Child Development Watch

Part of the Interagency Resource Management Committee

Early Intervention Outcome Evaluation Project

2017 Child Development Watch Family Survey

August 2018

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Acknowledgements

Conducting these evaluation activities would not have been possible without the cooperation of CDW families, service coordinators, and staff at the Birth to Three Early Intervention interagency program. In addition, I would like to thank Daniela Avelar and Rosymar Magana who helped conduct some of the interviews.

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About the Center for Research in Education & Social Policy

The Center for Research in Education & Social Policy (CRESP) is an organization based at the University of Delaware that conducts rigorous research to help policymakers and practitioners in education, community health, and human services determine the policies and programs that are most promising in improving outcomes for children, youth, adults, and families. CRESP was founded in 2013, and in 2017 it merged with the Delaware Education Research and Development Center (DERDC), which previously conducted the Child Development Watch Family Survey for four years.

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.

Executive Summary

Child Development Watch Family Survey Report

This year, the Center for Research in Education & Social Policy (CRESP) collected survey information for Child Development Watch (CDW) from June to August 2018. This family satisfaction 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 304 families successfully completed the 2017 Family Survey with 53.4% of the families from the northern region and 46.6% of the families from the southern region. The response rate this year was 42.8%, which exceeded the 30% response rate goal.

Survey

Families were asked about their overall satisfaction with CDW services as well as their perceptions in seven 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, f) changes in quality of life, and g) understanding of children's social-emotional development.

Results

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

- 97.5% of families were satisfied overall with the services they received;
- 97.2% of families reported a positive perception of the life change in themselves and their family in relationship to their experience with CDW;
- 96.5% of families reported a positive change in their child's behavior and abilities since the beginning of their participation in CDW;
- 96.2% of families reported a positive family-program relationship with CDW staff;
- 94.6% of families reported a positive perception of family decision-making opportunities with CDW;
- 95.6% of families reported a positive perception of the program's accessibility and receptiveness;
- 96.0% of families reported a positive perception of their child's and family's quality of life;
- 95.5% of families reported a positive perception about their understanding of social-emotional development as a result of the program;

For the ninth 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:

- 93.8% of families responded that they knew their rights related to participating in the CDW program;
- 97.4% of families agreed they could effectively communicate their children's needs; and
- 97.2% of families reported learning to help their child develop and learn.

Conclusions and Recommendations

Consistent with the results found in previous years, the 2017 Child Development Watch Family Survey indicated that most families were satisfied with CDW services and perceived these services to be helpful for both their children and themselves. This suggests that CDW meets the needs of the majority of families that it serves.

This year, of the eight clusters, family decision-making opportunities was the least favorably perceived cluster. However, it should be noted that the majority of families (94.6%) rated this cluster positively. Nevertheless, to improve parents' perceptions within this cluster, CDW is encouraged to devote efforts to support children's transition out of the CDW program. CDW should not only provide additional information to families about the transition process but also provide further training to service coordinators about how they should facilitate this process with the family and the school district. In addition to building additional opportunities for family decision-making, we recommend that CDW brainstorm ways to reduce the length of time that families often wait before services begin for their child. We also recommend that CDW encourage service coordinators to directly explain this potential delay in services to families so that they have an understanding of the potential timeline. Additionally, similar to previous years, some families reported having infrequent contact with their service coordinators. As a result, CDW should further examine how often family-coordinator communication occurs as well as barriers to frequent communication. CDW also is encouraged to provide more information to families about their legal rights as parents/guardians in addition to contact information for staff who can address questions or concerns.

Regarding the data collection methods, we recommend including email addresses within the contact information database. This would allow CRESP to send a link to the electronic survey before contacting families by phone or mail. Furthermore, CDW is encouraged to continue including an incentive for family participation. This year, ten $50 Amazon gift cards were raffled off to families who participated in the survey. It is likely that the addition of this incentive increased the participation rate within the 2017 survey. We also recommend involving service coordinators in data collection efforts. Because they regularly contact families and typically seem to be trusted and appreciated by families, they may be helpful in encouraging families to complete the survey.

Executive Summary: Key Take-Away Points

- The 2017 Child Development Watch Family Survey was conducted by the Center for Research in Education & Social Policy (CRESP) from June to August 2018. Families were contacted through phone calls, a mailed postcard, and text messages. Emails also were sent to families if they provided their email addresses during the phone calls.
- A total of 304 families completed the survey, with 53% of the families from the northern region and 47% of the families from the southern region of Delaware. Families were asked about their overall satisfaction with CDW as well as their perceptions about specific aspects of the program, including family-program relations and program accessibility.

- The majority of families reported being satisfied with the CDW program. For example, 97.2% of families reported a positive change in their family since starting the CDW program, 96.2% of families reported a positive family-program relationship with CDW staff, and 96.0% of families reported a positive perception of the life change in their child and their family in relationship to their experience with CDW.
- Based on the survey results, CDW should consider providing families with more information about the transition out of the CDW program, as this was the least favorably rated cluster. However, it should be noted the majority of families nonetheless reported positive perceptions in this area.

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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 supporting their families and the 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), as well as 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 DPH 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

The Child Development Watch 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).

Survey Description

In an effort to condense the 2016 version of the survey, several items were removed from the survey. A brief description of the items removed can be found in the following sections. The 2017 survey contains a total of 55 questions, which are divided into seven sections. Like the previous version of the survey, 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 in 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 format of the report since 2009. Second, after administering the survey, we questioned 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.

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	6	Information about respondent and child; how the family found out about program; if they give CDW permission to use the opinions they share	How did you find out about Child Development Watch?
2	14	CDW program in general	Your service coordinator is able to link you to services that you need.
3	11	Program participation	Since being part of Child Development program you feel your family's quality of life has improved.
4	6	Individualized Family Service Plan	You are getting the services listed in the Individualized Family Service Plan.
5	5	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 of Survey

The CDW Family Survey was administered by the Center for Research in Education & Social Policy (CRESP). Previously, the survey was administered by the Delaware Education Research & Development Center (DERDC), which merged with CRESP in 2017. Survey information was collected for the CDW Ongoing Program Evaluation Committee (OPEC). The Birth to Three Early Intervention System office provided DERDC with a database including information for 710 families.

The structure and distribution of the survey was the same as the procedure employed during the previous year. In June 2018, a postcard was mailed to families that briefly described the purpose of the survey and assurances of confidentiality. Contact information for the principal evaluator was provided for families to use in getting their questions or concerns addressed as well as requesting a phone interview or a paper copy of the survey to be mailed to their home. If families were interested in completing the survey, they were directed to visit a page on the CRESP website that provided more specific details about the survey than were written on the brief postcard. This site also contained a link to 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 the postcard that encouraged families to participate in the survey, we also called families on the telephone and texted them the link to the CRESP website that directed them to the online Qualtrics survey. At least three phone call attempts were made for each family who had a phone number listed. If families provided their email address during the phone call, an email was sent to them that contained the link to the CRESP website. Spanish translation of the survey was available in hard copy and online and was used in telephone interviews when appropriate.

For this year's survey, an incentive was added to potentially increase the percentage of families completing the survey. As part of this incentive, ten $50 Amazon gift cards were raffled off to families who completed the survey and chose to enter the raffle. Information about this raffle was stated in the mailed postcard, on the online survey, and within the text message. Families also were informed about the raffle when contacted by phone. To enter the raffle, families were asked to provide their email address, which would be used to contact them if they won one of the gift cards. Entering the raffle was voluntary, and therefore families did not have to provide their email address if they did not want to do so.

We completed a **total of 304 surveys.** Multiple efforts were made to communicate with all families (e.g., postcard mailing, phone calls, text messages, and emails if email addresses were provided by families during the phone calls). We completed 211 surveys for families over the

phone (compared to 192 last year), and 93 were completed online (compared to 75 last year). No families requested a paper survey (compared to 1 last year).

Some of the reasons calls could not be completed included: (a) disconnected lines, (b) wrong phone numbers, (c) phone numbers were not provided, (d) families declined taking the survey, and (e) families failed to answer. Voicemail messages were left whenever possible. The following table describes the data collection methods. Of the 406 families not completing surveys, 16 families declined to complete the survey; 1 phone number was missing from the database (compared to 208 last year); 18 numbers were wrong; 42 lines were disconnected or not accepting calls; and 290 messages were left but not answered.

Table 2. Collection Methods

Method/Reason	**Number**
Telephone	211
Internet	93
Completed	**304**
Disconnected lines	42
Wrong phone number	18
Number not provided	1
Declined survey	16
Voice message left, text message sent, and/or email sent but no response	329
Total	**710**

Section 3: Results

Respondents

We included the entire population of 710 families participating in the CDW program. We used volunteer sampling to collect data from families by reaching out to all families in the program by mail and/or by telephone. Like previous years, the goal was to have at least 30% of the total number of families receiving services complete the survey. Of the 710 families, a total of 304 families completed the survey either by telephone or online. These families represent 42.8% of the total number of families in the database provided (compared to only 30.1% last year). Of these 304 families, 53.4% were from the northern region of the state (New Castle County) and 46.6% from the southern region of the state (Kent and Sussex Counties). The demographic composition was as follows: 63.6% reporting Caucasian alone, 22.9% reporting African American alone, 5.7% reporting Asian alone, 2.9% reporting other race alone, and 5.0% reporting two or more races. Of the families completing the survey, 16.1% indicated that they have Hispanic or Latino ethnicity. The following table displays the method of survey completion for 2017 by region and race.

Table 3. Method of Family Survey 2017 Completion by Region and Race

Region and Race[a]	Telephone	Online	Surveys Completed[d]
North, Caucasian alone[b]	59	23	82
North, African American alone[b]	27	13	40
North, Asian alone[b]	11	4	15
North, Other alone[b]	1	3	4
North, two or more races	5	3	8
North, Hispanic or Latino[c]	22	8	30
South, Caucasian alone[b]	68	27	95
South, African American alone[b]	19	4	23
South, Asian alone[b]	1	0	1
South, Other alone[b]	4	0	4
South, two or more races	3	3	6
South, Hispanic or Latino[c]	11	5	16

[a] 24 families did not report their race, and 19 families did not indicate if they consider themselves Hispanic or Latino. Thus, totals may differ from the totals presented in other tables.
[b] Includes respondents reporting only one race
[c] Hispanics/Latinos may be of any race, so also are included in applicable race categories
[d] 21 families did not provide information about their county of residence. Thus, totals may differ from the totals presented in other tables.

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 2009-2016.

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, 66.3% of the families have male children enrolled in CDW and 33.7% of the families have female children enrolled in CDW. This represents a similar proportion compared to last year. The most recent CDW enrollment data (2017) indicates that there are 71.0% males and 29.0% 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

Child's Gender	2009		2010		2012		2013		2014		2015		2016		2017		CDW Program Rate [b]
	n	n	n	%	n	%	n	%	n	%	n	%	n	%	n	%	%
Male	125	62.2	145	59.7	140	62.2	195	65.7	126	53.6	142	59.9	171	64.0	201	66.3	71.0
Female	76	37.8	98	40.3	85	37.8	102	34.3	109	46.4	95	40.1	96	36.0	102	33.7	29.0
Total	201	100	243	100	225	100	297	100	236	100	237	100	267	100	203[a]	100	100

[a] 1 family did not report their child's gender
[b] Based on the 2017 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, 63.6% of families are classified as Caucasian alone, 22.9% African American alone, 5.7% Asian alone, 2.9% "Other" race alone, and 5.0% two or more races. Of the families completing the survey, 16.1% reported that they identified as Hispanic or Latino ethnicity. See Table 5 for information about the race/ethnicity of the family members who participated in the Family Survey compared to the state rates based on census data.

Table 5. Self-Identified Racial/Ethnic Background of Families Receiving CDW Services, 2017

Race/Ethnicity	**2017 CDW Survey Respondents**		**Delaware Rate[b]**
	N	**%**	**%**
Caucasian alone[c]	178	63.6	69.7
African American alone[c]	64	22.9	22.8
Asian alone[c]	16	5.7	4.1
Other alone[c]	8	2.9	0.7
Two or more races	14	5.0	2.6
Hispanic or Latino[d,e]	46	16.1	9.3

[a] 24 respondents did not report their race
[b] Based on the 2016 U.S. Census data
[c] Includes respondents reporting only one race
[d] Hispanics/Latinos may be of any race, so also are included in applicable race categories
[e] 19 respondents did not indicate if they consider themselves Hispanic or Latino

Self-Reported Family Income

The respondents to the Child Development Watch Family Survey represented families from across the socioeconomic income spectrum. Approximately 11.0% 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). The percentage of families reporting their income to be under $20,000 was similar to the previous year. Of the families completing the Child Development Watch Family Survey, 32.5% reported that they made more than $50,000 a year, which is fairly less than the previous year. This year, 36.0% of families chose to not indicate or did not know their income level. The percentage of families who did not report their income level was somewhat higher compared to last year.

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	2009		2010		2012		2013		2014		2015		2016		2017	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Above $100,000	36	17.9	45	18.5	41	18.2	48	16.0	31	13.7	32	14.0	40	15.7	36	12.7
$50,000-$100,000	60	29.9	64	26.3	53	23.6	67	22.6	41	18.1	44	19.3	58	22.8	56	19.8
$20,000-$49,999	51	25.4	53	21.8	63	28.0	65	22.0	62	27.4	53	23.2	50	19.7	58	20.5
Under $20,000	21	10.4	31	12.8	27	12.0	50	16.8	43	19.0	39	17.1	29	11.4	31	11.0
Don't know/ Decline to answer	33	16.4	50	20.6	41	18.2	67	22.6	49	21.7	43	18.9	77	30.3	102	36.0
Total	201	100	243	100	225	100	297	100	226[a]	100	228	100	254	100	283[a]	100

[a] 21 families did not respond to the question asking about their annual income

Self-Report of County of Residence

Families were asked to indicate the county where they reside. Of the participating families, 151 (53.4%) are from Northern Delaware and 132 (46.6%) are from Southern Delaware. Table 7 presents families' reported county of residence. A larger percentage of surveys was collected this year from the northern part of the state compared to previous two years. Within the previous year's survey administration, the database contained many missing phone numbers. The majority of families with missing phone numbers lived in New Castle County. Without a phone number listed, families could not be called or sent text messages to remind them of the survey. However, the database of families' contact information for the current year contained only one missing phone number. This likely explains why a larger percentage of participants within the current year reported their residence in the northern part of the state compared to last year.

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

Regional Location	2009		2010		2011		2012		2013		2014		2015		2016		2017		CDW Program Rate [d]
	n [a]	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	%
Northern Delaware [b]	131	65.2	153	63.0	147	66.2	133	59.1	182	61.3	172	72.9	95	41.7	57	23.8	151	53.4	50.9
Southern Delaware [c]	70	34.8	90	37.0	75	33.8	92	40.9	115	38.7	64	27.1	133	58.3	182	76.2	132	46.6	49.1

[a] 21 respondents did not report their county of residence
[b] Northern Delaware includes New Castle County
[c] Southern Delaware includes Kent and Sussex Counties
[d] Based on the 2017 Annual Child Count Demographic Data

Federal Outcome Data

The Child Development Watch Family Survey was updated in 2006 to include 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 2017 Family Survey data related to these federal outcomes. All federal outcome items were included in the 2009-2016 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 2017 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 within the CDW program. The survey includes four items. When families’ responses were averaged across all four items, 93.8% of families responded positively to these questions and 6.2% disagreed. Families expressed the least satisfaction with items regarding knowing who within CDW could help them if they had a complaint (Disagree and Strongly Disagree= 10.4%) and knowing who to speak to if their family’s rights were not addressed (Disagree and Strongly Disagree= 8.9%). Compared to the results from the previous year, more families agreed that they received information about their rights, and a similar proportion of families responded that they understand 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%	-
	2015	-	49.3%	47.6%	**96.9%**	2.2%	0.9%	-
	2016	-	49.4%	41.6%	**91.0%**	5.5%	3.5%	-
	2017	-	53.9%	43.9%	**97.9%**	0.4%	1.8%	-
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%	-	-
	2015	-	47.6%	48.0%	**95.6%**	3.6%	0.9%	-
	2016	-	47.8%	47.8%	**95.7%**	3.2%	1.2%	-
	2017	-	51.3%	45.5%	**96.8%**	1.8%	1.4%	-
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%	-
	2015	-	44.2%	44.7%	**88.9%**	8.4%	2.7%	-
	2016	-	38.9%	46.0%	**84.9%**	12.7%	2.4%	-
	2017	-	45.7%	45.4%	**91.1%**	7.1%	1.8%	-

	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	**Combined VSA, SA, and Agree**	Disagree	Strongly Disagree	Very Strongly Disagree
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	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%
	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%	-
	2015	-	42.7%	44.0%	**86.7%**	8.4%	4.9%	-
	2016	-	35.6%	49.4%	**85.0%**	13.0%	2.0%	-
	2017	-	45.4%	44.3%	**89.6%**	7.9%	2.5%	-
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%	-
	2015	-	46.0%	46.1%	**92.0%**	5.7%	2.4%	-
	2016	-	42.9%	46.2%	**89.1%**	8.6%	2.3%	-
	2017	-	49.1%	44.8%	**93.8%**	4.3%	1.9%	-

We compared families' average ratings by race and ethnicity (see Table 9). The highest percentages of families knowing their rights were families who reported their race as Asian (98.1%), followed by African American (95.2%), Caucasian (93.6%), families reporting two or more races (92.3%), and families reporting "other" race (86.6%). Of families reporting Hispanic/Latino ethnicity, 89.1% responded favorably to these items.

We also disaggregated families' average ratings by the region where families received their services. As seen in Table 10, there was a similar percentage across regions, with 94.4% of families in Southern Delaware and 93.1% of families in Northern Delaware reporting knowing their rights.

Table 9. Families Know Their Rights by Ethnicity, 2017

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 alone[a]	54.3%	42.9%	**97.1%**	0.6%	2.3%
	African American alone[a]	50.8%	49.2%	**100.0%**	0.0%	0.0%
	Asian alone[a]	53.8%	46.2%	**100.0%**	0.0%	0.0%
	Other alone[a]	71.4%	28.6%	**100.0%**	0.0%	0.0%
	Two or more races	76.9%	23.1%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	44.7%	44.7%	**89.4%**	0.0%	10.6%
You feel you understand your family's legal rights within your child's program.	Caucasian alone[a]	52.0%	43.9%	**96.0%**	2.3%	1.7%
	African American alone[a]	50.0%	48.4%	**98.4%**	1.6%	0.0%
	Asian alone[a]	53.8%	46.2%	**100.0%**	0.0%	0.0%
	Other alone[a]	71.4%	28.6%	**100.0%**	0.0%	0.0%
	Two or more races	58.3%	41.7%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	45.5%	45.5%	**90.9%**	0.0%	9.1%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Caucasian alone[a]	46.0%	45.4%	**91.4%**	6.3%	2.3%
	African American alone[a]	46.8%	45.2%	**91.9%**	8.1%	0.0%
	Asian alone[a]	46.2%	53.8%	**100.0%**	0.0%	0.0%
	Other alone[a]	50.0%	25.0%	**75.0%**	25.0%	0.0%
	Two or more races	46.2%	38.5%	**84.6%**	15.4%	0.0%
	Hispanic/Latino[b]	37.0%	47.8%	**84.8%**	6.5%	8.7%
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 alone[a]	45.4%	44.3%	**89.7%**	7.5%	2.9%
	African American alone[a]	48.4%	41.9%	**90.3%**	9.7%	0.0%
	Asian alone[a]	38.5%	53.8%	**92.3%**	7.7%	0.0%
	Other alone[a]	42.9%	28.6%	**71.4%**	14.3%	14.3%
	Two or more races	53.8%	30.8%	**84.6%**	7.7%	7.7%
	Hispanic/Latino[b]	41.3%	50.0%	**91.3%**	2.2%	6.5%
Total "Families Know Their Rights"	Caucasian alone[a]	49.4%	44.1%	**93.6%**	4.2%	2.3%
	African American alone[a]	49.0%	46.2%	**95.2%**	4.9%	0.0%
	Asian alone[a]	48.1%	50.0%	**98.1%**	1.9%	0.0%
	Other alone[a]	58.9%	27.7%	**86.6%**	9.8%	3.6%
	Two or more races	58.8%	33.5%	**92.3%**	5.8%	1.9%
	Hispanic/Latino[b]	42.1%	47.0%	**89.1%**	2.2%	8.7%

[a] Includes respondents reporting only one race

[b] Hispanics/Latinos may be of any race, so also are included in applicable race categories

Table 10. Families Know Their Rights by Geographic Region, 2017

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	51.0%	45.5%	**96.5%**	0.0%	0.7%
	Southern	58.9%	40.3%	**99.2%**	0.0%	0.8%
You feel you understand your family's legal rights within your child's program.	Northern	48.3%	47.6%	**95.9%**	2.1%	2.1%
	Southern	56.3%	41.3%	**97.6%**	1.6%	0.8%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Northern	41.4%	49.0%	**90.3%**	7.6%	2.1%
	Southern	51.9%	39.5%	**91.5%**	7.0%	1.6%
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	42.8%	46.9%	**89.7%**	7.6%	2.8%
	Southern	49.6%	39.5%	**89.1%**	8.5%	2.3%
Total "Families Know Their Rights"	Northern	45.9%	47.3%	**93.1%**	4.3%	1.9%
	Southern	54.2%	40.2%	**94.4%**	4.3%	1.4%

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, 97.4% of families responded positively to the questions for the second federal outcome "Families Effectively Communicate their Children's Needs." Results in 2016 showed similar perceptions compared to previous years regarding effectively communicating their children's needs. See Table 11 for more information about the results of the items within this outcome.

We also compared average ratings based on the ethnicity of families. For families indicating "other" race, 100.0% responded favorably to the second federal outcome, "Families Effectively Communicate their Children's Needs." Families identifying as Caucasian alone, African American alone, and Asian alone responded similarly (Caucasian: 97.5%; African American: 98.1%; Asian: 98.3%). Of families identifying as two or more races, 96.5% responded favorably. Additionally, 96.3% of families indicating Hispanic/Latino ethnicity responded favorably to the second federal outcome.

Based on the region where families received their services, 98.0% of families receiving services in Northern Delaware and 97.3% 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%	-
	2015	-	53.0%	41.9%	**94.9%**	5.1%	0.0%	-
	2016	-	51.7%	45.2%	**96.9%**	1.9%	1.1%	-
	2017	-	60.4%	36.9%	**97.3%**	2.7%	0.0%	-
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.	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%	-
	2015	-	55.9%	41.9%	**97.9%**	1.7%	0.4%	-
	2016	-	57.8%	39.2%	**97.0%**	1.9%	1.1%	-
	2017	-	66.0%	31.3%	**97.3%**	2.7%	0.0%	-

	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	**Combined VSA, SA, and Agree**	Disagree	Strongly Disagree	Very Strongly Disagree
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%	-
	2015	-	44.9%	51.5%	**96.5%**	3.0%	0.5%	-
	2016	-	45.9%	52.0%	**97.9%**	1.7%	0.4%	-
	2017	-	58.1%	40.7%	**98.8%**	1.2%	0.0%	-
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%	-
	2015	-	45.0%	52.5%	**97.5%**	2.0%	0.5%	-
	2016	-	42.9%	54.4%	**97.3%**	2.7%	0.0%	-
	2017	-	57.4%	41.0%	**98.4%**	1.2%	0.4%	-

	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	**Combined VSA, SA, and Agree**	Disagree	Strongly Disagree	Very Strongly Disagree
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%	-
	2015	-	49.6%	45.1%	**94.7%**	4.9%	0.4%	-
	2016	-	51.8%	45.5%	**97.3%**	1.6%	1.2%	-
	2017	-	58.8%	37.2%	**96.0%**	3.6%	0.4%	-
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%	-
	2015	-	49.7%	46.6%	**96.3%**	3.3%	0.4%	-
	2016	-	50.0%	47.3%	**97.3%**	2.0%	0.8%	-
	2017	-	60.8%	36.5%	**97.4%**	2.6%	0.1%	-

Table 12. Families Effectively Communicate Their Children's Needs by Race, 2017

Federal Outcome 2: Families Effectively Communicate Their Children's Needs	Race	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, and goals.	Caucasian alone[a]	61.5%	35.1%	**96.6%**	3.4%	0.0%
	African American alone[a]	66.7%	31.7%	**98.4%**	1.6%	0.0%
	Asian alone[a]	46.7%	53.3%	**100.0%**	0.0%	0.0%
	Other alone[a]	87.5%	12.5%	**100.0%**	0.0%	0.0%
	Two or more races	61.5%	38.5%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	60.5%	37.2%	**97.7%**	2.3%	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 alone[a]	65.7%	31.4%	**97.1%**	2.9%	0.0%
	African American alone[a]	76.2%	23.8%	**100.0%**	0.0%	0.0%
	Asian alone[a]	46.7%	53.3%	**100.0%**	0.0%	0.0%
	Other alone[a]	100.0%	0.0%	**100.0%**	0.0%	0.0%
	Two or more races	81.8%	9.1%	**90.9%**	9.1%	0.0%
	Hispanic/Latino[b]	56.8%	40.9%	**97.7%**	2.3%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Caucasian alone[a]	60.4%	38.4%	**98.7%**	1.3%	0.0%
	African American alone[a]	59.2%	38.8%	**98.0%**	2.0%	0.0%
	Asian alone[a]	57.1%	42.9%	**100.0%**	0.0%	0.0%
	Other alone[a]	40.0%	60.0%	**100.0%**	0.0%	0.0%
	Two or more races	69.2%	30.8%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	50.0%	45.2%	**95.2%**	4.8%	0.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Caucasian alone[a]	59.0%	39.7%	**98.7%**	0.6%	0.6%
	African American alone[a]	61.2%	34.7%	**95.9%**	4.1%	0.0%
	Asian alone[a]	46.7%	53.3%	**100.0%**	0.0%	0.0%
	Other alone[a]	66.7%	33.3%	**100.0%**	0.0%	0.0%
	Two or more races	63.6%	36.4%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	48.8%	48.8%	**97.6%**	0.0%	2.4%
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	Caucasian alone[a]	57.4%	39.1%	**96.4%**	3.0%	0.6%
	African American alone[a]	64.9%	33.3%	**98.2%**	1.8%	0.0%
	Asian alone[a]	66.7%	25.0%	**91.7%**	8.3%	0.0%
	Other alone[a]	71.4%	28.6%	**100.0%**	0.0%	0.0%
	Two or more races	66.7%	25.0%	**91.7%**	8.3%	0.0%
	Hispanic/Latino[b]	50.0%	43.2%	**93.2%**	4.5%	2.3%
Total "Families Effectively Communicate Their Children's Needs"	Caucasian alone[a]	60.8%	36.7%	**97.5%**	2.2%	0.2%
	African American alone[a]	65.6%	32.5%	**98.1%**	1.9%	0.0%
	Asian alone[a]	52.8%	45.6%	**98.3%**	1.7%	0.0%
	Other alone[a]	73.1%	26.9%	**100.0%**	0.0%	0.0%
	Two or more races	68.6%	28.0%	**96.5%**	3.5%	0.0%
	Hispanic/Latino[b]	53.2%	43.1%	**96.3%**	2.8%	0.9%

[a] Includes respondents reporting only one race

[b] Hispanics/Latinos may be of any race, so also are included in applicable race categories

Table 13. Families Effectively Communicate Their Children's Needs by Geographic Region, 2017

Federal Outcome 2: Families Effectively Communicate Their Children's Needs	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	63.3%	34.7%	**98.0%**	2.0%	0.0%
	Southern	60.6%	36.2%	**96.9%**	3.1%	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.	Northern	66.4%	32.2%	**98.7%**	1.3%	0.0%
	Southern	69.0%	27.1%	**96.1%**	3.9%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Northern	58.8%	38.9%	**97.7%**	2.1%	0.0%
	Southern	59.6%	40.4%	**100.0%**	0.0%	0.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Northern	56.3%	41.4%	**97.7%**	1.6%	0.8%
	Southern	60.7%	38.4%	**99.1%**	0.9%	0.0%
You feel that the services provided to your child and your family are individualized and change as your family's needs change.	Northern	58.9%	39.0%	**97.9%**	2.1%	0.0%
	Southern	61.2%	33.1%	**94.2%**	5.0%	0.8%
Total "Families Effectively Communicate Their Children's Needs"	Northern	60.7%	37.2%	**98.0%**	1.8%	0.2%
	Southern	62.2%	35.0%	**97.3%**	2.6%	0.2%

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, 97.2% of families responded positively to the questions for the third federal outcome. Results from the current survey were similar to the results in 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; 100.0% of Asian, 98.1% of two or more races, 97.5% of Caucasian, 96.4% of "other" race, and 95.8% of African American families responded favorably toward the third federal outcome, "Families Help Their Children

Develop and Learn" (See Table 15). Of families indicating Hispanic/Latino ethnicity, 96.1% responded favorably to the third outcome.

We also disaggregated families' average ratings by the region where families receive their services, 97.4% of families receiving services in Northern Delaware and 97.6% 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%	-
	2015	-	47.5%	48.9%	**96.4%**	3.6%	0.0%	-
	2016	-	47.8%	45.5%	**93.3%**	5.5%	1.2%	-
	2017	-	58.6%	37.9%	96.5%	2.5%	1.1%	-
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%	-
	2015	-	47.7%	49.5%	**97.3%**	2.7%	0.0%	-
	2016	-	50.4%	44.4%	**94.8%**	4.4%	0.8%	-
	2017	-	55.7%	41.8%	**97.5%**	1.4%	1.1%	-

	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	**Combined VSA, SA, and Agree**	Disagree	Strongly Disagree	Very Strongly Disagree
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%	-
	2015	-	48.0%	49.3%	**97.4%**	2.6%	0.0%	-
	2016	-	51.2%	43.0%	**94.2%**	5.1%	0.8%	-
	2017	-	59.3%	36.4%	**95.7%**	3.9%	0.4%	-
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%	-
	2015	-	49.3%	48.4%	**97.8%**	1.8%	0.4%	-
	2016	-	51.4%	44.7%	**96.1%**	4.0%	0.0%	-
	2017	-	58.2%	40.7%	**98.9%**	0.7%	0.4%	-
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	-		41.9%	**97.8%**	4.8%	0.4%	-
	2015	-	48.1%	49.0%	**97.2%**	2.7%	0.1%	-
	2016	-	50.2%	44.4%	**94.6%**	4.8%	0.7%	-
	2017	-	57.9%	39.2%	**97.2%**	2.1%	0.7%	-

Table 15. Families Help Their Children to Develop and Learn by Ethnicity of the Parent, 2017

Federal Outcome 3: Families Help Their Children Develop and Learn	Race	Strongly Agree (SA)	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 alone[a]	58.4%	38.2%	**96.5%**	2.3%	1.2%
	African American alone[a]	63.9%	31.1%	**95.1%**	3.3%	1.6%
	Asian alone[a]	46.7%	53.3%	**100.0%**	0.0%	0.0%
	Other alone[a]	71.4%	14.3%	**85.7%**	14.3%	0.0%
	Two or more races	69.2%	30.8%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	52.2%	43.5%	**95.7%**	2.2%	2.2%
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 alone[a]	56.5%	41.2%	**97.6%**	1.2%	1.2%
	African American alone[a]	57.6%	40.7%	**98.3%**	1.7%	0.0%
	Asian alone[a]	42.9%	57.1%	**100.0%**	0.0%	0.0%
	Other alone[a]	62.5%	37.5%	**100.0%**	0.0%	0.0%
	Two or more races	75.0%	25.0%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	48.9%	44.4%	**93.3%**	2.2%	4.4%
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.	Caucasian alone[a]	59.1%	38.0%	**97.1%**	2.3%	0.6%
	African American alone[a]	63.3%	28.3%	**91.7%**	8.3%	0.0%
	Asian alone[a]	50.0%	50.0%	**100.0%**	0.0%	0.0%
	Other alone[a]	83.3%	16.7%	**100.0%**	0.0%	0.0%
	Two or more races	76.9%	15.4%	**92.3%**	7.7%	0.0%
	Hispanic/Latino[b]	61.4%	36.4%	**97.7%**	2.3%	0.0%
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 alone[a]	59.9%	38.9%	**98.8%**	0.6%	0.6%
	African American alone[a]	61.4%	36.8%	**98.2%**	1.8%	0.0%
	Asian alone[a]	33.3%	66.7%	**100.0%**	0.0%	0.0%
	Other alone[a]	71.4%	28.6%	**100.0%**	0.0%	0.0%
	Two or more races	76.9%	23.1%	**100.0%**	0.0%	0.0%
	Hispanic/Latino[b]	60.5%	37.2%	**97.7%**	2.3%	0.0%
Total " Families Help Their Children Develop and Learn"	Caucasian alone[a]	58.5%	39.1%	**97.5%**	1.6%	0.9%
	African American alone[a]	61.6%	34.2%	**95.8%**	3.8%	0.4%
	Asian alone[a]	43.2%	56.8%	**100.0%**	0.0%	0.0%
	Other alone[a]	72.2%	24.3%	**96.4%**	3.6%	0.0%
	Two or more races	74.5%	23.6%	**98.1%**	1.9%	0.0%
	Hispanic/Latino[b]	55.8%	40.4%	**96.1%**	2.3%	1.7%

[a] Includes respondents reporting only one race

[b] Hispanics/Latinos may be of any race, so also are included in applicable race categories

Table 16. Families Help Their Children to Develop and Learn by Geographical Region, 2017

Federal **Outcome 3: Families Help Their Children Develop and Learn**	Region	Strongly Agree (SA)	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	54.1%	43.2%	**97.3%**	2.1%	0.7%
	Southern	65.4%	30.7%	**96.1%**	2.4%	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	55.3%	43.3%	**98.6%**	0.7%	0.7%
	Southern	58.3%	39.4%	**97.6%**	0.8%	1.6%
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	56.3%	38.7%	**95.1%**	4.9%	0.0%
	Southern	65.9%	31.7%	**97.6%**	1.6%	0.8%
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	55.7%	42.9%	**98.6%**	1.4%	0.0%
	Southern	63.7%	35.5%	**99.2%**	0.0%	0.8%
Total "Families Help Their Children Develop and Learn"	Northern	55.4%	42.0%	**97.4%**	2.3%	0.4%
	Southern	63.3%	34.3%	**97.6%**	1.2%	1.2%

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 2017 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
Cluster 8: Perception of Social-Emotional Development

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 three items that assessed families' global perceptions of the program's services in three areas: usefulness of services, child and family services, and changes in children. Families' responses for the three items in the cluster describing overall satisfaction and the averaged responses for the cluster can be found in Table 17. Previously, this cluster included an item assessing families' satisfaction with how things were going with their child and family. However, this item was removed in an effort to condense the survey.

Primarily positive responses were obtained when we asked if the services provided by CDW were useful for their families. In general, 97.5% of the families were satisfied. This represents a similar proportion of families reporting positive perceptions compared to previous years. The three items in this cluster obtained favorable responses from 96.7% to 98.6% 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		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**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%	98.7%	1.3%	96.9%	3.1%	98.6%	1.4%
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%	98.2%	1.8%	96.4%	3.6%	96.7%	3.3%
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%	97.3%	2.7%	96.4%	3.6%	97.3%	2.7%
Total Overall Satisfaction	**95.5%**	**4.5%**	**96.2%**	**3.8%**	**96.4%**	**3.6%**	**95.2%**	**4.8%**	**95.9%**	**4.1%**	**98.1%**	**1.9%**	**96.6%**	**3.4%**	**97.5%**	**2.5%**

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 2013-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree. The item "You are satisfied with how things are going with your child and family," which was found within previous surveys, was not included in the current survey. Thus, the Total Overall Satisfaction percentages from previous years were recalculated without this item to allow for comparison to the current year.

Many families provided comments regarding the overall program. Most of these families indicated that they feel satisfied with the program and reported feeling grateful for what the program has done to help their child and family:

"I have nothing but compliments for the program! The people I work with love their job!"

"We have had a great experience with Child Development Watch. We are now receiving additional care that our child needs due to our initial assessment. Her skills are improving and we love the support we have now."

"No complaints. We are so grateful! Nothing but positive experiences."

"I had a great experience with CDW. My worker is fast, knowledgeable and pleasant. She gave me great advice and help to further my daughter's progress."

"I have had a positive experience. Occasionally, there will be a staff member who is not quick to respond but the program overall is good."

"The program is great. I first learned about it with my older son, and it worked great with him! We were lucky that our pediatrician pointed us in this direction."

"We had two children of the same age participating in CDW at the same time. Our service coordinator was INCREDIBLE! She was kind and gracious and if had not been for her we would have been lost. She made sure our girls had everything they needed... We appreciate the last 2+ years we have had in the program and feel confident the district has a good grasp on what they'll need for the future."

"We have had a great experience with CDW. Although our son still is not speaking many words, he is better able to communicate with sign language and our worries have lessened knowing nothing is wrong."

"My experience at CDW has been amazing to my son and I and I wouldn't change one bit. I would definitely recommend CDW to others friends and family."

However, other families shared some disappointments that they encountered within the program. A few of these concerns are shared below:

> *"I had to be very proactive. I am extremely upset. This program is supposed to help parents get through this and help kids. This is not a great support system at all. I had to take the transition to the school system into my own hands. The progress my child made is only due to me. It's such a shame."*
>
> *"Our service coordinator does not reach out to contact me in a timely manner. She's not on the ball. I have to initiate the communication."*
>
> *"I did this program with my daughter, and it was seamless. For whatever reason with our son, the program is confusing. We're always waiting to hear back. I have no idea what is going to happen. I don't even know how to get in touch."*
>
> *"Our service coordinator did not give us a lot of information. I wanted some information on groups (library, mom groups, etc). They never gave me the info even after I asked several times. This was super disappointing, and I wanted to get my son involved."*

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 97.2% of families had a positive perception of change in themselves and their families. The four items in this cluster obtained favorable responses from 95.7% to 98.9% 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		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**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%	96.4%	3.6%	93.3%	6.7%	96.5%	3.5%
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%	97.3%	2.7%	94.8%	5.2%	97.5%	2.5%
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%	97.4%	2.6%	94.1%	5.9%	95.7%	4.3%
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.	97.1%	2.9%	94.7%	5.3%	96.3%	3.7%	96.2%	3.8%	95.6%	4.4%	97.8%	2.2%	96.0%	4.0%	98.9%	1.1%
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%**	**97.2%**	**2.8%**	**94.6%**	**5.4%**	**97.2%**	**2.9%**

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 2013-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Several families provided comments about the positive impact of the program on their lives:

> *"Our service coordinator has been and continues to be a huge asset to our family. She has been with us to every appointment and evaluation. At first we were scared, now we feel empowered. We are and will always be extremely grateful for the services that are available to us."*

> *"I love CDW! It's a great program. I've had several foster children go through the program, and it's been so helpful. The info they've been able to provide me has been so helpful!"*

> *"CDW was/is very helpful to me. It gave me everything I needed to help my child. My worker is caring, knowledgeable and friendly. I would recommend this service to everyone who needs it."*

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 96.5% of families had a positive perception of change in their child. This perception level is similar compared to previous years. The four items in this cluster obtained favorable responses from 96.0% to 97.3% 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		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**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%	94.7%	5.3%	97.2%	2.8%	96.0%	4.0%
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%	98.7%	1.3%	95.6%	4.4%	96.6%	3.4%
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%	96.4%	3.6%	95.2%	4.8%	96.2%	3.8%
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%	95.1%	4.9%	97.3%	2.7%	96.4%	3.6%	97.3%	2.7%
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%**	**96.8%**	**3.2%**	**96.1%**	**3.9%**	**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 2013-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Many families reported that they have observed improvements in their child's skills as a result of their participation in the program:

> *"Everyone we worked with has been amazing. My child has learned so much and has stepped out of his shell in the last 7 months. It's incredible what they've done with him."*
>
> *"I'm completely satisfied with the service. I've seen a lot of improvement in my child as a result of CDW."*
>
> *"I have really enjoyed my son's therapists. He has improved so much over the past year. He wasn't talking at first and he has made such an improvement. They have been so helpful with him."*
>
> *"It has been a phenomenal program. It has made a huge impact."*
>
> *"It's really helped him progress with his speech. Our speech therapist is great. She communicates regularly and gives us recommendations for things to do at home."*

Most families expressed satisfaction with their child's progress. However, other families expressed concerns that their child has not made as much progress as they hoped:

> *"As a former preschool teacher with a degree in Early Childhood education, I felt that my introverted daughter made more progress towards the goals listed on the IFSP with me working with her for a short time consistently each day than what the speech therapist or occupational therapist were able to do with her."*
>
> *"The speech therapy did not seem to have an impact. At first, I thought she was just building rapport - they were just building puzzles and not talking. After a few sessions of this, I asked her about this to see what the process was. She said that was all she did - just play with him. We stopped the sessions because it did not seem to be an effective therapy approach. The speech therapy was through Easter Seals."*

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 96.2% of families had positive family-program relations with the CDW staff. This satisfaction is similar to the results from the previous years (see Table 20).

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

Cluster 4: Families' Perceptions of Family-Program Relationships	2009		2010		2012		2013		2014		2015		2016		2017	
	A	D	A	D	A	D	A	D	A	D	A	D	A	D	A	D
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%	94.9%	5.1%	96.9%	3.1%	97.3%	2.7%
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%	97.9%	2.1%	97.0%	3.0%	97.3%	2.7%
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%	96.5%	3.5%	97.8%	2.2%	98.8%	1.2%
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%	97.5%	2.5%	97.3%	2.7%	98.4%	1.6%
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%	89.7%	10.3%	91.6%	8.4%	94.0%	6.0%
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%	92.6%	7.4%	92.6%	7.4%	93.4%	6.6%
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%	97.4%	2.6%	98.5%	1.5%	99.3%	0.7%
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%	96.5%	3.5%	98.4%	1.6%	98.6%	1.4%

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%	97.8%	2.2%	98.4%	1.6%	97.9%	2.1%
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%	97.8%	2.2%	98.0%	2.0%	98.6%	1.4%
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%	88.9%	11.1%	84.9%	15.1%	91.1%	8.9%
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%	86.7%	13.3%	85.0%	15.0%	89.6%	10.4%
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%**	**94.5%**	**5.5%**	**94.7%**	**5.3%**	**96.2%**	**3.8%**

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 2013-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree

Many families reported having a positive relationship with the individuals working in program, including the therapists, educators, and service coordinators:

> *"We love our service coordinator. She made everything so easy. She broke things down without sounding condescending. She is so helpful! She is very speedy about getting back to me."*
>
> *"I have had nothing but a positive experience with [our service coordinator]. She always learns and works her magic with getting my boys the services they need. She also stays in touch with me regarding the process."*
>
> *"When I feel that my needs weren't being met, they helped immediately. They went above and beyond."*
>
> *"I have been nothing but impressed. As a parent, you're very concerned when your child isn't doing something he is supposed to be doing. Everyone at CDW was helpful and got us to the appropriate people to help our son. It's been incredibly helpful. We got to our goal of getting him to walk, and we've been nothing but pleased."*
>
> *"This program has been very helpful with [my child]. They don't push her to do things a child her age born to term should be doing, and they take my concerns very seriously. [My service coordinator] is absolutely amazing and she has set me up with the services my child needs. I couldn't ask for a better outside support person."*
>
> *"I really appreciate our service coordinator. She was helpful in helping me explaining my concerns to the doctor."*
>
> *"Staff was very professional. They've made me very involved. I'm involved in the therapy too."*
>
> *"The services have been helpful. Everyone was respectful and nice during the assessment process. They described [my son's] strengths and his weaknesses - as well as what we could do to improve his weaknesses. He has improved since starting the program."*

Although many families shared positive comments about the program, other families reported having some negative experiences with the program. In previous years, some families reported having infrequent contact with their coordinator and/or their child's therapists. Consistent with previous years, some families continued to indicate this concern within the current year's survey. The standard for service coordinators is to contact families once a month unless families have indicated otherwise. As recommended previously, we suggest adding questions to the survey to further investigate the frequency of contact between coordinators and families. Some of the comments shared by families follow:

"We were connected with the coordinator. When I responded, I got no answer. I followed up and my emails were bouncing back. Finally (after multiple phone calls), I realized that the original coordinator was no longer there. I feel like I'm back to square one. We went backwards."

"Our family would greatly benefit from a coordinator that is more involved with our child."

"My case manager was barely there. She never contacted me at all to see how things were going. She never returned my calls. She was very distant. The teachers we got through the program said that she was supposed to contact us at least once a month but she never did. She was there in the beginning for the meetings and the assessment of my son but then she just disappeared. The teachers were not consistent about keeping appointments. They had to cancel a lot. They need more therapists."

"Our first service coordinator was terrible; a supervisor took over and then it was better. Our first coordinator was so difficult to get a hold of, she would not show up to meetings (one meeting was incredibly important and she had information that we needed to discuss within the meeting), and would be late to meetings. Her follow-up was poor. After I complained, our second coordinator was a lot better."

"[I would like to see] better monthly check-ins with the families from the service coordinator."

"I would like for [CDW staff] to get back to me in a more timely manner."

"[The CDW staff] should have reached out a lot more even if they didn't have all of the answers. They needed to reach out and be in contact more so that you feel in the loop."

"Following the evaluation, we felt that communication with our coordinator was not very well established. After the evaluation and our goals were sent, we were left hanging without communication for about two weeks. His services were finally passed on to Easter Seals, who has done a wonderful job. Recently, I received one text from our coordinator at Child Development Watch as a 'monthly check in,' except this was the first text or check in I had received in five months (clearly not making it a monthly thing). She also did not state her name or why she was checking in on my son, and I did not have her number saved into my phone. I figured it out later but was not impressed with the unprofessional manner of the text."

"I haven't talked to them in a while. A yearly follow up would be good. I haven't heard from anyone in a while."

"Our service coordinator does not reach out to contact me in a timely manner. She's not on the ball. I have to initiate the communication."

"My service coordinator did not show up for two meetings that she was expected to come to. That was disappointing. I sometimes don't find out information in a timely manner."

"For children who are in an alternative home placement (like foster care), communicating with the social worker and biological family would be helpful."

"I am grateful for CDW for getting us the needed therapies for our daughter. However, I think our coordinator is not very involved in our child's care."

"Communication with the service coordinator could be more timely."

Some families expressed dissatisfaction that therapy sessions are sometimes cancelled and that sessions are not as frequent as they would like:

"Sometimes they cancel appointments. They should include some options to make it up (although sometimes it is made up)."

"I would change that the therapy would be more frequent (it's only once a week). They expect me to handle the rest of the week but it's hard for me as a single mother. I feel that I can't keep up with it. Him getting more of the therapy would be awesome. Once a week doesn't work as well."

"It would be helpful to have a backup therapist so that someone could come if appointments have to be missed. Otherwise, you're missing out on the therapy. It's great that they can come to the home though!"

One family indicated that they would like to get more information in writing so that they can better understand their child's disability:

"To have a more clear understanding of the diagnosis, getting more information in writing would be helpful."

Another family reported that they would like the program to provide more positive information to them:

> *"[We would like to have more information about] what we are doing right not all about how my children are failing."*

Additionally, some families indicated that their interactions with the service coordinators and other staff members have made them feel uncomfortable in the past:

> *"Our service coordinator is very judgmental and nosy. I feel like when she has come into the home it makes me uncomfortable. She is very snarky and just very, very judgmental. I get very uncomfortable when I have to interact with her."*

> *"My coordinator is fabulous. Our OT is fabulous. Everyone we have been in contact with has been wonderful! However, the initial person that we spoke with over the phone (the intake person) was very rude. She had no sensitivity and she made me feel terrible. She made me feel like my life would be horrible [with my child]. I can't remember what her name was but it was just not the thing that you want to say to a new parent. Her comments were hard to digest."*

Some families indicated that they would like the program to provide them more information about community resources, educational opportunities, and recommendations for home interventions:

> *"It should be more interactive, more informational about how we can help our child ourselves. It's only once a week that my child receives services. So I wish I had more information and opportunities to help him (activities, paperwork, etc.)."*

> *"There could be more info provided as to resources in the community that will benefit the children, i.e. children's programs or activities, playgrounds, swimming areas, etc."*

> *"[I would like to have] more resources on what is available outside the school district track such as private schools, classes, summer camps and programs that do not require my child to be enrolled in full time preschool."*

> *"I think they should provide more information on what we can do at home as parents. They can give us more resources and opportunities."*

> *"It would be more helpful… if we were given more information about other community resources, support groups, or just community groups that we could join as parents to*

learn more info and give back. My son is autistic and I was not given any info about community resources in Delaware or groups or specialty schools or programs etc. for him. I am still finding more and more things on my own. This would have been helpful upfront."

A few families expressed concerns about CDW staff members' knowledge about their child or about effective interventions:

"Our service coordinator maybe was new. She wasn't on top of it - especially when we went to the IEP meeting with the school district and when she came to our house. She did not seem knowledgeable. She had our caseload in her binder but she just seemed confused. She didn't know why our son was in CDW."

"My daughter is non verbal, but was doing so well at signing that she was making full sentences by the time she was 18 months. Our home health nurse from CDW told us to stop signing with her because, verbatim, 'it borders on abuse and alienation for her to not be able to talk to kids her age or other adults.' We stopped, as instructed, and my daughter lost ALL form of communication and sent us a few steps back. We have a new nurse now, but I really feel there needs to be a better understanding and training to educate people on signing and suggesting such hurtful things. We are still trying to get her back to where she was in signing."

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 the families whose children are 2 years or older. The "Transition Planning" section follows.

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 94.6% of families had a positive perception of decision-making opportunities. This perception level is similar to last year.

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

Cluster 5: Families' Perceptions of Decision-Making Opportunities	2009		2010		2012		2013		2014		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**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%	89.7%	10.3%	91.6%	8.4%	94.0%	6.0%
The staff that assesses your child's skills listens to you and respects you.	96.5%	3.6%	94.1%	5.9%	96.8%	3.2%	96.5%	3.5%	98.3%	1.7%	96.5%	3.5%	98.4%	1.6%	98.6%	1.4%
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%	97.8%	2.2%	98.0%	2.0%	98.6%	1.4%
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%	99.1%	0.9%	98.8%	1.2%	100.0%	0.0%
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%	83.4%	16.6%	87.4%	12.6%	92.0%	8.0%
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%	80.6%	19.4%	91.4%	8.6%	84.6%	15.4%
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%**	**91.2%**	**8.8%**	**94.3%**	**5.7%**	**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 2013-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Most families reported positive perceptions regarding decision-making opportunities and the evaluation process. Some favorable comments from families included:

> *"Communicating with the CDW staff has been exceptionally easy. They listened to our concerns and connected our daughter to the care she needed for the goals we set as a family. The community partners they have provided for us are also wonderful! Our daughter has three separate therapists that come to our home and each one of them has been an outstanding addition to the team our girl needed. Thank you!"*

> *"The services have been helpful. Everyone was respectful and nice during the assessment process. They described [my son's] strengths and his weaknesses - as well as what we could do to improve his weaknesses. He has improved since starting the program."*

> *"We got the best coordinator ever. She acts so soon and arranged doctors as well as therapies ASAP. She also has given all the valuable information needed for the development of my child. We would like to thank her for everything she did."*

> *"The services have been helpful. Everyone was respectful and nice during the assessment process. They described [my son's] strengths and his weaknesses - as well as what we could do to improve his weaknesses. He has improved since starting the program."*

> *"Our service coordinator is great. She emails us all the time to let us know about resources and activities."*

> *"The evaluation process for my son to determine if he qualified for speech services at the Child Development Watch location was well done and we were pleased with the quality of the evaluation."*

However, some families indicated concerns about the evaluation process:

> *"During the assessment, the evaluator doubted the information that I gave her. I think they threw around "autism" too quickly - how can you determine that within a 30 minute period? A lot of their information was based on a small sample of my son's behavior - especially around strangers. It was strange."*

> *"When they came to the house for the evaluation, it was a little intimidating. There were so many people there that were important, which was nerve-wracking."*

> *"For the global evaluation, there wasn't a lot of flexibility in the time that we could have our son evaluated. That delayed services. That shouldn't have been a roadblock."*

Transition Planning

Of the families responding to the survey, 166 families indicated that their children were two years or older, 106 families indicated their children were younger than 2 years old, and 32 families did not answer this question. The families with children two years or older completed the questions in this section. Their responses are included in clusters 5 and 6. The first question related to transition plans was "The Child Development Watch staff and your family have talked about what will happen when your child leaves this program," 84.6% of these families indicated that they agreed with such statement, which is a smaller proportion compared to last year but relatively similar to years prior to 2016. Similarly, 92.0% of the families agreed they felt part of the process of making plans for what their children will be doing after leaving CDW, which is a greater proportion compared to previous years. These two items historically have been some of the lowest-rated items on the survey and were previously identified as an area for improvement. The results of the current survey suggest that although families feel more involved in the progress of making plans for their child, CDW staff may not be initiating these conversations with families as often as they initiated them last year.

Many families indicated that they have had a positive experience when transitioning from the CDW program:

> *" I really appreciated my service coordinator. She helped a lot with the transition to school. It was nice."*
>
> *"Overall, I'm impressed with the service and my coordinator. They worked well with Brandywine School District.*
>
> *"My service coordinator was on point. She was super helpful with getting my son into the school district."*

Although several families noted that the transition from CDW to the school system went smoothly, others indicated some challenges during the process.

> *"We have had a great experience. My only concern is that the case manager didn't show up for the transition meeting today. She said she was going to show up but didn't. I just wish that I knew ahead of time. She's been there for other appointments though and we've been happy with everything."*
>
> *"I had to take the transition to the school system into my own hands."*
>
> *"Transition from CDW to the school system was challenging. There was a huge delay. He has been without speech therapy for several months, which has set him back. I think there was not enough communication between CDW and the school."*

" I think they should retest the children during the summer or before school because it's different criteria."

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 95.6% of families had a positive perception of program accessibility and responsiveness. This perception level is comparable to results from 2009-2016.

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		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**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%	96.5%	3.5%	92.3%	7.7%	94.2%	5.8%
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%	97.4%	2.6%	96.2%	3.8%	95.5%	4.5%
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%	96.5%	3.5%	97.8%	2.2%	98.8%	1.2%
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%	97.5%	2.5%	97.3%	2.7%	98.4%	1.6%
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%	97.2%	2.8%	95.6%	4.4%	97.4%	2.6%
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%	98.2%	1.8%	96.4%	3.6%	96.7%	3.3%
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%	96.9%	3.1%	91.0%	9.0%	97.9%	2.1%
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%	95.6%	4.4%	95.7%	4.3%	96.8%	3.2%
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%	80.6%	19.4%	91.4%	8.6%	84.6%	15.4%
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%**	**95.2%**	**4.8%**	**94.9%**	**5.1%**	**95.6%**	**4.4%**

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 2013-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Although families generally reported positive perceptions about this cluster, many families indicated concerns that there was a significant delay in getting services started for their child. Other families indicated concerns about shortages in therapists:

> *"It took really long for services to start because the program is only until 3 years old and it took 5 months for it to start after the evaluation."*
>
> *"My other child's speech therapy is suffering because he has to split his time with his brother just so therapy can be started. They split one time slot because there is such a shortage."*
>
> *"We're still not getting speech language therapy. It did not start in a timely manner."*
>
> *"We have had the assessment but still have yet to receive services."*
>
> *"The program was frustrating at the beginning. He was referred in April and we were not able to receive services (speech) until September."*
>
> *"It took some time for services to start. Upfront, no one said that there was a delay with being able to get [occupational therapy] services. When it was time to start, it was probably two months until someone told us that there was a delay and he was not going to be able to get in. That was my only complaint - we weren't told upfront that [occupational therapy] was backed up."*
>
> *"Our pediatrician explained that we needed to be patient when enrolling in CDW. I felt like there was a lot of follow up in order to get things started. We expected this though."*
>
> *"It took them months to provide the services my child needed. I've seen a lot of improvement since receiving the services. But I believe it would be a lot different if he received them when he first came home like he was supposed to."*
>
> *"There was a long wait for services but that was more due to Easter Seals and a shortage of therapists than with CDW."*
>
> *"When my child was in the program in the beginning, he couldn't get a speech therapist. They didn't have one available, and there was no flexibility in the services. He didn't end up getting the services. My son didn't get the services that he needed."*
>
> *"It took a long time for services to get started with Easter Seals. The time was ticking away. Once we have been in the program it has been great. But it took a long time for services to get started."*
>
> *"It took a very long time (around 6 months) to get services started."*

"Even though my son qualified for services, a therapist has not been available to provide them."

"There was a large gap of time in between the time that [my daughter] qualified for services and the time that therapies started. It's missed time that your child could receive services - simply because they're overworked and understaffed. The time is an issue."

Although one family had concerns about the length of time before services began, they reported that CDW responded well to these concerns:

"After assessment and obtaining a provider there was a gap of time I felt uncomfortable with as my son was getting worse and desperately needed these services to begin. The gap was related to paperwork. I asked to either have the paperwork expedited or to start while the paperwork was being completed. They were able to start services immediately concurrent with finishing the paperwork. My son greatly benefitted from this. It was also comforting to see my son's needs put before logistics."

Some families reported that they wish a greater variety of services were offered through CDW:

"It would be nice if they offered ABA services as it is difficult to obtain with a long waiting list and it is in high demand. I wish that they would offer services until age 4-5 as my son was young when being diagnosed and he would benefit from the extra services."

"We were in PA, physical therapy was covered as a part of early intervention. Here in DE, it was not. That would be helpful for families if it was covered."

Although the majority of families reported that it was easy to find out about CDW, some families noted that CDW should advertise their services more so that families can more easily find out about the services that are offered:

"It's great that there is a program out there for families. Some families might not be aware of it. Pediatricians should make it known for the families so it's helpful for them to get resources."

"They should advertise more so the people know the services are out there."

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 96.0% 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.

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

Cluster 7: Perception of Quality of Life	2009		2010		2012		2013		2014		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**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%	98.2%	1.8%	93.3%	6.7%	96.7%	3.3%
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%	96.8%	3.2%	94.7%	5.3%	95.7%	4.3%
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%	97.4%	2.6%	94.1%	5.9%	95.7%	4.3%
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%**	**97.5%**	**2.5%**	**94.0%**	**6.0%**	**96.0%**	**4.0%**

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- 2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

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

> *"We have had nothing but a great experience with CDW. They are absolutely wonderful, and it has made a huge difference for our daughter!"*

> *"So far it has been great. We've been able to get the help for our daughter super quick. She wouldn't be where she is without CDW! We would be in a worse place financially as well."*

State Cluster 8: Perception of Social-Emotional Development

The eighth cluster of items asked families receiving CDW services about their "Perception of Social-Emotional Development." This cluster includes two items examining families' perceptions of awareness of social-emotional development and knowledge of social emotional development. Previously, this subscale included two items that examined resources supporting social-emotional development and literature received on social-emotional development. However, these items were removed from the current survey in an effort to reduce the number of items.

Families' responses for the two remaining items in the "Perception of Social-Emotional Development" cluster and the averaged responses for the cluster can be found in Table 24. These items were added in 2015, so a comparison cannot be made to years before 2015. The "Perception of Social-Emotional Development" for the families completing the survey was positive. The calculation of this set of questions shows that 95.5% of families had a positive perception of social-emotional development as a result of participation in CDW, which is relatively similar to last year's survey results.

Table 24. Cluster 8: Perception of Social-Emotional Development by Year

Cluster 8: Perception of Social-Emotional Development	2015		2016		2017	
	A	D	A	D	A	D
You are more aware of information related to the social emotional development of infants and toddlers	89.5%	10.5%	94.1%	5.9%	95.7%	4.3%
You are more knowledgeable about the social emotional development of children.	90.7%	9.3%	91.6%	8.4%	95.3%	4.7%
Total Perception of Social-Emotional Development	**90.1%**	**9.9%**	**92.9%**	**7.2%**	**95.5%**	**4.5%**

Note: The "A" category for 2015-2017 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree. Two items found on the 2015 and 2016 surveys ("You have received literature on the social emotional development of children" and "You have received resources to support your child's social emotional development") were not included within the current survey. As a result, the total score was recalculated for 2015 and 2016 so that the scores could be compared to the 2017 survey.

State Clusters Summary

The families receiving CDW services who completed the survey had an overall positive response to the services they received. Aggregating eight clusters resulted in an overall positive response rate of 96.1%. This rate is comparable to the overall rates from the previous years.

Table 24 summarizes the eight 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 94.6% to 97.5% (see table below). This reflects that families continue to have very positive opinions about the CDW program.

Table 25. Cluster Summary

Clusters Summary	2009		2010		2011		2012		2013		2014		2015		2016		2017	
	A	**D**	**A**	**D**	**A**	**D**	**A**	**D**	**A**	**D**	**A**	**D**	**A**	**D**	**A**	**D**	**A**	**D**
Cluster 1: Overall Satisfaction	95.5%	4.5%	96.2%	3.8%	99.1%	0.9%	96.4%	3.6%	95.2%	4.8%	95.9%	4.1%	98.1%	1.9%	96.6%	3.4%	97.5%	2.5%
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%	97.2%	2.8%	94.6%	5.4%	97.2%	2.9%
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%	96.8%	3.2%	96.1%	3.9%	96.5%	3.5%
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%	94.5%	5.5%	94.7%	5.3%	96.2%	3.8%
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%	91.2%	8.8%	94.3%	5.7%	94.6%	5.4%

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%	95.2%	4.8%	94.9%	5.1%	95.6%	4.4%
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%	97.5%	2.5%	94.0%	6.0%	96.0%	4.0%
Cluster 8: Perception of Social-Emotional Development	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	90.1%	9.9%	92.9%	7.2%	95.5%	4.5%
Total	**93.3%**	**6.7%**	**93.8%**	**6.2%**	**97.5%**	**2.5%**	**94.9%**	**5.1%**	**93.6%**	**6.4%**	**94.5%**	**5.5%**	**95.1%**	**4.9%**	**94.8%**	**5.3%**	**96.1%**	**3.9%**

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 2013-2017 includes: Strongly Agree, and Agree; the “D” category includes: Strongly Disagree, and Disagree. For Clusters 1 and 8, items on previous surveys were removed from the 2017 survey in an effort to condense the survey. As such, the total scores for Clusters 1 and 8 were recalculated for previous years with these items removed. The previous years’ scores were recalculated so that the total scores could be compared to the 2017 total score. The Total score also was recalculated.

Section 4: Conclusions

Overall, the results of the 2017 Child Development Watch (CDW) Family Survey indicated that the majority families were satisfied with CDW services. Within the survey, most families indicated that they perceive these services as helpful both to their children and to themselves. The results from the 2017 survey generally are consistent with the results from the previous years' survey. Families continue to indicate that they are satisfied with the services provided to their children and family and that they consider CDW services to be useful, accessible, and responsive to their needs. The results indicate that parents perceive Delaware's Birth to Three Early Intervention System to have had positive effects on both their children's development and their families' abilities to meet the needs of their children. Families also shared their opinions on the helpfulness of the program and the staff, and many families expressed their gratitude to the program, their service coordinator, and the therapists that work with their child.

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 93.8%, 97.4%, and 97.2% in 2017, respectively.

Differences in perceptions based on families' races/ethnicities varied depending on the outcome. For the second and third Federal Outcomes ("Families Effectively Communicate Their Children's Needs" and "Families Help Their Children Develop and Learn," respectively), families of different races/ethnicities responded fairly similarly to one another. However, differences in perceptions based on race/ethnicity emerged within the first Federal Outcome of "Families Know Their Rights." Within this outcome, Asian families responded the most favorably, followed by African American families, Caucasian families, and families reporting two or more races. Families reporting "other" race and those indicating Hispanic/Latino ethnicity responded the least favorably to this outcome. No considerable differences in opinions emerged when comparing families from the northern and southern regions of Delaware.

Consistent with previous reports, we used the cluster structure to present state outcome measures, combining survey items into eight clusters. In general, families participating in the CDW program reported having very favorable perceptions about the program. The overall cluster average was 96.1% of families reporting positive opinions. The eight clusters were rated very similarly to one another (family decision-making opportunities: 94.6%; social-emotional development: 95.5%; program accessibility and receptiveness: 95.6%; quality of life: 96.0%; family-program relations: 96.2%; change in child: 96.5%; change in selves/family: 97.2%; overall satisfaction: 97.5%). The difference between the highest rated cluster (overall

satisfaction: 97.5%) and the lowest rated cluster (family decision-making opportunities: 94.6%) was only 2.9% and therefore was not a considerable difference.

Within the 2015 and 2016 surveys, parents' perception of social-emotional development was the least favorably reported cluster. However, it should be noted that there was a small improvement in this cluster within the 2017 survey (2015: 95.1%; 2016: 92.9%; 2017: 95.5%). Thus, CDW should be commended for the increase in parent perceptions in this aspect of the program.

Section 5: Recommendations

Program Recommendations

Consistent with past years, the majority of families reported feeling very satisfied with the services their child and family received. This suggests that CDW continues to meet the needs of the majority of the families it serves. However, some families reported dissatisfaction with particular aspects of the program. Recommendations on how to improve these program areas are found in the paragraphs below. Many of these recommendations have been provided in the past based on similar concerns voiced by parents. As a result, CDW is encouraged to continue their efforts to improve these particular areas of the program.

This year, of the eight clusters, the cluster assessing family decision-making opportunities was the least favorably perceived by families. However, it should be noted that this cluster was nevertheless rated very positively by the majority of families (94.6%). Within this cluster, the lowest rated items assessed: (1) if CDW staff talked with families about what will happen when their child leaves the program, and (2) if families felt part of the process of making plans for their child after leaving CDW. Thus, to improve parents' perceptions of this cluster, CDW is encouraged to continue devoting efforts to support children's transition out of the CDW program. The need for clear communication to families about options for children once they leave the CDW program and consistency in providing this information to families is essential. CDW is encouraged to provide additional training to the service coordinators about the transition and how they should facilitate this process with the family and the school. It may be helpful to create an informational packet that can be given to families with children age two or older that would provide them with more information about the transition process and options that families have.

Many families provided comments within the survey that indicated their dissatisfaction with the length of time it took for services to begin. Several families reported that it took a few months before their child began to receive the services that they needed. Additionally, some families indicated that they were not informed upfront that there was a delay in receiving

services. Thus, CDW is encouraged to brainstorm solutions that would decrease the delay in services for children. Additionally, CDW should encourage service coordinators to carefully and directly explain this potential delay in service delivery with families so that families have a clear expectation of the timeline.

Consistent with previous years, families sometimes expressed concerns about communication from their service coordinators. According to the comments they provided, many families either received no response to inquiries or waited long periods of time to receive a response. Additionally, several families indicated that they had to initiate the communication with their service coordinator. We continue to recommend that CDW examine how frequently communication occurs as well as the barriers to timely communication with parents. CDW also may wish to survey families to better understand how often parents want or expect to be contacted by their service coordinator and the best method to communicate with them (e.g., phone calls, text messages, emails, etc.). Beyond the frequency of communication, some families noted concerns about the quality of communication from service coordinators or other CDW staff members. For example, some families indicated that CDW staff made them feel uncomfortable, upset, or judged. Therefore, CDW is encouraged to provide additional training to service coordinators and other CDW staff to support their effective communication strategies and to encourage their sensitivity and empathy toward families.

Several families provided comments indicating their desire for CDW to provide additional information about community resources to support their children. For example, families noted that they would like to be informed about parent groups, support groups, and other resources in the community to support their child's delays and disabilities. CDW is encouraged to put together a list of community resources that can be provided to families. It also may be helpful to add this list to the CDW website to allow families to easily access this information.

Some families indicated uncertainty about knowing who to speak to if they felt that their legal rights were not being addressed. Some families also did not know who to contact about questions and concerns about the program. Continue to ensure that every family is provided with specific information about their rights as parents/guardians and that these rights are regularly reviewed with families so that they understand them. Families also should be provided with up-to-date contact information (e.g., phone numbers and email addresses) for the individuals working at CDW who should be approached with any concerns or questions. Additionally, providing additional contact information on the CDW website may be helpful for families and would allow them to easily access this information.

Although the majority of families reported that it was easy to find out about CDW, some comments provided by families encouraged CDW to advertise the services more. As suggested last year, CDW should try to find additional ways to promote their services and educate the public about the benefits of participating in the program. We continue to recommend that CDW brainstorm ways increase their presence in the community, such as providing information and handouts for families at hospitals, doctors' offices, daycares, and other places within the community.

Survey Administration Recommendations

As noted earlier in this report, several changes were made to the 2017 administration of the CDW Family Survey that improved the process. Last year, a considerable proportion (35%) of families were unable to be contacted by phone (missing phone numbers: 208; invalid or wrong numbers: 23; disconnected lines: 78). For the 2017 survey, the database was missing a phone number for only one family, and there were fewer disconnected lines (42) and wrong phone numbers (18). Thus, the database for the 2017 survey contained more accurate contact information for families. This allowed more families to be contacted by phone, which helped increase the survey participation rate. CDW is encouraged to continue its efforts to maintain an accurate database of families' contact information. However, as noted in previous reports, it is recommended that CDW also include families' email addresses within this database. Sending families an invitation to complete the survey via email would likely further increase the completion rate of the survey. Research has found that participation in web-based surveys is thought to be easy for frequent computer users (Israel, 2011).

Additionally, as noted in previous years, 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. In the event that phone numbers or addresses are not updated, service coordinators are the only method for 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.

This year, an incentive was added to encourage families' participation in the survey. Before completing the survey, families were informed that ten $50 Amazon gift cards were being raffled off to families who participated. The majority of families expressed excitement about participating in this raffle. It is likely that the addition of this incentive was a major reason for the considerable increase in the 2017 survey participation rate (42.8% for this year

compared to only 30.1% last year). As a result, CDW is encouraged to continue including this incentive for future years.

Within the 2017 survey, several sections were streamlined to make the survey quicker for families to complete. Despite this, the survey continues to be rather lengthy, which has been associated with a lower survey response rate in research (Herberlien & Baumgartner, 1978; Steele, Schwendig & Kilpatrick, 1992; Yammarino, Skinner & Childers, 1991). As such, CDW is encouraged to further examine the survey to see if it can be condensed. Fewer questions and less cumbersome wording might increase the response rate.

Recommendations Summary

Within this report, several recommendations have been presented for CDW to consider if administering this survey in future years. The following bullet points summarize a few of the recommendations that have been provided.

- CDW is encouraged to continue devoting efforts to support children's transition out of the CDW program. Beyond simply providing families with additional information about this transition and the options that each family has, CDW should consider providing more training to service coordinators about this process.
- CDW is encouraged to brainstorm ways to reduce the length of time that families wait before services can begin for their child. CDW also should provide families with an estimated timeline for when services may begin.
- Similar to previous years, some families reported not having frequent contact with their service coordinators. As a result, it is recommended that CDW more thoroughly examine how often family-coordinator communication occurs as well as barriers to frequent communication. Additionally, some families reported that their interactions with CDW staff made them feel upset, uncomfortable, or judged. Therefore, it is recommended that CDW provide additional training for their staff about effective communication strategies that promotes empathy and sensitivity.
- Some families indicated a desire for CDW to provide more information about community resources to support their child's development. CDW is encouraged to put together a list of resources to distribute to families.
- It would be beneficial to add families' email addresses to the contact information database. Providing CRESP with email addresses would allow us to email families the direct link to the survey, which they could complete at a convenient time.
- The addition of the gift card raffle incentive likely contributed to the considerable increase in the survey completion rate. As such, CDW is encouraged to continue including this incentive in future administrations of the survey.

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Appendix

Child Development Watch 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.

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

Thank you for your time!

1. Please indicate your PIN number for your survey: _____

2. How are you related to the child participating in Child Development Watch (e.g., mother, grandfather, etc.)?
   - ❍ Parent
   - ❍ Grandparent
   - ❍ Guardian
   - ❍ Other (please indicate: _____)

3. Is your child a boy or a girl?
   - ❍ Boy
   - ❍ Girl

4. Has the child been in the Child Development Watch program at least 6 months?
   - ❍ Yes
   - ❍ No

5. How did you find out about Child Development Watch?

- ❍ Your child's doctor
- ❍ Hospital or NICU
- ❍ A community agency you receive services from
- ❍ Community outreach/education presentation
- ❍ Child care provider/preschool
- ❍ A neighbor or friend
- ❍ A family member
- ❍ On-line or print media (e.g., website, news story)
- ❍ Already knew about CDW/ found out myself
- ❍ Other: _____

6. Child Development Watch includes comments and statements in their reports that reflect the experiences of families. Is Child Development Watch permitted to use any of the opinions that you share in this survey to be reported anonymously to the state of Delaware?

- ❍ Yes
- ❍ No

Please indicate how much you agree with the following statements about Child Development Watch in general:

		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
7	It was easy to find out about Child Development Watch.					
8	It was easy for you to become involved with Child Development Watch.					
9	As part of the Child Development Watch program, you feel you have the opportunity to discuss your family's strengths, needs, and goals.					
10	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.					
11	You feel that you receive up-to-date information about your child's needs so that you can make decisions for him or her.					
12	Your service coordinator is able to link you to services that you need.					
13	You feel that the services provided to your child and your family are individualized and change as your family's needs change.					
14	Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.					
15	The program communicates with you in a way that is sensitive to your culture and your ethnic group.					
16	You are more aware of information related to the social emotional development of infants and toddlers.					
17	You are more knowledgeable about the social emotional development of children.					

18. *If you disagree or strongly disagree with Q10*, please tell us what type of information you need so that you can make decisions for your child.

19. *If you disagree or strongly disagree with Q12,* how can the program make the services more individualized and change as your family's needs change?

20. *If you disagree or strongly disagree with Q14,* how can the program communicate with you in a way that is more sensitive to your culture and ethnic group?

Please indicate how much you agree with the following statements about Child Development Watch in general:

		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
21	Since being part of Child Development Watch you are more able to get your child the services that he or she needs.					
22	Since being part of Child Development Watch you feel you are treated with respect.					
23	Since being part of Child Development Watch you feel your child's quality of life has improved.					
24	Since being part of Child Development Watch you feel your family's quality of life has improved.					
25	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.					
26	You feel that the Child Development Watch services are useful to your family.					

		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
27	As a result of the Child Development Watch program, you see your child's skills and abilities improving.					
28	As a result of the Child Development Watch program, you see your child learning to do more things for her/himself.					
29	Since being part of Child Development Watch you feel that you have more of the knowledge you need to best care for your child.					
30	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.					

31. *If you disagree or strongly disagree with Q27*, please tell us what additional knowledge you feel you need to best care for your child.

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
32	The staff that assesses your child's skills listens to you and respects you.					
33	The staff explains your child's assessment results in words you can understand.					
34	You are included in all planning and decisions for your child's program and services.					
35	You think the goals and objectives of your child's Individualized Family Service Plan are important.					
36	You are getting the services listed in the Individualized Family Service Plan.					
37	You are satisfied with the services your child and family are receiving.					

Please indicate how much you agree with the following statements about the services you have received:

		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
38	You are satisfied with the changes your child has made since beginning the Child Development Watch program.					
39	You have received written information about your family's rights (e.g. due process, procedural safeguards).					
40	You feel you understand your family's legal rights within your child's program.					
41	You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.					
42	You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the program.					

43. How old is the child?

- ❍ 0 to 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
44	The Child Development Watch staff and your family have talked about what will happen when your child leaves this program.					
45	You feel part of the process of making plans for what your child will be doing after leaving Child Development Watch.					

46. 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)?

47. What is your zip code?

48. How many people live in your household?

_____ Adults
_____ Children

49. What county do you live in?
- ❍ New Castle
- ❍ Kent
- ❍ Sussex

50. Are you Hispanic, Latino, or of other Spanish origin?
- ❍ Yes
- ❍ No

51.How would you describe your race? (Please check all that apply)
- ❍ Caucasian
- ❍ African American
- ❍ Asian
- ❍ Other _____

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

If your child is a different race/ethnicity than you, please answer the following questions:

53. Is your child who has been in CDW Hispanic, Latino, or of other Spanish origin?
    - ❍ Yes
    - ❍ No

54. How would you describe this child's race? (Please check all that apply)
    - ❍ Caucasian
    - ❍ African American
    - ❍ Asian
    - ❍ Other _____

55. Which of the following category best describes your family's income? Please include income from all sources.
    - ❍ $20,000 or below
    - ❍ Between $20,001 and $30,000
    - ❍ Between $30,001 and $40,000
    - ❍ Between $40,001 and $50,000
    - ❍ Between $50,001 and $100,000
    - ❍ Above $100,000
    - ❍ Don't know/Decline to answer

This concludes the survey.

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

_____

We thank you for answering these questions.