hard to get a hold of and always took multiple emails and phone calls to get her or answers. Several months for changes to be made.
- We very rarely get the things that we ask for. I have asked for follow-up appointments on three different occasions to be seen by [Doctor's name] at CDW in Milford and not once has an appointment been made. [Service coordinator] is fantastic but sometimes I think her case load is way too big for one person. We continue to hear that she will catch up and that it is only a delay, but we do not see huge changes.
- I did my own research, Child Watch didn't aid me in knowledge about my child's disabilities. I had to educate them with what I found out.
- I stopped using the program because the person who came see my son came only on a rush and didn't look too involved.
- Staff keep leaving, our coordinator keeps changing. Don't hear from coordinator.
- Currently experiencing ~2 month delay in referral for additional services recommended by CDW doctor because my service coordinator has not had time to put in the referral. [They] need more service coordinators.
- Service worker does not provide enough services. When you don't have a blatant problem, they don't have much to offer. The most helpful part was the testing.
- Communication is very important for my daughter's success and I will call and leave a message. Sometimes I don't hear from them for a week.

Several families commented on translation and service provided in other languages:

- All the therapists speak English and my son does not understand them.
- Please, keep offering translating services.
- My son was diagnosed with Autism, I asked for more information. They sent me to the neurologist and I didn't have an interpreter. I have a lot of questions unanswered.

- My wife sometimes misunderstands the legal rights, she is Taiwanese and sometimes it is hard for her to understand English.
- They provide interpreters, but not always. I have a lot of questions about the diagnosis of my son and nobody gives me answers.

Table 20. Cluster 4: Families' Perceptions of Family- Program Relations by Year

	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
Cluster 4: Families' Perceptions of Family-Program Relationships										
As part of the Child Development Watch program, you feel that you have the opportunity to discuss your family's strengths, needs, and goals.	94.2%	5.8%	93.2%	6.8%	96.4%	3.60%	97.6%	2.4%	97.0%	3.0%
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.	94.9%	5.1%	95.4%	4.6%	98.2%	1.80%	97.9%	2.1%	97.0%	3.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	96.6%	3.4%	92.2%	7.8%	96.0%	4.0%	95.1%	4.9%	95.3%	4.7%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	95.7%	4.3%	91.5%	8.5%	95.3%	4.7%	95.2%	4.8%	94.8%	5.2%
You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	92.4%	7.7%	91.6%	8.4%	93.7%	6.3%	88.5%	11.5%	93.5%	6.5%
Your service coordinator is able to link you to services that you need.	93.5%	6.5%	92.5%	7.4%	96.4%	3.6%	90.3%	9.7%	93.5%	6.5%
Since being part of Child Development Watch you feel you are treated with respect.	98.0%	2.0%	96.5%	3.5%	99.1%	0.9%	98.2%	1.8%	98.7%	1.3%
The staff who assess your child's skills listen to you and respect you.	96.5%	3.6%	94.1%	5.9%	96.8%	3.2%	96.5%	3.5%	98.3%	1.7%

	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
Cluster 4: Families' Perceptions of Family-Program Relationships										
The staff explains your child's assessment results in words you can understand.	97.1%	2.9%	96.1%	3.9%	96.8%	3.2%	96.4%	3.6%	99.1%	0.9%
You are included in all planning and decisions for your child's program and services.	95.0%	5.0%	95.4%	4.6%	98.6%	1.4%	96.4%	3.6%	98.2%	1.8%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	88.2%	11.8	85.6%	14.5%	87.1%	12.9%	87.1%	12.9%	87.9%	12.1%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	86.1%	13.9%	83.1%	16.9%	86.6%	13.4%	86.6%	13.4%	87.3%	12.7%
Total Perception of Family-Program Relations	93.7%	6.2%	92.1%	8.0%	95.1%	4.9%	93.8%	6.2%	95.1%	4.9%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 204 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

State Cluster 5: Families' Perceptions of Decision-Making Opportunities

The fifth cluster of items focused on families' "Perception of Decision-Making Opportunities" when working with the CDW personnel. This subscale was composed of six items including items that asked if families felt that the goals of their children's Individual Family Service Plan (IFSP) were important and if family members were included in decision-making about programs and services for their child. The last two items referred to program transition. This program provides services to children 36 months and younger. These two items were answered by 128 families whose children are 2 years or older. The "Transition Planning" section is below.

Families' responses for the six items of this cluster regarding the "Perception of Decision-Making Opportunities" and the averaged responses for the cluster can be found in Table 21. The "Perception of Decision-Making Opportunities" of families completing the

survey was favorable. The average of these items demonstrates that 93.4% of families had a positive perception of decision-making opportunities. This perception level is higher than it has been in previous years.

Table 21. Cluster 5: Families’ Perceptions of Decision-Making Opportunities by Year

Cluster 5: Families’ Perceptions of Their Children’s Development and Abilities.	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
You feel that you receive up-to-date information about your child’s needs so that you can make decisions for him or her.	92.4%	7.7%	91.6%	8.4%	93.7%	6.3%	88.5%	11.5%	93.5%	6.5%
The staff who assess your child’s skills listen to you and respect you.	96.5%	3.6%	94.1%	5.9%	96.8%	3.2%	96.5%	3.5%	98.3%	1.7%
You are included in all planning and decisions for your child’s program and services.	95.0%	5.0%	95.4%	4.6%	98.6%	1.4%	96.4%	3.6%	98.2%	1.8%
You think the goals and objectives of your child’s Individualized Family Service Plan are important.	97.2%	2.9%	98.7%	1.3%	99.5%	0.5%	98.2%	1.8%	98.7%	1.3%
You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	83.3%	16.7%	90.5%	9.5%	80.6%	19.4%	82.0%	18.0%	84.5%	15.5%
The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	81.5%	18.5%	84.3%	15.7%	86.2%	13.8%	81.6%	18.4%	86.9%	13.1%
Total Perception of Family Decision-Making Opportunities	90.8%	9.2%	92.0%	8.0%	91.2%	8.8%	90.5%	9.5%	93.4%	6.6%

Note: The “A” category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the “D” category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The “A” category for 2013 and 2014 includes: Strongly Agree, and Agree; the “D” category includes: Strongly Disagree, and Disagree.

Transition Planning

Of the families responding to the survey, 128 families indicated that their children were two years or older, 105 families indicated their children being younger than 2 years old, and 3 families did not answer this question. One hundred and twenty-eight families of children two years or older responded to the questions in this section. Their responses are included in clusters 5 and 6. The first question related to transitioning plans was "The Child Development Watch staff and your family have talked about what will happen when your child leaves this program," 86.9% of these families indicated that they agreed with such statement. Similarly, 84.5% of the families agreed they felt part of the process of making plans for what their children will be doing after leaving CDW. These are two of the least favorable responses in the whole survey and suggest there is room for improvement. This has historically been one of the lowest-rated items on the survey and an area previously identified for improvement. The 2014 results are comparable to previous years (see the last two items of Table 21).

Families had varied opinions with regards to their decision making opportunities within CDW. Most of the concerns were related to the information available about transitioning out of the program. Most families (86.9%) had discussed the transition process with CDW staff and 84.5% felt involved in the process (see Table 21, above). Nevertheless, many still expressed dissatisfaction with the process. Below are some of the comments from families who expressed concern about the transition process:

- I see CDW's main role in my son's case to be helping us with the transition to school.
- I feel like there could be more solid communication about what to expect if/when the child is going to be discharged from the program after age 3.
- I would like to know what is going to happen if my son is five and is not able to talk well enough for regular school.
- I felt that I've had to seek out more services for my child on my own as opposed to getting the information from CDW.
- They need to provide more feedback and information to help the parent move forward with their child educationally.
- Concerned about transition into school/Daycare that physical needs will not be met

This year a few foster families shared their concerns with us. These are some of the things they had to say:

- No one has taken the lead on planning what is happening with my foster child now that she has left CDW. As her foster parent, it has fallen to me to pursue alternate routes to continue therapy and treatment. I feel that there should have been more done to plan for her transition than what was done. As it is, she was discharged from the program with no plan in place.
- When planning for services for children in care, include team planning that allows for full participation of all parties including biological families as well as primary caretakers (kinship placements and foster parents.) As primary caretakers of infants and toddlers, we have the most relevant information regarding children.

State Cluster 6: Perception of Program Accessibility and Receptiveness

The sixth cluster of items asked families receiving CDW services about their “Perception of Program Accessibility and Responsiveness.” This subscale was comprised of nine items including questions asking families about the ease with which they were able to find the program and enroll their child, satisfaction with the services they were receiving, and their understanding of their legal rights within the program. Families’ responses for the nine items in this cluster of the “Perception of Program Accessibility and Responsiveness” and the averaged responses for the cluster can be found in Table 22.

Families completing the survey had an overall favorable response to this cluster. The average of this set of items shows that 94.6% of families had a positive perception of program accessibility and responsiveness. This perception level is comparable to results in 2009-2013.

Regarding program accessibility and responsiveness, families made the following comments:

- I have had a very positive experience. My only complaint is that from the time we started the evaluation until the time we actually started receiving services, 5 months went by. It was slow to get everything moving.
- CDW took too long to get us services, I had to look elsewhere to get services.
- There is no communication at all. Very seldom do I hear from anyone.
- I know a lot more information than typical parents since I am a social worker for the state of Delaware. I would not know these things in general and you're not given information with who to contact if you have concerns that need to be addressed.
- Services are great besides not having a review, thankful for the program.

One family offered insight about CDW not being promoted enough. This is what they had to say:

- My child's doctor knew about child watch but I feel CDW is not well known in the community. There is lack of marketing/signage in the doctor's office. Daycares do not know about it. It would be nice for them to know.

Table 22. Cluster 6: Perception of Program Accessibility and Receptiveness by Year

Cluster 6: Perception of Program Accessibility and Receptiveness	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
It was easy to find out about Child Development Watch.	88.4%	11.6%	88.4%	11.6%	92.0%	8.0%	91.3%	8.7%	94.8%	5.2%
It was easy for you to become involved with Child Development Watch.	91.0%	9.0%	94.2%	5.8%	97.3%	2.7%	95.9%	4.1%	97.4%	2.6%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	96.6%	3.4%	92.2%	7.8%	96.0%	4.0%	95.1%	4.9%	95.3%	4.7%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	95.7%	4.3%	91.5%	8.5%	95.3%	4.7%	95.2%	4.8%	94.8%	5.2%
You are getting the services listed in the IFSP.	98.4%	1.5%	97.3%	2.7%	96.7%	3.3%	93.9%	6.1%	97.3%	2.7%
You are satisfied with the services your child and family are receiving.	94.1%	6.0%	94.7%	5.3%	95.9%	4.1%	93.2%	6.8%	94.2%	5.8%
You have received written information about your family's rights (e.g. due process, procedural safeguards).	96.8%	3.3%	95.1%	4.9%	95.3%	4.7%	94.4%	5.6%	97.4%	2.6%
You feel you understand your family's legal rights within your child's program.	92.4%	7.6%	92.9%	7.1%	96.3%	3.7%	94.3%	5.7%	95.3%	4.7%
The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	83.3%	16.7%	84.3%	15.7%	86.2%	13.8%	81.6%	18.4%	85.1%	14.9%

	2009		2010		2012		2013		2014	
Total Perception of Program Accessibility and Receptiveness	92.7%	7.3%	92.1%	7.9%	94.6%	5.4%	92.9%	7.1%	94.6%	5.4%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 2014 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

State Cluster 7: Perception of Quality of Life

The seventh cluster of items asked families receiving CDW services about their "Perception of Quality of Life." This subscale included three items that examined families' perceptions of their child and family's quality of life as a result of participation in CDW, having information to help the child develop and learn, and feeling that the services were useful to their family. Families' responses for the three items in the "Perception of Quality of Life" cluster and the averaged responses for the cluster can be found in Table 23.

The "Perception of Quality of Life" for the families completing the survey was positive. The calculation of this set of questions shows that 93.9% of families had a positive perception of quality of life since their participation in CDW. This perception level is comparable to the results from previous years.

Regarding families perceptions of the quality of life improvements, the following comments were made:

- After months of my pediatrician dismissing our concerns over our child's development, we were referred to CDW. Our case worker immediately felt like an old friend, the medical staff recognized the gross motor delay, and we were given the resources to help our child within 30 days. I quit my job when we were under the assumption that our child would have needs that a daycare could not meet. With CDW's help and resources, our child's gross motor skills are on par with a child a year older. It gives us great comfort to have such a valuable resource for these crucial first three years!
- CDW has been a great resource and a big help with both of our sons. Have had no problems with CDW and like everyone.

Table 23. Cluster 7: Perception of Quality of Life by Year

Cluster 7: Perception of Quality of Life	2009		2010		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D
Since being part of Child Development Watch you feel your child's quality of life has improved.	94.5%	5.5%	98.2%	1.8%	97.2%	2.8%	94.5%	5.5%	96.0%	4.0%
Since being part of Child Development Watch you feel your family's quality of life has improved.	90.7%	9.3%	91.8%	8.2%	95.7%	4.3%	92.3%	7.7%	90.9%	9.1%
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.	95.2%	4.7%	94.4%	5.6%	96.3%	3.7%	93.4%	6.6%	94.8%	5.2%
Total Perception of Quality of Life	93.6%	6.4%	94.9%	5.0%	96.4%	3.6%	93.4%	6.6%	93.9%	6.1%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 2014 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

State Clusters Summary

The families receiving CDW services who completed the survey had an overall positive response to the services they received. Aggregating the seven clusters resulted in an overall positive response rate of 94.6%. These rates are comparable to rates found in 2013 (93.6%), 2012 (95.0%), 2011 (97.5%), 2010 (93.8%), and 2009 (93.3%). Table 24 summarizes the seven cluster scores and presents aggregate scores. This table includes 2011 total percentages found in a summary report (Salt, 2011). This year all clusters presented favorable responses; the range of positive rating is from 93.4% to 96.5% (see table below). This reflects, again as in previous years, very strong positive opinions of the program.

Table 24. Cluster Summary

Clusters Summary	2009		2010		2011		2012		2013		2014	
	A	D	A	D	A	D	A	D	A	D	A	D
Cluster 1: Overall Satisfaction	95.9%	4.1%	96.5%	3.4%	99.1%	0.9%	96.7%	3.3%	95.0%	5.0%	96.5%	3.5%
Cluster 2: Perception of Change in Selves/Family	94.1%	5.8%	93.6%	6.4%	97.9%	2.1%	95.8%	4.3%	94.8%	5.2%	94.8%	5.2%
Cluster 3: Perception of Change in Child	92.5%	7.6%	95.6%	4.4%	98.4%	1.6%	95.1%	4.9%	94.5%	5.5%	93.7%	6.3%
Cluster 4: Perception of Family-Program Relations	93.7%	6.2%	92.1%	8.0%	96.9%	3.1%	95.1%	4.9%	93.8%	6.2%	95.1%	4.9%
Cluster 5: Perception of Family Decision-Making Opportunities	90.8%	9.2%	92.0%	8.0%	96.1%	3.9%	91.2%	8.8%	90.5%	9.5%	93.4%	6.6%
Cluster 6: Perception of Program Accessibility and Receptiveness	92.7%	7.3%	92.1%	7.9%	96.1%	3.9%	94.6%	5.4%	92.9%	7.1%	94.6%	5.4%
Cluster 7: Perception of Quality of Life	93.6%	6.4%	94.9%	5.0%	98.3%	1.7%	96.4%	3.6%	93.4%	6.6%	93.9%	6.1%
Total	93.3%	6.7%	93.8%	6.2%	97.5%	2.5%	95.0%	5.0%	93.6%	6.4%	94.6%	5.4%

Note: The "A" category for 2012 and before includes: Very Strongly Agree, Strongly Agree, and Agree; the "D" category includes: Very Strongly Disagree, Strongly Disagree, and Disagree. The "A" category for 2013 and 2014 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Section 4: Conclusions

Overall, the results of the *2014 Child Development Watch (CDW) Family Survey* indicated that most families were satisfied with CDW services and perceived these services as helpful both to their children and to themselves. The results from the 2014 survey are generally consistent with the results from the survey completed in previous years.

Families continue to consider CDW services to be useful, accessible, and responsive to their needs. The results indicate that Delaware's Birth to Three Early Intervention System has positive effects on both children's development and families' abilities to meet the needs of their children. Further, the data provide some insight into how CDW improves the quality of life of parents and children. Families shared candid thoughts on how helpful the program and the staff have been to them. One parent mentioned the service coordinator helped her/him switch to more affordable health care insurance so their child's needs could be better met. Families consistently expressed their gratitude to the program and its coordinators, how much the extra effort made by CDW staff matters to them.

Since 2006, Federal Outcome measures have been part of the Family Survey results. These three outcomes: "Families Know their Rights," "Families Effectively Communicate Their Children's Needs," and "Families Help Their Children Develop and Learn" allow comparisons between Delaware and other states. We found positive program ratings with averages of 92.0%, 95.4%, and 97.8% in 2014, respectively.

This year, Hispanic families had higher response rates than any previous sample. As in previous years, we found that they responded favorably to the CDW program. Although African American families had the lowest response rates this year, they also responded favorably in general. When comparing northern and southern regions, we found no differences in opinions.

Consistent with previous reports, we used the cluster structure to present state outcome measures, combining survey items into seven clusters. CDW families had very positive opinions about the program. The overall cluster average was 94.6%. The cluster with the lowest percent of positive ratings was the cluster about family decision-making with 93.4%. The highest ratings were for the clusters about Overall Satisfaction (96.5%) and Perception of Change in Selves and Family (94.8%).

Section 5: Recommendations

Program Recommendations

From the results, one area in need of improvement is the transition from CDW to programs for children three years and older. Throughout the years we have found families expressing confusion and concerns regarding the transition process. This year's data collection reveals very similar trends. The need for clear communication about options for children once they leave the CDW program and consistency in providing this information to families appears to be essential to family's satisfaction with the program. Improvement in this area would result in more positive ratings in the lowest rated State Cluster 5.

This year, more than before, we heard about families' need for translation services. The rate of Hispanic respondents was higher in 2014 than in previous years. Families mentioned service coordinators and therapists speak Spanish to them most of the time. But there were a few instances where they were not able to understand what they were being told. This was the case when families took the children to medical services and the medical staff was unable to communicate with them. Families asked for support in this area.

Although most families were very satisfied with the services received, some families expressed dissatisfaction with communication from service coordinators. They either received no response to inquiries or waited long periods for a response. We recommend that CDW examine how frequently this occurs as well as the barriers to timely communication with parents.

Survey Administration Recommendations

Conducting the *CDW Family Survey* has always presented challenges and the 2014 administration was no exception. The greatest challenge this year was contacting the families. This year the online option was less effective than the year before. Last year (2013) 88 families chose completing the survey online. This year only 50 completed the survey online. The reason for the decline could have been we had better luck with calling families on the phone. Although the number of surveys completed over the phone had been declining over the years: 162 (2010), 101 (2012), and 32 (2013), this year 98 questionnaires were completed this way. This year we obtained more than three times the number of completed surveys over the phone than the year before. However, we observed a decline of almost half in mailed surveys. This year we only received 88 completed surveys compared to 177 last year.

This year the information on the database about families participating in the program was more accurate than last year. This year our initial number of families was 741, compared to 1,533 last year. Last year the database we received included many children who had not received services from CDW for at least six months. This year, we heard from just a handful of cases where children were not part of the program. Only 5% of the mailed surveys were returned due to incorrect addresses. However, a third of the telephone numbers were missing. We still believe that mailing paper surveys and calling families on the phone should be complemented by online data collection. One hundred and seventy-three families failed to answer our calls or reply to our voicemails. Our main concern still is that the number of families for whom a cell phone is the primary phone line may be increasing. Due to caller ID, many individuals do not answer calls from unknown numbers. We have to consider the cost incurred by a 15-minute call on a cell phone. It is likely that the return rate will improve if we send the survey to families via email with a link to the survey. This would eliminate the extra step of having them type the survey link. The initial email would be followed by reminders to the families. Research has found that participation in web-based surveys is thought to be easy for frequent computer users (Israel, 2011).

Last year we gave families the option to attend community meetings to increase family participation. Despite our efforts, the flyers were not distributed to families and no families attended the meetings. This year we did not try it. But we continue to encourage CDW coordinators to be engaged in the data collection. They can participate in two different ways. First, we would like them to assist in informing families about the survey. Despite the initial mailing package, some families were unaware of the survey. In the event that phone numbers or addresses are not updated, the service coordinators become the only method of administering the survey. Second, we would like coordinators to consider keeping paper copies of the survey and envelopes to take advantage of any opportunity to administer the survey confidentially. Because the current version of the survey does not explicitly address the relationship between coordinators and families, and coordinators would only be asked to provide the survey and a prepaid envelope, which would preserve the integrity of the research.

We would also recommend streamlining some sections of the survey. The survey is long and research has found lengthy surveys impact negatively mailed surveys response rate. (Herberlien & Baumgartner, 1978; Steele, Schwendig & Kilpatrick, 1992; Yammarino, Skinner & Childers, 1991). Less questions and less cumbersome wording might increase the response rate.

In summary, it is our belief that involving service coordinators in the data collection and sending an electronic link directly to the participants' email would greatly increase the return rate. Service coordinators are the link between the program administrators and the families, their encouragement and the information they can provide to the families are invaluable. To the same extent, we suggest paying closer attention to the dissemination of information about transitioning out of the program. This will provide families with peace of mind they need.

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Appendix

Child Development Watch (CDW) Family Survey

Dear Family Member:

Child Development Watch (CDW) is very interested in your opinions and thoughts about the services provided to your child. As you answer the questions on this survey, please think about your child who receives services from Child Development Watch. You do not need to put your name on this form. **You may leave questions blank that you feel do not apply to you.** Please feel free to add comments to your answers. Thank you for your time!

1.	How are you related to the child participating in Child Development Watch? (e.g. Mother, grandfather, etc.)					
2.	Gender of the child	<input type="radio"/> Boy	<input type="radio"/> Girl			
3.	Has the child been in the Child Development Watch program at least 6 months?	<input type="radio"/> Yes	<input type="radio"/> No			
4.	How did you find out about Child Development Watch?					
	<input type="radio"/> Your child's doctor	<input type="radio"/> A neighbor or friend				
	<input type="radio"/> Hospital or NICU	<input type="radio"/> A family member				
	<input type="radio"/> A community agency you receive services from	<input type="radio"/> On-line or print media (e.g., website, news story)				
	<input type="radio"/> Community outreach/education presentation	<input type="radio"/> Already knew about Child Development Watch or found out myself				
	<input type="radio"/> Child care provider/preschool	Other: _____				
Please indicate how much you agree with the following statements about Child Development Watch in general:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
5.	It was easy to find out about Child Development Watch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	It was easy for you to become involved with Child Development Watch.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	As part of the Child Development Watch program, you feel you have the opportunity to discuss your family's strengths, needs, and goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	Your service coordinator is able to link you to services that you need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	You feel that the services provided to your child and your family are individualized and change as your family's needs change.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	The program communicates with you in a way that is sensitive to your culture and your ethnic group.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Note: On the separate blank page please feel free to tell us more about:

- If you disagree on Question 9, please tell us what type of information you need so that you can make decisions for your child.
- How can the program make the services more individualized and change as your family's needs change?
- How does the program can communicate with you in a way that is more sensitive to your culture and ethnic group?
- Any additional comments about Child Development Watch in general

Please indicate how much you agree with the following statements about being part of Child Development Watch:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
14.	Since being part of Child Development Watch you are more able to get your child the services that he or she needs.	<input type="radio"/>				
15.	Since being part of Child Development Watch you feel you are treated with respect.	<input type="radio"/>				
16.	Since being part of Child Development Watch you feel your child's quality of life has improved.	<input type="radio"/>				
17.	Since being part of Child Development Watch you feel your family's quality of life has improved.	<input type="radio"/>				
18.	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.	<input type="radio"/>				
19.	You feel that the Child Development Watch services are useful to your family.	<input type="radio"/>				
20.	As a result of the Child Development Watch program, you see your child's skills and abilities improving.	<input type="radio"/>				
21.	As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.	<input type="radio"/>				
22.	Since being part of Child Development Watch you feel that you have more of the knowledge you need to best care for your child.	<input type="radio"/>				

Note On the separate **blank page** please feel free to tell us more about:

- If you disagree on Question 22, please tell us what additional knowledge you feel you need to best care for your child
- Any additional comments about being part of Child Development Watch

Please indicate how much you agree with the following statements about developing an Individualized Family Service Plan (IFSP):		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
23.	The staff that assesses your child's skills listens to you and respects you.	<input type="radio"/>				
24.	The staff explains your child's assessment results in words you can understand.	<input type="radio"/>				
25.	You are included in all planning and decisions for your child's program and services.	<input type="radio"/>				
26.	You think the goals and objectives of your child's Individualized Family Service Plan are important.	<input type="radio"/>				
27.	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.	<input type="radio"/>				
28.	You are getting the services listed in the Individualized Family Service Plan.	<input type="radio"/>				
29.	You are satisfied with the services your child and family are receiving.	<input type="radio"/>				

Note On the separate **blank page** please feel free to tell us more about:

- Any additional comments about the Individualized Family Service Plan

Please indicate how much you agree with the following statements about the services you have received from Child Development Watch:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
30.	You are satisfied with the changes your child has made since beginning the Child Development Watch program.	<input type="radio"/>				
31.	You are satisfied with how things are going with your child and family.	<input type="radio"/>				
32.	You have received written information about your family's rights (e.g. due process, procedural safeguards).	<input type="radio"/>				
33.	You feel you understand your family's legal rights within your child's program.	<input type="radio"/>				
34.	You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	<input type="radio"/>				
35.	You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the program.	<input type="radio"/>				

Note On the separate blank page please feel free to tell us more about:

- Any additional comments about the services you have received from Child Development Watch

36. How old is the child? 0-24 months older than 24 months

If the child is 2 years old or older, please indicate how much you agree with the following statements about Planning for Transition from the Birth to Three Program:		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
37.	The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.	<input type="radio"/>				
38.	You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.	<input type="radio"/>				

39. Is there anything else you would like us to know about your experience with Child Development Watch, including whether there are additional services, information, and/or assistance that might help you better care for your child (including supports for your family)?

Demographic information:

40. What is your zip code? ____ ____ ____ ____ ____

41. How many people live in your household? Adults _____ Children _____

42. What county do you live in? New Castle Kent Sussex

43. Are you Hispanic, Latino, or of other Spanish origin? Yes No

44. How would you describe your race? (please check all that apply)
 Caucasian African American Asian Other: _____

45. Is your child who is in CDW of a different race or ethnicity than you? Yes No

46. If you answered YES to 45, please answer:
Is your child who has been in CDW Hispanic, Latino, or of other Spanish origin? Yes No
How would you describe this child's race? (please check all that apply)
 Caucasian African American Asian Other: _____

47. Which of the following category best describes your family's income? Please include income from all sources.

<input type="radio"/> \$20,000 or below	<input type="radio"/> Between \$40,001 and \$50,000
<input type="radio"/> Between \$20,001 and \$30,000	<input type="radio"/> Between \$50,001 and \$100,000
<input type="radio"/> Between \$30,001 and \$40,000	<input type="radio"/> Above \$100,000
	<input type="radio"/> Don't know/Decline to answer

48. Lastly, Child Development Watch likes to include comments and statements in their reports that reflect the experiences of families. Does Child Development Watch have your permission to use any of your opinions to be reported anonymously to the state of Delaware?
 Yes No

This concludes the survey. We thank you for answering these questions.
Please put your completed survey and the extra page for comments in the return envelope
that's included and mail it back to the University.

Child Development Watch (CDW) Family

Please use this page to write any additional comments or concerns about any of the questions in the survey.

