

# **Child Development Watch**

Part of the Interagency Resource Management Committee

Early Intervention Outcome Evaluation Project

## **2018 Child Development Watch Family Survey**

**December 2019**

**Lindsey Litwa, Ph.D.**

University of Delaware

Center for Research in Education & Social Policy

## 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 Miriam Villalobos who helped conduct some of the interviews.

## 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 August through September 2019. This family satisfaction survey was conducted via telephone, Internet, and mail with a nonprobability sampling method. The survey included one respondent per family, and the survey questions covered the period during which the child received services (i.e., 2018).

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 283 families successfully completed the 2018 Family Survey with 50.9% of the families from the northern region and 49.1% of the families from the southern region. The response rate this year was 33.5%, 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 and online surveys completed by families of children receiving CDW services:

- 96.5% of families were satisfied overall with the services they received;
- 96.7% of families reported a positive perception of the life change in themselves and their family in relationship to their experience with CDW;
- 96.0% of families reported a positive change in their child's behavior and abilities since the beginning of their participation in CDW;
- 94.6% of families reported a positive family-program relationship with CDW staff;
- 94.3% of families reported a positive perception of family decision-making opportunities with CDW;
- 94.7% of families reported a positive perception of the program's accessibility and receptiveness;
- 97.0% of families reported a positive perception of their child's and family's quality of life;
- 96.9% of families reported a positive perception about their understanding of social-emotional development as a result of the program;

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

- 92.2% of families responded that they knew their rights related to participating in the CDW program;
- 96.1% of families agreed they could effectively communicate their children's needs; and
- 96.7% of families reported learning to help their child develop and learn.

## Conclusions and Recommendations

Consistent with survey results from previous years, the 2018 Child Development Watch Family Survey indicated that the majority of families were satisfied with CDW services. Most families indicated that these services have been helpful for both their children and themselves. Therefore, CDW appears to meet 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. This is consistent with the results from the previous year's survey. However, it should be noted that the majority of families (94.3%) nonetheless rated this cluster positively. To continue improving parents' perceptions within this cluster, CDW is encouraged to increase supports for 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 education to service coordinators about how they should facilitate this process with the family and the school district. Additionally, similar to the results from previous years, some families indicated concerns about infrequent contact with their service coordinators. Therefore, CDW is encouraged to further examine how often family-coordinator communication occurs as well as barriers to frequent communication. Some families also reported concerns about the content of the communication. For example, a few families indicated that they felt judged or blamed by CDW staff and/or therapists. As a result, CDW is encouraged to provide additional training to service coordinators and other CDW staff to support effective communication strategies with families.

We also continue to recommend that CDW develop ways to reduce the length of time that some families wait before an evaluation or before services begin for their child. Consistent with last year, several families reported concerns about delays in an evaluation or services. We also recommend that CDW encourages service coordinators to explain directly any potential delays in services to families so that they have realistic expectations about services and timelines.

Regarding the data collection methods, we continue to recommend that CDW includes email addresses within the contact information database. This would allow CRESPE 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 in the survey. For the past two years, ten \$50 Amazon gift cards were raffled off to families who participated in the 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 Points

- The 2018 Child Development Watch Family Survey was conducted by the Center for Research in Education & Social Policy (CRESP) from August through September 2019. 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 283 families completed the survey, with 50.9% of the families from the northern region and 49.1% 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, 96.7% of families reported a positive change in their family since starting the CDW program, 96.0% of families reported a positive change in their child's abilities, and 97.0% 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 provide families with more information and support when children are transitioning out of the CDW program. Families continued to report the least favorable perceptions in this area. However, it should be noted the majority of families nonetheless responded positively to these items.
- Consistent with prior years, CDW is encouraged to examine how frequently service coordinators contact families. Within the 2019 survey, several families indicated that they are not contacted by their service coordinator on a regular basis. Some families also reported that they have difficulty getting a response when they initiate communication with their coordinator.

## Table of Contents

Executive Summary.....	iv
Section 1: Introduction to Child Development Watch.....	11
Section 2: 2012 Family Survey Methodology.....	12
Survey History .....	12
Survey Description .....	12
Administration of Survey .....	14
Respondents .....	16
Demographic Information.....	17
Federal Outcome Data .....	24
<i>Federal Outcome 1: Families Know their Rights</i> .....	24
<i>Federal Outcome 2: Families Effectively Communicate Their Children’s Needs</i> .....	29
<i>Federal Outcome 3: Families Help Their Children Develop and Learn</i> .....	34
State Outcome Data.....	41
State Cluster 1: Overall Satisfaction.....	41
State Cluster 2: Families Perception of Change in Selves and Their Families.....	44
State Cluster 3: Families’ Perceptions of Their Children’s Development and Abilities .....	46
State Cluster 4: Families’ Perceptions of Family-Program Relations .....	50
State Cluster 5: Families’ Perceptions of Decision-Making Opportunities .....	58
State Cluster 6: Perception of Program Accessibility and Receptiveness.....	62
State Cluster 7: Perception of Quality of Life.....	65
State Cluster 8: Perception of Social-Emotional Development .....	68
State Clusters Summary .....	69
Section 4: Conclusions .....	72
Section 5: Recommendations .....	73

Program Recommendations .....	73
Survey Administration Recommendations .....	75
Recommendations Summary .....	76
References .....	78
Appendix .....	79

## List of Tables

Table 1. Description of Survey Sections and Items.....	13
Table 2. Collection Methods .....	15
Table 3. Method of Family Survey 2018 Completion by Region and Race .....	16
Table 4. Family Report of the Gender of Child Receiving Services in CDW Program by Year .....	18
Table 5. Self-Identified Racial/Ethnic Background of Children Receiving CDW Services, 2018.....	19
Table 6. Self-Reported Annual Income of Families Receiving CDW Services by Year.....	21
Table 7. Self-Reported Regional Location of Families Receiving CDW Services by Year .....	23
Table 8. Federal Outcome 1: Families Know Their Rights by Year.....	25
Table 9. Families Know Their Rights by Ethnicity, 2018.....	27
Table 10. Families Know Their Rights by Geographic Region, 2018 .....	28
Table 11. Federal Outcome 2: Families Effectively Communicate Their Children’s Needs by Year .....	30
Table 12. Families Effectively Communicate Their Children’s Needs by Race, 2018.....	33
Table 13. Families Effectively Communicate Their Children’s Needs by Geographic Region, 2018.....	34
Table 14. Federal Outcome 3: Families Help Their Children to Develop and Learn by Year .....	36
Table 15. Families Help Their Children to Develop and Learn by Ethnicity of the Parent, 2018 .....	39
Table 16. Families Help Their Children to Develop and Learn by Geographical Region, 2018.....	40
Table 17. Cluster 1: Overall Satisfaction by Year .....	42
Table 18. Cluster 2: Families’ Perceptions of Change in Selves and Their Families by Year .....	45
Table 19. Cluster 3: Families’ Perceptions of Their Children’s Development and Abilities by Year .....	48
Table 20. Cluster 4: Families’ Perceptions of Family-Program Relations by Year.....	51
Table 21. Cluster 5: Families’ Perceptions of Decision-Making Opportunities by Year.....	59
Table 22. Cluster 6: Perception of Program Accessibility and Receptiveness by Year .....	63
Table 23. Cluster 7: Perception of Quality of Life by Year .....	67
Table 24. Cluster 8: Perception of Social-Emotional Development by Year .....	69
Table 25. Cluster Summary .....	70

## 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

The 2018 survey contains a total of 55 questions, which are divided into seven sections. The majority of items ask respondents to check the appropriate response (e.g., gender, age, income level) or mark their agreement on a five-point Likert scale (i.e., strongly agree to strongly disagree and N/A).

Although in some cases a 7-point Likert scale is preferred over a 5-point scale (Alwin & Krosnick, 1991), we decided to reduce the scale from 7 to 5 points 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**

<b>Section</b>	<b>Number of Items</b>	<b>Focus of Questions</b>	<b>Example Item</b>
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 CRESP with a database including information for 846 families.

The structure and distribution of the survey was the same as the procedure employed during the previous year, albeit with a delayed start date. In August 2019, 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. 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.

An incentive was used 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 283 surveys**. Multiple efforts were made to communicate with all families (e.g., postcard mailing, two or more phone calls, two or more text messages, and emails if email addresses were provided by families during the phone calls). We completed 170 surveys for families over the phone (compared to 211 last year), and 113 were completed online (compared to 93 last year). No families requested a paper survey, which was the same as 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 563 families not completing surveys, 32 families declined to complete the survey; 4 phone numbers were missing from the database; 15 numbers were wrong; 71 lines were disconnected or not accepting calls; and 441 messages were left or sent but not answered.

Table 2. Collection Methods

<b>Method/Reason</b>	<b>Number</b>
Telephone	170
Internet	113
<b>Completed</b>	<b>283</b>
Disconnected lines	71
Wrong phone number	15
Number not provided	4
Declined survey	32
Voice message left, text message sent, and/or email sent but no response	441
<b>Total</b>	<b>846</b>

## Section 3: Results

### Respondents

We included the entire population of 846 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 846 families, a total of 283 families completed the survey either by telephone or online. These families represent 33.5% of the total number of families in the database provided (compared to 42.8% last year). Of these 283 families, 50.9% were from the northern region of the state (New Castle County) and 49.1% from the southern region of the state (Kent and Sussex Counties). The demographic composition was as follows: 57.1% reporting Caucasian alone, 19.4% reporting African American alone, 4.9% reporting Asian alone, 8.2% reporting other race alone, and 10.4% reporting two or more races. Of the families completing the survey, 25.9% indicated that they have Hispanic or Latino ethnicity. The following table displays the method of survey completion for 2018 by region and race.

**Table 3. Method of Family Survey 2018 Completion by Region and Race**

Region and Race <sup>a</sup>	Telephone	Online	Surveys Completed <sup>d</sup>
North, Caucasian alone <sup>b</sup>	44	27	71
North, African American alone <sup>b</sup>	22	8	30
North, Asian alone <sup>b</sup>	7	4	11
North, Other alone <sup>b</sup>	19	3	13
North, two or more races	6	4	10
North, Hispanic or Latino <sup>c</sup>	27	13	40
South, Caucasian alone <sup>b</sup>	47	35	82
South, African American alone <sup>b</sup>	13	9	22
South, Asian alone <sup>b</sup>	1	1	2
South, Other alone <sup>b</sup>	7	2	9
South, two or more races	10	8	18
South, Hispanic or Latino <sup>c</sup>	22	8	30

<sup>a</sup> 15 families did not report their race, and 13 families did not indicate if they consider themselves Hispanic or Latino. Thus, totals may differ from the totals presented in other tables.

<sup>b</sup> Includes respondents reporting only one race

<sup>c</sup> Hispanics/Latinos may be of any race, so also are included in applicable race categories

<sup>d</sup> 6 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 2009-2018.

### **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, 63.6% of the families have male children enrolled in CDW and 36.4% of the families have female children enrolled in CDW. This represents a similar proportion compared to last year. The most recent CDW enrollment data indicates that there are 67.4% males and 32.6% 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		2018		CDW Program Enrollment
	n	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	180	63.6	67.4
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	103	36.4	32.6
Total	201	100	243	100	225	100	297	100	236	100	237	100	267	100	203	100	283	100	100

### Self-Identified Ethnicity of the Children

Family members who completed the survey were asked to report the race and ethnicity of their child who was participating in the CDW program. Based on this method, 57.1% of children are classified as Caucasian alone, 19.4% African American alone, 4.9% Asian alone, 8.2% “Other” race alone, and 10.4% two or more races. Of the families completing the survey, 25.9% identified their child as having Hispanic or Latino ethnicity. See Table 5 for information about the race/ethnicity of the children from families who participated in the Family Survey compared to the rates based on the most recent CDW enrollment data. Caution should be used when comparing the rates from the survey and the overall CDW program enrollment. Within the survey, Hispanic/Latino is considered an ethnicity and not a race; therefore, those identifying as Hispanic/Latino were included in applicable race categories. However, within the CDW program enrollment data, Hispanic/Latino was considered a race category.

Table 5. Self-Identified Racial/Ethnic Background of Children Receiving CDW Services, 2018

Race/Ethnicity	2018 CDW Survey Respondents <sup>a</sup>		CDW Program Enrollment
	N	%	%
Caucasian	153 <sup>b</sup>	57.1	49.5
African American	52 <sup>b</sup>	19.4	25.2
Asian	13 <sup>b</sup>	4.9	4.4
Other	22 <sup>b</sup>	8.2	0.4
Two or more races	28	10.4	2.3
Hispanic or Latino	70 <sup>c,d</sup>	25.9	18.2

<sup>a</sup> 15 respondents did not report the child’s race

<sup>b</sup> Includes respondents reporting only one race

<sup>c</sup> Hispanics/Latinos may be of any race, so also are included in applicable race categories

<sup>d</sup> 13 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 9.6% 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, 33.3% reported that they made more than \$50,000 a year, which is similar to the previous year. This year, 31.7% 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 lower 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		2018	
	n	%	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	40	14.8
\$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	50	18.5
\$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	69	25.5
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	26	9.6
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	86	31.7
Total	201	100	243	100	225	100	297	100	226 <sup>a</sup>	100	228	100	254	100	283	100	271 <sup>a</sup>	100

<sup>a</sup> 12 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, 141 (50.9%) are from Northern Delaware and 136 (49.1%) are from Southern Delaware. Table 7 presents families' reported county of residence. These percentages are relatively consistent with those from the previous year. As shown in the table, the proportion of families from Northern and Southern Delaware who responded to the survey is fairly similar to the overall proportion in the program based on enrollment information.

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

Regional Location	2009		2010		2011		2012		2013		2014		2015		2016		2017		2018		CDW Program Rate <sup>d</sup>
	n <sup>a</sup>	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	%
Northern Delaware <sup>b</sup>	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	141	50.9	47.2
Southern Delaware <sup>c</sup>	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	136	49.1	52.8

<sup>a</sup> 21 respondents did not report their county of residence

<sup>b</sup> Northern Delaware includes New Castle County

<sup>c</sup> Southern Delaware includes Kent and Sussex Counties

<sup>d</sup> Based on the 2018 enrollment data provided by CDW

## 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 2018 Family Survey data related to these federal outcomes. All federal outcome items were included in the 2009-2018 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 2018 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, 92.2% of families responded positively to these questions and 7.8 % 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= 12.1%) and knowing who to speak to if their family’s rights were not addressed (Disagree and Strongly Disagree= 14.5%). Compared to the results from the previous year, a similar proportion of families agreed that they received information about their rights and 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%	<b>96.8%</b>	2.2%	1.1%	0.0%
	2010	22.3%	29.0%	43.8%	<b>95.1%</b>	4.5%	0.4%	0.0%
	2011	27.5%	36.2%	37.2%	<b>100.9%</b>	1.4%	0.5%	0.0%
	2012	36.3%	25.1%	34.0%	<b>95.4%</b>	4.1%	0.0%	0.5%
	2013	-	50.6%	43.8%	<b>94.4%</b>	4.5%	1.1%	-
	2014	-	56.7%	40.7%	<b>97.4%</b>	1.7%	0.9%	-
	2015	-	49.3%	47.6%	<b>96.9%</b>	2.2%	0.9%	-
	2016	-	49.4%	41.6%	<b>91.0%</b>	5.5%	3.5%	-
	2017	-	53.9%	43.9%	<b>97.9%</b>	0.4%	1.8%	-
	2018	-	53.9%	42.4%	<b>96.3%</b>	1.9%	1.9%	-
You feel you understand your family’s legal rights within your child’s program.	2009	28.3%	21.7%	42.4%	<b>92.4%</b>	7.1%	0.5%	0.0%
	2010	22.6%	26.1%	44.2%	<b>92.9%</b>	6.2%	0.4%	0.5%
	2011	23.5%	33.3%	39.4%	<b>96.2%</b>	3.3%	0.5%	0.0%
	2012	33.3%	24.1%	38.9%	<b>96.3%</b>	3.2%	0.0%	0.5%
	2013	-	49.4%	44.9%	<b>94.3%</b>	4.9%	0.8%	-
	2014	-	56.5%	38.8%	<b>95.3%</b>	4.7%	-	-
	2015	-	47.6%	48.0%	<b>95.6%</b>	3.6%	0.9%	-
	2016	-	47.8%	47.8%	<b>95.7%</b>	3.2%	1.2%	-
	2017	-	51.3%	45.5%	<b>96.8%</b>	1.8%	1.4%	-
	2018	-	52.2%	42.5%	<b>94.8%</b>	4.5%	0.7%	-
You know who within Child Development Watch you need to speak with if you feel your family’s rights are not being addressed.	2009	28.3%	17.6%	42.2%	<b>88.1%</b>	8.6%	2.7%	0.5%
	2010	18.4%	27.7%	39.5%	<b>85.6%</b>	11.8%	1.8%	0.8%
	2011	18.6%	28.5%	40.3%	<b>87.4%</b>	10.4%	1.8%	0.5%
	2012	31.8%	22.6%	32.6%	<b>87.0%</b>	12.0%	0.5%	0.5%
	2013	-	48.0%	39.1%	<b>87.1%</b>	12.2%	0.7%	-
	2014	-	55.2%	32.8%	<b>88.0%</b>	10.8%	1.2%	-
	2015	-	44.2%	44.7%	<b>88.9%</b>	8.4%	2.7%	-
	2016	-	38.9%	46.0%	<b>84.9%</b>	12.7%	2.4%	-
	2017	-	45.7%	45.4%	<b>91.1%</b>	7.1%	1.8%	-
	2018	-	47.6%	37.9%	<b>85.5%</b>	11.9%	2.6%	-

**Table 8. Federal Outcome 1: Families Know Their Rights by Year (continued)**

	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%	<b>86.0%</b>	10.7%	2.7%	0.5%
	2010	17.8%	28.0%	37.3%	<b>83.1%</b>	15.1%	1.3%	0.4%
	2011	24.1%	26.9%	38.9%	<b>89.9%</b>	8.8%	0.9%	0.5%
	2012	30.6%	25.0%	31.0%	<b>86.6%</b>	12.4%	0.5%	0.5%
	2013	-	48.2%	38.4%	<b>86.6%</b>	10.9%	2.5%	-
	2014	-	53.9%	33.3%	<b>87.2%</b>	11.0%	1.8%	-
	2015	-	42.7%	44.0%	<b>86.7%</b>	8.4%	4.9%	-
	2016	-	35.6%	49.4%	<b>85.0%</b>	13.0%	2.0%	-
	2017	-	45.4%	44.3%	<b>89.6%</b>	7.9%	2.5%	-
	2018	-	46.0%	41.9%	<b>87.9%</b>	9.9%	2.2%	-
<b>Total “Families Know Their Rights”</b>	2009	28.9%	19.2%	42.8%	<b>90.9%</b>	7.2%	1.8%	0.3%
	2010	20.3%	27.7%	41.2%	<b>89.2%</b>	9.4%	1.0%	0.4%
	2011	23.4%	31.2%	38.9%	<b>93.5%</b>	5.9%	0.9%	0.2%
	2012	33.0%	24.2%	34.1%	<b>91.3%</b>	7.9%	0.3%	0.5%
	2013	-	49.1%	41.6%	<b>90.7%</b>	8.1%	1.3%	-
	2014	-	55.6%	36.4%	<b>92.0%</b>	7.0%	1.0%	-
	2015	-	46.0%	46.1%	<b>92.0%</b>	5.7%	2.4%	-
	2016	-	42.9%	46.2%	<b>89.1%</b>	8.6%	2.3%	-
	2017	-	49.1%	44.8%	<b>93.8%</b>	4.3%	1.9%	-
	2018	-	51.2%	40.9%	<b>92.2%</b>	6.1%	1.7%	-

We compared families’ average ratings by race and ethnicity (see Table 9). The highest percentages of families knowing their rights were families who identified as two or more races (95.5%), followed by Caucasian (93.0%), African American (92.4%), and Asian (92.2%). Families reporting “other” race (70.4%) and those reporting Hispanic/Latino ethnicity (81.3%) responded the least favorably to this outcome.

We also disaggregated families’ average ratings by the region where families received their services. As shown in Table 10, families from northern Delaware responded slightly more favorably compared to those from the southern portion of the state. Specifically, 92.0% of

respondents from northern Delaware reported knowing their rights compared to 87.3% from southern Delaware.

Table 9. Families Know Their Rights by Ethnicity, 2018

Items	Race	Combined				
		Strongly Agree (SA)	Agree	SA and Agree	Disagree	Strongly Disagree
You have received written information about your family's rights (e.g. due process, procedural safeguards).	Caucasian alone <sup>a</sup>	60.0%	37.3%	<b>97.3%</b>	0.7%	2.0%
	African American alone <sup>a</sup>	60.0%	40.0%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	53.8%	38.5%	<b>92.3%</b>	7.7%	0.0%
	Other alone <sup>a</sup>	18.2%	63.6%	<b>81.8%</b>	9.1%	9.1%
	Two or more races	50.0%	46.2%	<b>96.2%</b>	3.8%	0.0%
	Hispanic/Latino <sup>b</sup>	29.9%	59.7%	<b>89.6%</b>	4.5%	6.0%
You feel you understand your family's legal rights within your child's program.	Caucasian alone <sup>a</sup>	55.7%	41.6%	<b>97.3%</b>	1.3%	1.3%
	African American alone <sup>a</sup>	61.2%	32.7%	<b>93.9%</b>	6.1%	0.0%
	Asian alone <sup>a</sup>	61.5%	30.8%	<b>92.3%</b>	7.7%	0.0%
	Other alone <sup>a</sup>	22.7%	50.0%	<b>72.7%</b>	27.3%	0.0%
	Two or more races	44.4%	55.6%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	30.9%	55.9%	<b>86.8%</b>	11.8%	1.5%
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 <sup>a</sup>	51.3%	36.0%	<b>87.3%</b>	8.7%	4.0%
	African American alone <sup>a</sup>	51.0%	34.7%	<b>85.7%</b>	14.3%	0.0%
	Asian alone <sup>a</sup>	58.3%	33.3%	<b>91.7%</b>	8.3%	0.0%
	Other alone <sup>a</sup>	22.7%	40.9%	<b>63.6%</b>	31.8%	4.5%
	Two or more races	46.4%	46.4%	<b>92.9%</b>	7.1%	0.0%
	Hispanic/Latino <sup>b</sup>	30.9%	39.7%	<b>70.6%</b>	22.1%	7.4%
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 <sup>a</sup>	48.0%	42.1%	<b>90.1%</b>	7.2%	2.6%
	African American alone <sup>a</sup>	55.1%	34.7%	<b>89.8%</b>	10.2%	0.0%
	Asian alone <sup>a</sup>	46.2%	46.2%	<b>92.3%</b>	7.7%	0.0%
	Other alone <sup>a</sup>	18.2%	45.5%	<b>63.6%</b>	27.3%	9.1%
	Two or more races	50.0%	42.9%	<b>92.9%</b>	7.1%	0.0%
	Hispanic/Latino <sup>b</sup>	26.1%	52.2%	<b>78.3%</b>	15.9%	5.8%
<b>Total "Families Know Their Rights"</b>	Caucasian alone <sup>a</sup>	53.8%	39.3%	<b>93.0%</b>	4.5%	2.5%
	African American alone <sup>a</sup>	56.8%	35.5%	<b>92.4%</b>	7.7%	0.0%
	Asian alone <sup>a</sup>	55.0%	37.2%	<b>92.2%</b>	7.9%	0.0%
	Other alone <sup>a</sup>	20.5%	50.0%	<b>70.4%</b>	23.9%	5.7%
	Two or more races	47.7%	47.8%	<b>95.5%</b>	4.5%	0.0%
	Hispanic/Latino <sup>b</sup>	29.5%	51.9%	<b>81.3%</b>	13.6%	5.2%

<sup>a</sup> Includes respondents reporting only one race

<sup>b</sup> Hispanics/Latinos may be of any race, so also are included in applicable race categories

Table 10. Families Know Their Rights by Geographic Region, 2018

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	48.1%	48.9%	<b>97.0%</b>	3.0%	0.0%
	Southern	63.0%	35.4%	<b>98.4%</b>	0.8%	0.8%
You feel you understand your family's legal rights within your child's program.	Northern	49.6%	47.4%	<b>97.0%</b>	3.0%	0.0%
	Southern	53.6%	34.8%	<b>88.4%</b>	5.8%	5.8%
You know who within Child Development Watch you need to speak with if you feel your family's rights are not being addressed.	Northern	42.9%	43.6%	<b>86.5%</b>	11.3%	2.3%
	Southern	49.0%	29.0%	<b>78.0%</b>	11.0%	11.0%
You know who within Child Development Watch you need to speak with if you have other complaints/concerns about the Child Development Watch program.	Northern	41.5%	45.9%	<b>87.4%</b>	11.1%	1.5%
	Southern	48.2%	36.2%	<b>84.4%</b>	7.8%	7.8%
<b>Total "Families Know Their Rights"</b>	Northern	44.2%	46.5%	<b>92.0%</b>	7.1%	1.0%
	Southern	53.5%	33.9%	<b>87.3%</b>	6.4%	6.4%

## *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, 96.1% of families responded positively to the questions for the second federal outcome "Families Effectively Communicate their Children's Needs." This year's results are fairly consistent to the results from prior years. 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. Families indicating two or more races responded the most favorably to the second federal outcome "Families Effectively Communicate their Children's Needs" (99.3%), followed by African American (98.4%), Caucasian (96.7%), Other (91.7%), and Asian (90.8%) families. Of families indicating Hispanic/Latino ethnicity, 96.4% responded favorably to the second federal outcome.

Based on the region where families received their services, 95.3% of families receiving services in Northern Delaware and 95.5% 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%	<b>94.2%</b>	3.1%	0.5%	2.1%
	2010	17.3%	40.5%	35.4%	<b>93.2%</b>	5.5%	0.4%	0.8%
	2011	20.1%	45.2%	34.2%	<b>99.5%</b>	0.0%	0.5%	0.9%
	2012	32.4%	36.9%	27.0%	<b>96.3%</b>	3.2%	0.5%	0.0%
	2013	-	47.6%	50.0%	<b>97.6%</b>	2.1%	0.3%	-
	2014	-	47.4%	49.6%	<b>97.0%</b>	2.1%	0.9%	-
	2015	-	53.0%	41.9%	<b>94.9%</b>	5.1%	0.0%	-
	2016	-	51.7%	45.2%	<b>96.9%</b>	1.9%	1.1%	-
	2017	-	60.4%	36.9%	<b>97.3%</b>	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%	<b>94.9%</b>	1.5%	1.5%	2.0%
	2010	21.8%	44.5%	29.0%	<b>95.3%</b>	3.4%	0.4%	0.8%
	2011	23.5%	48.9%	27.1%	<b>99.5%</b>	0.0%	0.5%	0.0%
	2012	36.4%	38.7%	23.1%	<b>98.2%</b>	0.9%	0.9%	0.0%
	2013	-	56.6%	41.4%	<b>98.0%</b>	2.0%	0.0%	-
	2014	-	56.4%	40.6%	<b>97.0%</b>	2.6%	0.4%	-
	2015	-	55.9%	41.9%	<b>97.9%</b>	1.7%	0.4%	-
	2016	-	57.8%	39.2%	<b>97.0%</b>	1.9%	1.1%	-
	2017	-	66.0%	31.3%	<b>97.3%</b>	2.7%	0.0%	-
2018	-	61.8%	35.7%	<b>97.5%</b>	2.1%	0.4%	-	

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

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
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%	<b>96.6%</b>	1.4%	0.0%	2.1%
	2010	15.6%	30.7%	45.8%	<b>92.1%</b>	5.0%	2.8%	0.0%
	2011	21.5%	33.1%	42.0%	<b>96.6%</b>	1.7%	1.1%	0.6%
	2012	31.6%	24.9%	39.5%	<b>96.0%</b>	2.3%	0.6%	1.1%
	2013	-	49.5%	45.6%	<b>95.1%</b>	3.4%	1.5%	-
	2014	-	48.9%	46.3%	<b>95.3%</b>	3.7%	1.1%	-
	2015	-	44.9%	51.5%	<b>96.5%</b>	3.0%	0.5%	-
	2016	-	45.9%	52.0%	<b>97.9%</b>	1.7%	0.4%	-
	2017	-	58.1%	40.7%	<b>98.8%</b>	1.2%	0.0%	-
2018	-	52.6%	41.9%	<b>94.5%</b>	4.3%	1.2%	-	
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%	<b>95.7%</b>	3.6%	0.0%	0.7%
	2010	11.9%	33.5%	46.0%	<b>91.4%</b>	6.3%	1.1%	1.1%
	2011	21.5%	31.1%	44.6%	<b>97.2%</b>	1.7%	1.1%	0.0%
	2012	31.6%	22.8%	40.9%	<b>95.3%</b>	3.5%	0.6%	0.6%
	2013	-	51.9%	43.3%	<b>95.2%</b>	3.8%	1.0%	-
	2014	-	46.6%	48.2%	<b>94.8%</b>	4.7%	0.5%	-
	2015	-	45.0%	52.5%	<b>97.5%</b>	2.0%	0.5%	-
	2016	-	42.9%	54.4%	<b>97.3%</b>	2.7%	0.0%	-
	2017	-	57.4%	41.0%	<b>98.4%</b>	1.2%	0.4%	-
2018	-	52.5%	43.5%	<b>96.1%</b>	3.1%	0.8%	-	

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

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
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%	<b>92.7%</b>	4.8%	1.6%	1.1%
	2010	18.0%	36.9%	38.6%	<b>93.5%</b>	4.3%	1.3%	0.9%
	2011	25.3%	36.4%	35.9%	<b>97.6%</b>	1.4%	0.0%	0.9%
	2012	30.6%	32.9%	31.5%	<b>95.0%</b>	4.5%	0.5%	0.0%
	2013	-	48.1%	45.9%	<b>94.0%</b>	4.1%	1.9%	-
	2014	-	46.9%	46.1%	<b>93.0%</b>	6.1%	0.9%	-
	2015	-	49.6%	45.1%	<b>94.7%</b>	4.9%	0.4%	-
	2016	-	51.8%	45.5%	<b>97.3%</b>	1.6%	1.2%	-
	2017	-	58.8%	37.2%	<b>96.0%</b>	3.6%	0.4%	-
	2018	-	59.5%	36.6%	<b>96.1%</b>	2.5%	1.4%	-
<b>Total “Families Effectively Communicate Their Children’s Needs”</b>	2009	26.6%	29.3%	38.7%	<b>94.6%</b>	2.9%	0.8%	1.6%
	2010	17.3%	37.8%	38.2%	<b>93.3%</b>	4.8%	1.1%	0.8%
	2011	22.3%	38.9%	36.8%	<b>98.1%</b>	0.9%	0.6%	0.4%
	2012	32.5%	31.2%	32.4%	<b>96.2%</b>	2.9%	0.6%	0.3%
	2013	-	50.7%	45.2%	<b>95.9%</b>	3.1%	1.0%	-
	2014	-	49.2%	46.2%	<b>95.4%</b>	3.8%	0.8%	-
	2015	-	49.7%	46.6%	<b>96.3%</b>	3.3%	0.4%	-
	2016	-	50.0%	47.3%	<b>97.3%</b>	2.0%	0.8%	-
	2017	-	60.8%	36.5%	<b>97.4%</b>	2.6%	0.1%	-
	2018	-	57.3%	38.8%	<b>96.1%</b>	2.9%	1.0%	-

Table 12. Families Effectively Communicate Their Children’s Needs by Race, 2018

Federal Outcome 2: Families Effectively Communicate Their Children’s Needs	Race	Strongly Agree	Agree	Combined SA and Agree	Disagree	Strongly Disagree
		(SA)				
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 <sup>a</sup>	59.5%	36.6%	<b>96.1%</b>	3.3%	0.7%
	African American alone <sup>a</sup>	76.9%	23.1%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	46.2%	53.8%	<b>100.0%</b>	0.0%	0.0%
	Other alone <sup>a</sup>	36.4%	54.5%	<b>90.9%</b>	4.5%	4.5%
	Two or more races	67.9%	32.1%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	40.0%	57.1%	<b>97.1%</b>	1.4%	1.4%
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 <sup>a</sup>	65.8%	31.6%	<b>97.4%</b>	2.0%	0.7%
	African American alone <sup>a</sup>	72.5%	27.5%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	46.2%	53.8%	<b>100.0%</b>	0.0%	0.0%
	Other alone <sup>a</sup>	27.3%	63.6%	<b>90.9%</b>	9.1%	0.0%
	Two or more races	67.9%	32.1%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	35.7%	61.4%	<b>97.1%</b>	2.9%	0.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Caucasian alone <sup>a</sup>	54.8%	40.7%	<b>95.6%</b>	3.7%	0.7%
	African American alone <sup>a</sup>	61.2%	32.7%	<b>93.9%</b>	6.1%	0.0%
	Asian alone <sup>a</sup>	53.8%	30.8%	<b>84.6%</b>	15.4%	0.0%
	Other alone <sup>a</sup>	23.8%	66.7%	<b>90.5%</b>	4.8%	4.8%
	Two or more races	58.3%	41.7%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	36.9%	56.9%	<b>93.8%</b>	6.2%	0.0%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Caucasian alone <sup>a</sup>	53.3%	44.4%	<b>97.8%</b>	0.7%	1.5%
	African American alone <sup>a</sup>	61.2%	36.7%	<b>98.0%</b>	2.0%	0.0%
	Asian alone <sup>a</sup>	53.8%	30.8%	<b>84.6%</b>	15.4%	0.0%
	Other alone <sup>a</sup>	27.3%	63.6%	<b>90.9%</b>	9.1%	0.0%
	Two or more races	60.0%	40.0%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	40.9%	57.6%	<b>98.5%</b>	1.5%	0.0%
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	Caucasian alone <sup>a</sup>	61.2%	35.5%	<b>96.7%</b>	2.0%	1.3%
	African American alone <sup>a</sup>	80.0%	20.0%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	38.5%	46.2%	<b>84.6%</b>	15.4%	0.0%
	Other alone <sup>a</sup>	31.8%	63.6%	<b>95.5%</b>	4.5%	0.0%
	Two or more races	53.6%	42.9%	<b>96.4%</b>	3.6%	0.0%
	Hispanic/Latino <sup>b</sup>	40.6%	55.1%	<b>95.7%</b>	4.3%	0.0%
Total “Families Effectively Communicate Their Children’s Needs”	Caucasian alone <sup>a</sup>	58.9%	37.8%	<b>96.7%</b>	2.3%	1.0%
	African American alone <sup>a</sup>	70.4%	28.0%	<b>98.4%</b>	1.6%	0.0%
	Asian alone <sup>a</sup>	46.2%	43.1%	<b>90.8%</b>	9.2%	0.0%
	Other alone <sup>a</sup>	29.3%	62.4%	<b>91.7%</b>	6.4%	1.9%
	Two or more races	61.5%	37.8%	<b>99.3%</b>	0.7%	0.0%
	Hispanic/Latino <sup>b</sup>	38.5%	57.6%	<b>96.4%</b>	3.3%	0.3%

<sup>a</sup> Includes respondents reporting only one race

<sup>b</sup> 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, 2018

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	58.0%	39.1%	<b>97.1%</b>	2.2%	0.7%
	Southern	55.8%	34.1%	<b>89.9%</b>	5.1%	5.1%
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	57.4%	39.0%	<b>96.3%</b>	3.7%	0.0%
	Southern	63.0%	32.6%	<b>95.7%</b>	2.2%	2.2%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	Northern	43.0%	49.2%	<b>92.2%</b>	6.3%	1.6%
	Southern	63.9%	31.1%	<b>95.1%</b>	2.5%	2.5%
The program communicates with you in a way that is sensitive to your culture and your ethnic group.	Northern	44.5%	50.8%	<b>95.3%</b>	4.7%	0.0%
	Southern	62.8%	35.5%	<b>98.3%</b>	0.8%	0.8%
You feel that the services provided to your child and your family are individualized and change as your family’s needs change.	Northern	52.9%	42.6%	<b>95.6%</b>	4.4%	0.0%
	Southern	68.7%	29.9%	<b>98.5%</b>	0.7%	0.7%
<b>Total “Families Effectively Communicate Their Children’s Needs”</b>	Northern	56.1%	44.1%	<b>95.3%</b>	4.3%	0.5%
	Southern	62.8%	32.6%	<b>95.5%</b>	2.3%	2.3%

**Federal Outcome 3: Families Help Their Children Develop and Learn**

The third federal outcome addressed the extent to which families have learned to help their children develop and learn since participating in the CDW program. The subscale consisted of four items that addressed this outcome. When families’ responses were averaged across all four items, 96.7% of families responded positively to the questions for the third federal outcome. Results from the 2018 survey were relatively similar to the results from 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 families reporting two or more races, 99.5% of African American families, 97.0% of Caucasian families, 94.2% of Asian families, and 87.7% of “other” race families responded favorably toward the

third federal outcome, “Families Help Their Children Develop and Learn” (See Table 15). Of families indicating Hispanic/Latino ethnicity, 96.0% 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 95.3% 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

<b>Federal Outcome 3: Families Help Their Children Develop and Learn</b>	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	<b>Combined VSA, SA, and Agree</b>	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%	<b>92.4%</b>	5.9%	1.1%	0.5%
	2010	23.2%	36.4%	34.6%	<b>94.2%</b>	4.4%	0.4%	0.9%
	2011	22.3%	37.2%	36.7%	<b>96.2%</b>	1.9%	0.9%	0.9%
	2012	34.3%	28.7%	32.4%	<b>95.4%</b>	2.8%	0.9%	0.9%
	2013	-	53.8%	41.3%	<b>95.1%</b>	3.4%	1.5%	-
	2014	-	51.1%	43.3%	<b>94.4%</b>	5.2%	0.4%	-
	2015	-	47.5%	48.9%	<b>96.4%</b>	3.6%	0.0%	-
	2016	-	47.8%	45.5%	<b>93.3%</b>	5.5%	1.2%	-
	2017	-	58.6%	37.9%	96.5%	2.5%	1.1%	-
	2018	-	59.6%	36.7%	96.4%	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%	<b>92.5%</b>	6.9%	0.5%	0.0%
	2010	17.5%	41.2%	32.5%	<b>91.2%</b>	7.0%	0.4%	1.3%
	2011	25.2%	37.9%	35.0%	<b>98.1%</b>	0.9%	0.5%	0.5%
	2012	31.5%	26.9%	36.5%	<b>94.9%</b>	3.7%	1.4%	0.0%
	2013	-	48.1%	46.3%	<b>94.4%</b>	4.8%	0.7%	-
	2014	-	50.0%	44.2%	<b>94.2%</b>	5.3%	0.4%	-
	2015	-	47.7%	49.5%	<b>97.3%</b>	2.7%	0.0%	-
	2016	-	50.4%	44.4%	<b>94.8%</b>	4.4%	0.8%	-
	2017	-	55.7%	41.8%	<b>97.5%</b>	1.4%	1.1%	-
	2018	-	55.5%	40.1%	<b>95.6%</b>	3.7%	0.7%	-

Table 15. Federal Outcome 3: Families Help Their Children to Develop and Learn by Year (continued)

<b>Federal Outcome 3: Families Help Their Children Develop and Learn</b>	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	<b>Combined VSA, SA, and Agree</b>	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%	<b>95.3%</b>	4.2%	0.5%	0.0%
	2010	22.5%	35.5%	36.4%	<b>94.4%</b>	3.9%	0.9%	0.9%
	2011	26.6%	34.1%	37.4%	<b>98.1%</b>	0.9%	0.9%	0.0%
	2012	31.5%	33.3%	31.5%	<b>96.3%</b>	2.3%	0.5%	0.9%
	2013	-	46.9%	46.5%	<b>93.4%</b>	5.9%	0.7%	-
	2014	-	53.7%	41.1%	<b>94.8%</b>	4.3%	0.9%	-
	2015	-	48.0%	49.3%	<b>97.4%</b>	2.6%	0.0%	-
	2016	-	51.2%	43.0%	<b>94.2%</b>	5.1%	0.8%	-
	2017	-	59.3%	36.4%	<b>95.7%</b>	3.9%	0.4%	-
2018	-	54.0%	42.8%	<b>96.7%</b>	2.5%	0.7%	-	
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%	<b>97.1%</b>	2.2%	0.0%	0.7%
	2010	22.4%	39.5%	32.9%	<b>94.8%</b>	3.3%	0.7%	1.3%
	2011	30.8%	32.7%	35.5%	<b>99.0%</b>	0.9%	0.0%	0.0%
	2012	34.3%	27.8%	34.3%	<b>96.4%</b>	1.9%	1.9%	0.0%
	2013	-	54.9%	41.3%	<b>96.2%</b>	3.4%	0.4%	-
	2014	-	56.6%	39.0%	<b>95.6%</b>	4.4%	0.0%	-
	2015	-	49.3%	48.4%	<b>97.8%</b>	1.8%	0.4%	-
	2016	-	51.4%	44.7%	<b>96.1%</b>	4.0%	0.0%	-
	2017	-	58.2%	40.7%	<b>98.9%</b>	0.7%	0.4%	-
2018	-	54.0%	44.1%	<b>98.2%</b>	1.1%	0.7%	-	

Table 16. Federal Outcome 3: Families Help Their Children to Develop and Learn by Year (continued)

<b>Federal Outcome 3: Families Help Their Children Develop and Learn</b>	Year	Very Strongly Agree (VSA)	Strongly Agree (SA)	Agree	<b>Combined VSA, SA, and Agree</b>	Disagree	Strongly Disagree	Very Strongly Disagree
<b>Total “Families Help Their Children Develop and Learn”</b>	2009	26.6%	29.2%	38.3%	<b>94.1%</b>	5.0%	0.6%	0.3%
	2010	21.3%	38.0%	34.2%	<b>93.5%</b>	4.8%	0.6%	1.1%
	2011	26.2%	35.5%	36.2%	<b>97.9%</b>	1.2%	0.6%	0.4%
	2012	32.9%	29.2%	33.7%	<b>95.8%</b>	2.7%	1.2%	0.5%
	2013	-	50.9%	43.9%	<b>94.8%</b>	4.4%	0.8%	-
	2014	-		41.9%	<b>97.8%</b>	4.8%	0.4%	-
	2015	-	48.1%	49.0%	<b>97.2%</b>	2.7%	0.1%	-
	2016	-	50.2%	44.4%	<b>94.6%</b>	4.8%	0.7%	-
	2017	-	57.9%	39.2%	<b>97.2%</b>	2.1%	0.7%	-
	2018	-	55.8%	40.9%	<b>96.7%</b>	2.5%	0.8%	-

Table 17. Families Help Their Children to Develop and Learn by Ethnicity of the Parent, 2018

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 <sup>a</sup>	60.9%	36.4%	<b>97.4%</b>	2.0%	0.7%
	African American alone <sup>a</sup>	69.2%	28.8%	<b>98.1%</b>	1.9%	0.0%
	Asian alone <sup>a</sup>	53.8%	38.5%	<b>92.3%</b>	7.7%	0.0%
	Other alone <sup>a</sup>	38.1%	47.6%	<b>85.7%</b>	9.5%	4.8%
	Two or more races	57.1%	42.9%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	39.7%	54.4%	<b>94.1%</b>	4.4%	1.5%
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 <sup>a</sup>	58.7%	36.7%	<b>95.3%</b>	4.0%	0.7%
	African American alone <sup>a</sup>	66.0%	34.0%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	61.5%	30.8%	<b>92.3%</b>	7.7%	0.0%
	Other alone <sup>a</sup>	18.2%	68.2%	<b>86.4%</b>	13.6%	0.0%
	Two or more races	51.9%	48.1%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	35.3%	60.3%	<b>95.6%</b>	4.4%	0.0%
As a result of the Child Development Watch program, you feel that you have information you can use on a daily basis with your child to help him/her develop and learn.	Caucasian alone <sup>a</sup>	54.9%	41.8%	<b>96.7%</b>	2.6%	0.7%
	African American alone <sup>a</sup>	72.0%	28.0%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	30.8%	61.5%	<b>92.3%</b>	7.7%	0.0%
	Other alone <sup>a</sup>	27.3%	63.6%	<b>90.9%</b>	9.1%	0.0%
	Two or more races	57.1%	42.9%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	30.4%	65.2%	<b>95.7%</b>	4.3%	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 <sup>a</sup>	55.6%	43.0%	<b>98.7%</b>	0.7%	0.7%
	African American alone <sup>a</sup>	67.3%	32.7%	<b>100.0%</b>	0.0%	0.0%
	Asian alone <sup>a</sup>	53.8%	46.2%	<b>100.0%</b>	0.0%	0.0%
	Other alone <sup>a</sup>	22.7%	68.2%	<b>90.9%</b>	9.1%	0.0%
	Two or more races	51.9%	48.1%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	32.4%	66.2%	<b>98.5%</b>	1.5%	0.0%
Total " Families Help Their Children Develop and Learn"	Caucasian alone <sup>a</sup>	58.2%	39.5%	<b>97.0%</b>	2.3%	0.7%
	African American alone <sup>a</sup>	68.4%	30.9%	<b>99.5%</b>	0.5%	0.0%
	Asian alone <sup>a</sup>	50.0%	44.3%	<b>94.2%</b>	5.8%	0.0%
	Other alone <sup>a</sup>	26.6%	61.9%	<b>87.7%</b>	10.3%	1.2%
	Two or more races	55.4%	45.5%	<b>100.0%</b>	0.0%	0.0%
	Hispanic/Latino <sup>b</sup>	34.5%	61.5%	<b>96.0%</b>	3.7%	0.4%

<sup>a</sup> Includes respondents reporting only one race

<sup>b</sup> Hispanics/Latinos may be of any race, so also are included in applicable race categories

**Table 18. Families Help Their Children to Develop and Learn by Geographical Region, 2018**

Federal <b>Outcome 3: Families Help Their Children Develop and Learn</b>	Region	Strongly Agree (SA)	Agree	<b>Combined SA, and Agree</b>	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	54.4%	42.6%	<b>97.1%</b>	2.9%	0.0%
	Southern	65.4%	30.1%	<b>95.6%</b>	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.	Northern	52.6%	43.7%	<b>96.3%</b>	3.7%	0.0%
	Southern	57.7%	35.0%	<b>92.7%</b>	3.6%	3.6%
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	47.8%	50.0%	<b>97.8%</b>	2.2%	0.0%
	Southern	60.4%	33.8%	<b>94.2%</b>	2.9%	2.9%
As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home.	Northern	51.9%	46.7%	<b>98.5%</b>	1.5%	0.0%
	Southern	57.1%	41.4%	<b>98.5%</b>	0.8%	0.8%
<b>Total “Families Help Their Children Develop and Learn”</b>	Northern	51.7%	45.8%	<b>97.4%</b>	2.6%	0.0%
	Southern	60.2%	35.1%	<b>95.3%</b>	2.4%	2.4%

## 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 2018 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.

Primarily positive responses were obtained when we asked if the services provided by CDW were useful for their families. In general, 96.5% of the families were satisfied. This represents a similar proportion of families reporting positive perceptions compared to previous years. The three items in this cluster obtained favorable responses from 95.6% to 97.8% of families who responded to the survey this year.

Table 19. Cluster 1: Overall Satisfaction by Year

Cluster 1: Overall Satisfaction	2009		2010		2012		2013		2014		2015		2016		2017		2018	
	A	D	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%	97.8%	2.2%
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%	96.0%	4.0%
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%	95.6%	4.4%
<b>Total Overall Satisfaction</b>	<b>95.5%</b>	<b>4.5%</b>	<b>96.2%</b>	<b>3.8%</b>	<b>96.4%</b>	<b>3.6%</b>	<b>95.2%</b>	<b>4.8%</b>	<b>95.9%</b>	<b>4.1%</b>	<b>98.1%</b>	<b>1.9%</b>	<b>96.6%</b>	<b>3.4%</b>	<b>97.5%</b>	<b>2.5%</b>	<b>96.5%</b>	<b>3.5%</b>

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 2013-2018 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.

The majority of families provided positive comments about the overall program. Many of these comments indicated that the families felt satisfied with the program and were grateful for what the program did to support their child and family:

*“My family is very pleased with all the services we have received through the program and are grateful to help our child thrive, grow and develop to her best ability with the support of the services available.”*

*“CDW changed our lives. Our service coordinator was an enormous support. It was huge to get help through linking us to Autism Delaware, helping with his IEP, etc.”*

*“[My experience] has been parent led and child centered throughout the entire process. I’m thankful to have services such as this.”*

*“So far, my experience has been great. The staff and coordinators have been truly helpful.”*

*“I think it's a great program. I'm so happy that I was told about it. If I wasn't told about it at the hospital, I'm not sure if I would have found out about it. It's a wonderful program and my son has made a lot of progress. I wonder if enough people know about it.”*

*“Everything went well. Our service coordinator and physical therapist were wonderful to work with, and the speech therapist was great.”*

*“I will strongly recommend this programs to families because I benefitted from it. Friendly staff and positive attitude. Thank you very much.”*

*“It’s a great program, very positive and enhanced my sons abilities. A true blessing!”*

*“It was very useful. I did not know the processes in this country and thanks to your services I can continue to receive help for my child.”*

*“[The CDW staff] have been good with our family. They work hard to help [my daughter] reach her goals. They are so convenient and go to her daycare.”*

However, a few families shared some overall disappointments about their experience within the program.

*“I could not leave the program fast enough. Because I went on my own, my son is receiving the services he needs.”*

*“If I was not an advocate for my child and was not constantly knocking on doors things would not have gotten done. I would not have had the resources that I needed. I think everyone is overloaded and has a lot going on. I didn't often know what resources are available.”*

### **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 96.7% of families had a positive perception of change in themselves and their families. The four items in this cluster obtained favorable responses from 95.6% to 98.2% of families who responded to the survey this year.

Table 20. 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		2018	
	A	D	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%	96.4%	3.6%
Since being part of the Child Development Watch program you feel that you have more of the knowledge you need to best care for your child.	92.5%	7.4%	91.3%	8.8%	95.0%	5.0%	94.4%	5.6%	94.2%	5.8%	97.3%	2.7%	94.8%	5.2%	97.5%	2.5%	95.6%	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.	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%	96.7%	3.3%
As a result of the Child Development Watch program, you have learned ways to help your child develop and learn skills for use at home.	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%	98.2%	1.8%
<b>Total Perception of Change in Selves/Family</b>	<b>94.1%</b>	<b>5.8%</b>	<b>93.6%</b>	<b>6.4%</b>	<b>95.8%</b>	<b>4.3%</b>	<b>94.8%</b>	<b>5.2%</b>	<b>94.8%</b>	<b>5.2%</b>	<b>97.2%</b>	<b>2.8%</b>	<b>94.6%</b>	<b>5.4%</b>	<b>97.2%</b>	<b>2.9%</b>	<b>96.7%</b>	<b>3.3%</b>

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 2013-2018 includes: Strongly Agree, and Agree; the “D” category includes: Strongly Disagree, and Disagree.

Numerous families provided comments about the positive impact that they program had on their lives:

*“Our service coordinator is absolutely amazing. She always listens, give us resources, and increases services as needed.”*

*“I learned a lot of stuff I never would have known and I'm grateful for that.”*

*“[The CDW staff] have given a lot of help. Since my girl was born, they taught me how to care for her and have given her therapy. The coordinator is very respectful and always explains everything to me. What I will miss most when my girl leaves the program will be how kind everyone is. I am very happy with the program. It has helped me a lot.”*

*“My service coordinator and I became close and we are still close. I love her. She is the best helper I've ever had.”*

*“[Our service coordinator] was amazing to work with at CDW. She explained everything to me, she was genuine, detailed, and helped us get into the preschool program for our son.”*

*“My coordinator was extremely helpful. She was hands on and answered any question I had. She was easily accessible and knowledgeable. She made sure I had all the services I needed. She was great and a pleasure to know.”*

*“Our physical therapist was beyond fantastic for my son. She pushed through on the days he was being difficult and got the job done. She legitimately cared and gave me fantastic tips and tricks to use at home.”*

### **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 and Abilities in Child” of families completing to the survey was generally positive. The average of these responses indicates that 96.0% 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 95.6% to 96.7% of families who responded to the survey this year.

Table 21. 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		2018	
	A	D	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%	96.1%	3.9%
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%	96.7%	3.3%
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%	95.6%	4.4%
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%	95.6%	4.4%
<b>Total Overall Perception of Change-Child</b>	<b>92.5%</b>	<b>7.6%</b>	<b>95.6%</b>	<b>4.4%</b>	<b>95.1%</b>	<b>4.9%</b>	<b>94.5%</b>	<b>5.5%</b>	<b>93.7%</b>	<b>6.3%</b>	<b>96.8%</b>	<b>3.2%</b>	<b>96.1%</b>	<b>3.9%</b>	<b>96.5%</b>	<b>3.5%</b>	<b>96.0%</b>	<b>4.0%</b>

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 2013-2018 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:

*"I appreciated all that Child Development Watch did for my son. He was released last year and came leaps and bounds with their support."*

*"From the beginning I was a little nervous about the program. However, after being introduced to our coordinator, it was a pleasant experience after that. My son excelled and decreased in his frustration level since he gained language skills. I am very appreciative."*

*"They cared a lot for my child and opened more doors for help for him. They left my child ready to leave the program."*

*"We were very pleased with the seemingly instant results that the program had on our son. He was not walking at around the age of 18 months, which was the biggest concern on our end. We got the ball rolling on the program and he began walking seemingly in no time. We also noticed increases in other gross and fine motor skills as a therapist worked with him regularly at his daycare."*

*"I can't thank Child Development Watch enough for the services they provided for my son. He went from a non-verbal two-year-old to an incredibly verbal three-year-old who won't stop talking. We will be forever grateful to them."*

*"It went really well and it really helped my son. I would recommend it to anyone!"*

*"Our ECE therapist from Easter Seals was absolutely wonderful. We saw huge improvements in our daughter thanks to her. We're very grateful she was our child's therapist."*

*"My son's speech therapist and ECE teacher that would come to our house were absolutely phenomenal!! They really helped him with his social and speech goals."*

Most families expressed satisfaction with their child's progress. However, a few families indicated concerns that their child has not made as much progress as they expected:

*"I am not impressed with [the program]. I don't know if the early intervention helped my child. I have mixed feelings."*

*"Our speech therapist was really nice but I don't feel like [my son] made as much progress with her as with another speech therapist at school."*

*"I will not say that the program did not help my child... but I will not say that all the changes were thanks to the program."*

#### **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. On average, 94.6% of families reported positive family-program relations with the CDW staff. This satisfaction level is similar to the results from previous years (see Table 20).

Table 22. 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		2018	
	A	D	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%	96.5%	3.5%
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%	97.5%	2.5%
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%	94.5%	5.5%
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%	96.1%	3.9%
You feel that you receive up-to-date information about your child’s needs so that you can make decisions for him or her.	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%	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%	93.5%	6.5%

Since being part of Child Development Watch you feel you are treated with respect.	98.0%	2.0%	96.5%	3.5%	99.1%	0.9%	98.2%	1.8%	98.7%	1.3%	97.4%	2.6%	98.5%	1.5%	99.3%	0.7%	97.5%	2.5%
The staff who assess your child's skills listen to you and respect you.	96.5%	3.6%	94.1%	5.9%	96.8%	3.2%	96.5%	3.5%	98.3%	1.7%	96.5%	3.5%	98.4%	1.6%	98.6%	1.4%	96.7%	3.3%
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%	97.4%	2.6%
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%	97.8%	2.2%
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%	85.5%	14.5%
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%	87.9%	12.1%
<b>Total Perception of Family-Program Relations</b>	<b>93.7%</b>	<b>6.2%</b>	<b>92.1%</b>	<b>8.0%</b>	<b>95.1%</b>	<b>4.9%</b>	<b>93.8%</b>	<b>6.2%</b>	<b>95.1%</b>	<b>4.9%</b>	<b>94.5%</b>	<b>5.5%</b>	<b>94.7%</b>	<b>5.3%</b>	<b>96.2%</b>	<b>3.8%</b>	<b>94.6%</b>	<b>5.4%</b>

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 2013-2018 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:

*“Our coordinator was absolutely wonderful at keeping us updated and making sure our daughter had everything she needed to succeed. We are very grateful for the program and have seen our daughter improve so much since starting the program.”*

*“We were with the service for 3 years.... it was definitely sad to let them go!!! They became a part of our family! We appreciate each and one of the therapists that were given to us!!!! Thank you so much for your excellence service! If we could, we would love to keep them forever.”*

*“My coordinator is fantastic and goes above and beyond. My child adores his physical therapist and gets giddy when she shows up.”*

*“The therapists that my daughter had are awesome. They take in consideration that she may need a break or may not want to do what they want. They seem to really care for her and love her.”*

*“Child Development Watch is a great service. They really helped my family and kept the lines of communication open.”*

*“Everything has gone well. Our coordinator keeps us up to date and helps [our daughter] get reevaluated. She reached out to the school district for us. She has been so helpful.”*

*“Our experience was great. Our service coordinator kept us informed. We wouldn't be where we are without them.”*

*“[Our service coordinator] was awesome. She was super friendly. She called me right back and she answered all of our questions.”*

*“My caseworker that has been assigned to my son's case is very nice and supportive. She takes the time to reach out and discuss any concerns that I may have. I really do appreciate the extra support that I receive from CDW.”*

Although many families shared positive comments about the program, other families reported some negative or mixed experiences within the program. Similar to previous years, several families reported having infrequent contact with their coordinator and/or their child's

therapists. 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:

*"In the end we had a hard time hearing back from the coordinator and we heard more from the therapist than from the coordinator. We were supposed to set up appointments with the coordinator to get extra help before [our son] aged out and learn to deal with his diagnosis better but it was difficult to get in touch with the coordinator. The therapists were great overall, and we were very happy with the services they and the program provided. Our only issues were with the coordinator, but the services were great. If the coordinators could be trained differently it would make the program a lot better and give everyone a greater experience."*

*"The service providers were fantastic. They were coming every week, then biweekly, then monthly. At that point I didn't receive many updates by paper to see how she was doing. It was difficult for me to know what was going on at that point but she still was making progress. I would just like more frequent progress updates."*

*"I had three different coordinators. The first coordinator was amazing and made you feel like family. She took a leave of absence. The second coordinator was more absent. Then she left. Then the third one I only met once when we transitioned my daughter to school for the final meeting. She did an outstanding job."*

*"The coordinator that I have just shows up. She doesn't communicate very often with me."*

*"My service coordinator does not communicate with me regularly. I didn't speak to her in a year until I made an appointment. Things weren't completed. I wish it didn't take as long to get a response from them. I'm still waiting for services."*

*"I would like to have more communication with the service coordinator. The coordinator only sometimes calls me back when I call."*

*"I think that the service coordinators should communicate with families better. Typically communication is pretty infrequent."*

*"They didn't communicate with us often. I heard from my service coordinator maybe once every 5 months. Half the time we didn't even know if she would be at the meetings"*

*or not. It wasn't that CDW itself was bad - it just was that our coordinator was unresponsive. Our new coordinator is better and communicates better."*

*"[We need] better communication. Many times paperwork and appointments fall through the cracks."*

*"It is difficult to reach the office."*

*"In the beginning I had a hard time reaching out to my service coordinators. I switched coordinators several times. I still have difficulty contacting them."*

*"The first service coordinator was not great - the IFSP was totally wrong and was copied and pasted. She would not communicate with me. She would not call me back. Not a good experience. The second coordinator went above and beyond to make our experience great. It was a pleasant experience with her."*

*"It can be VERY difficult to speak to someone on the phone at the office. They never answer and I have to keep leaving messages. It gets in the way especially if I'm at work and need to speak to someone. The office closes when I get off [work] and opens when I go in so when they don't answer in the middle of the day it's very difficult."*

*"They have done nothing but contacted me once a year for services that he should have had done when he was a child."*

*"My service coordinator hardly ever responded to emails, didn't return calls, and her voicemail was always full so you couldn't leave a message. Someone else had to take over."*

Additionally, some families indicated frustration that they were not notified when their service coordinator changed:

*"I had a hard time getting in touch with my coordinator. The original coordinator left and no one had called to notify me. It took me a month of calling until I was assigned to someone new. When I was assigned to someone else, they had phone issues and it was hard to get in contact with this new coordinator. Now I was switched to someone else."*

*"It was difficult communication-wise. My service coordinator was changed and I was not notified. I never knew who to talk to."*

*"I was never informed that the service coordinator changed. This happened twice. We were not informed about coordinator changes. My main issue is with the coordinators."*

*"My case worker had changed and no one notified me. The only reason I knew was that the therapist told me. They should let you know that the case worker changed."*

Some families indicated concerns about comments made by CDW staff and/or therapists that made them feel uncomfortable or frustrated.

*"At one point, I was told by a service coordinator that if I had private insurance why would I expect the state to pay for it. Why should that burden be placed on my family? It was a shocking comment. Part of the issue is that they looked at our family as privileged and they often seemed to make assumptions about us because we were not an at-risk population."*

*"The first service coordinator we had was very challenging and I don't think she worked with my wife's culture well. We were afraid to say something about it because we didn't want it to affect the services for our child."*

*"It has taken time to find an early developmental therapist who fits with our daughter. Most were extremely rude and wanted nothing to do with me wanting to know what was going on."*

*"When I first called to share my information, the lady that took my call was very rude and made it sound like my child's life is going to be so horrible because of his diagnosis. That was my only issue but it made me nervous to enroll him in the program. It made me worried about the service providers but everyone I met since her has been phenomenal."*

A few families noted that they felt blamed or judged by CDW staff. Others indicated feeling as though their perspective was not taken into account. Some of these comments included:

*"I had a situation with one of my child's OTs where they mocked me and showed where I was lying about his sensory issues. Sometimes [my son] does well and sometimes he doesn't and the OT made me feel like as a mom I was making things up or not saying the truth. It was humiliating! I did not know how to report that or to who I should be reporting it to."*

*“CDW tends to only see a child once in a two-hour time frame. When the parent says their opinion or input it should be taken into consideration. It feels like only the two-hour time frame is taken into consideration.”*

*“Become more educated in autism and maybe listen to mom when she says that there is a problem instead of judging mom. It would also help to understand how to identify red flags for developmental disabilities (what they were supposed to do but failed to do).”*

*“The first speech-therapist seemed very judgmental about my parenting. I asked for someone different and it improved.”*

*“Stop blaming mom for my son's severe autism and maybe have more training on how to identify the need for more help.”*

One family indicated that they would appreciate if the staff took their family's culture and practice into account:

*“I think it would be helpful for therapists to ask about the family's culture when planning lessons. For example, we do not celebrate Halloween and it would be nice for the therapist to ask about this when planning lessons.”*

Multiple families indicated that language served as a barrier in the program. Many of these families indicated that additional interpreters are needed.

*“The teacher who came did not speak Spanish and was not bilingual. Supposedly an interpreter would have to come twice a month but that did not happen. My English is not very good and I had questions to ask.”*

*“Bring more interpreters.”*

*“Have more people that speak the language.”*

*“[I would like to see] that they include more people who speak Spanish. But the program is very helpful for families. It has greatly helped my grandson.”*

*“Have more translators.”*

## 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. On average, 94.3% of families reported having a positive perception of decision-making opportunities. This perception level is very similar to the family perceptions reported the last two years.

Table 23. 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		2018	
	A	D	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%	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%	96.7%	3.3%
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%	97.8%	2.2%
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%	97.8%	2.2%
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%	91.1%	8.9%
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%	88.6%	11.4%
<b>Total Perception of Family Decision-Making Opportunities</b>	<b>90.8%</b>	<b>9.2%</b>	<b>92.0%</b>	<b>8.0%</b>	<b>91.2%</b>	<b>8.8%</b>	<b>90.5%</b>	<b>9.5%</b>	<b>93.4%</b>	<b>6.6%</b>	<b>91.2%</b>	<b>8.8%</b>	<b>94.3%</b>	<b>5.7%</b>	<b>94.6%</b>	<b>5.4%</b>	<b>94.3%</b>	<b>5.7%</b>

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 2013-2018 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:

*“All the staff was great and I felt very comfortable around them. I am very confident in what to look for and how to care for my child now.”*

*“Even having an early childhood background, I still learned a lot through CDW. They were helpful in the assessment. I was so thankful for the team of professionals to help me address his social-emotional needs.”*

*“From the very beginning it was so extraordinarily helpful. We had a tiny child and we didn't know what was going to happen or what he was going to need. They were with us every step of the way. Our service coordinator was incredible. She was on top of everything and responded quickly. She helped tremendously during the transition out of CDW, which could have been a scary transition. My child benefitted so much from this. This is the reason the he caught up to the place that he's at.”*

*“I always felt comfortable speaking up if there were concerns. We loved [our service coordinator].”*

*“I think it was a great experience, and I suggest it to anyone who is having concerns about their child. I was taken aback at first by the name and I was concerned about my son's involvement. However, they made me feel comfortable and gave me skills I could use at home. The assessment process went very well. The speech therapist was very helpful in giving me ways to teach my son. I am so grateful for the experience in the program.”*

*“They have been very understanding and really care about your needs. They help you and they don't stop giving you resources, which is something that I love.”*

*“They are always on my side. They always try to help me. They fought for my daughter to help her.”*

Some families provided suggestions to improve the evaluation process:

*“If possible maybe the parent should have an individual meeting with the person who is working with the child after they have assessed the child to give the parent feedback on how to handle certain situations.”*

*“I wish there were some places closer for the assessment. We had to drive to Dover for the autism assessment.”*

*“Once they hit 3 maybe having them tested again would be helpful.”*

*“I think overall the information given all at once was overwhelming. However, the rest of the process was pretty smooth.”*

### **Transition Planning**

Of the families responding to the survey, 215 families indicated that their children were two years or older, 40 families indicated their children were younger than 2 years old, and 28 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,” 88.6% of these families indicated that they agreed with such statement, which is a slightly larger proportion compared to last year. Similarly, 91.1% 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 similar proportion compared to previous years. These two items historically have been some of the lowest-rated items on the survey and were identified as an area for improvement in previous years. The results of the current survey suggest that CDW staff should continue engaging in these conversations with families to further increase positive perceptions in this area.

Some families indicated that they have had a positive experience when transitioning out of the CDW program:

*“Child Development Watch was very helpful for both of my children. They made the transition to pre-k very easy and smooth.”*

*“Everything went really well. Our social worker did a great job organizing and keeping me informed. They transitioned her easily into the school system. [My daughter] got what she needed.”*

*“When we got home from China, I knew my son needed lots of services. Child Development watch was the link to provided all the services my son needed to make growth. They helped us so much and helped us make a smooth transition from Child Development Watch to an IEP in our school district when the time was right.”*

However, other families indicated some challenges regarding the transition process.

*“They need a lot more education. The caseworker from CDW didn't even know how the autism program at the school worked.”*

*“Transition from CDW to Red Clay School District was very unorganized and our coordinator with CDW was very judgmental, rude and did not listen to us as parents very well.”*

*“The program has helped us a lot but I would like to know more about when it was finished, and what will happen, because I don't feel prepared for when it happens.”*

*“After our son aged out, our coordinator left CDW. We did not have a contact for follow up questions. ”*

### **State Cluster 6: Perception of Program Accessibility and Receptiveness**

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

Families completing the survey had an overall favorable response to this cluster. The average of this set of items shows that 94.7% of families had a positive perception of program accessibility and responsiveness. This perception level is comparable to results from 2009-2017.

Table 24. 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		2018	
	A	D	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%	93.9%	6.1%
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%	95.0%	5.0%
Activities and resources that are offered through Child Development Watch are sensitive to your cultural and ethnic needs.	96.6%	3.4%	92.2%	7.8%	96.0%	4.0%	95.1%	4.9%	95.3%	4.7%	96.5%	3.5%	97.8%	2.2%	98.8%	1.2%	94.5%	5.5%
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%	96.1%	3.9%
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%	97.3%	2.7%
You are satisfied with the services your child and family are receiving.	94.1%	6.0%	94.7%	5.3%	95.9%	4.1%	93.2%	6.8%	94.2%	5.8%	98.2%	1.8%	96.4%	3.6%	96.7%	3.3%	96.0%	4.0%
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%	96.3%	3.7%
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%	94.8%	5.2%
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%	88.6%	11.4%
<b>Total Perception of Program Accessibility and Receptiveness</b>	<b>92.7%</b>	<b>7.3%</b>	<b>92.1%</b>	<b>7.9%</b>	<b>94.6%</b>	<b>5.4%</b>	<b>92.9%</b>	<b>7.1%</b>	<b>94.6%</b>	<b>5.4%</b>	<b>95.2%</b>	<b>4.8%</b>	<b>94.9%</b>	<b>5.1%</b>	<b>95.6%</b>	<b>4.4%</b>	<b>94.7%</b>	<b>5.3%</b>

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 2013-2018 includes: Strongly Agree, and Agree; the "D" category includes: Strongly Disagree, and Disagree.

Although families generally reported positive perceptions about this cluster, some families indicated concerns that there was a significant delay in getting an evaluation or getting services started for their child. Other families indicated concerns about shortages in therapists. A few of these comments are below.

*"You need more SLPs. Our first SLP was wonderful. The second was not a great fit. Unfortunately due to no other SLPs being available, I was unable to switch therapists without my child having a therapy gap."*

*"We are still waiting for certain services to start (physical therapy) and they seem to drop the ball a lot."*

*"My child needs a speech evaluation (in addition to receiving physical therapy) and I have felt like I have fallen through the cracks from the service coordinator to the agency... Sometimes it seems easier just to try to set up services on my own."*

*"I am truly grateful for all of the services. However, getting the initial evaluation was difficult. It took a long time. They wouldn't call me back a lot. Besides, that I have nothing but praise for the program."*

*"It took 5 months to get services started - numerous phone calls etc. to get into the program. I wouldn't hear back when I left voicemails or it would take a long time. I gave up. Two doctors pushed me to try again. So I tried again but still took multiple times. It was multiple meetings before services were started. It was months that it took to get started. The process getting started was frustrating."*

*"[Our service coordinator] did not pay attention to us and it took a while to fill out our information, waiting almost a year waiting for her to contact us."*

*"They didn't want to give him services and he needed speech. It took 10 months for him to get [an evaluation]. At that point he was only 2 months away from being in the school district. It took me months and months for me to fight and try to get services. The school district ended up having to pick up the slack. However, this should have been helped by CDW."*

*"Waiting list for speech therapy was long."*

Some families reported that they wished their children could have received more therapy and services within the program:

*"It would have been more helpful to have more speech therapists, when my son went in and he only saw her 3 times in 6 months, if it wasn't for the special education teacher, he wouldn't have had made progress so just more speech therapists and just helping out a little more. Other than that it was amazing."*

*"I would have liked more sessions for speech therapy."*

*"I wish there [were] more hours for the in house services as well the community should work on creating a more resource center for parents and their kids."*

*"My child's is still non verbal; as a result I wish two things were available locally: 1. More individualized Speech Therapy at home outside of what is provided in school. 2.*

*Decreased wait time for ABA therapy (I've been on a wait list since January of this year)."*

One family provided indicated that although they were satisfied with the services they wish the location in which the services were provided could be changed:

*"I think having the option for my child to receive speech therapy at a location away from home would've benefited her more. Being at home she wanted to do her own thing and not necessarily engage [with the speech pathologist]. If we were able to switch to therapy at a center if would've helped her a great deal."*

Another family reported that they wished CDW linked them to resources when they moved out of state:

*"We would have stayed in the program indefinitely, but unfortunately we were not allowed to continue once we moved to Pennsylvania... We were very happy with the 8 months or so that he spent in the program. But we do feel a little shortchanged in that we were immediately dropped once we changed our address. Again, I suppose this is a State of Delaware thing? We realize that there are similar programs in PA, but we have not sought any out in the intervening months. We believe our son is on the proper trajectory. I realize this is a free program, but it would have been nice to have some kind of supervised transfer or "handover" to an agency in another state if chose to go that route."*

## **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 97.0% of families had a positive perception of quality of life since their participation in CDW. This perception level is comparable to the perceptions reported by families from previous years.

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

*"I'm very, very happy with the services that my daughter has received. We have seen improvement in our skills and my husband and I have learned so much about how to help her as well."*

*"We were very happy with all of the services we received through Child Development Watch. Our son grew leaps and bounds because of the interventions he received and he is now on the path to success alongside his peers. Thank you so much for all of your support of our family."*

Table 25. Cluster 7: Perception of Quality of Life by Year

Cluster 7: Perception of Quality of Life	2009		2010		2012		2013		2014		2015		2016		2017		2018	
	A	D	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%	97.8%	2.2%
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%	96.6%	3.4%
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.	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%	96.7%	3.3%
<b>Total Perception of Quality of Life</b>	<b>93.6%</b>	<b>6.4%</b>	<b>94.9%</b>	<b>5.0%</b>	<b>96.4%</b>	<b>3.6%</b>	<b>93.4%</b>	<b>6.6%</b>	<b>93.9%</b>	<b>6.1%</b>	<b>97.5%</b>	<b>2.5%</b>	<b>94.0%</b>	<b>6.0%</b>	<b>96.0%</b>	<b>4.0%</b>	<b>97.0%</b>	<b>3.0%</b>

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 2013-2018 includes: Strongly Agree, and Agree; the “D” category includes: Strongly Disagree, and Disagree.

## 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.

Families’ responses for the two 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 96.9% of families had a positive perception of social-emotional development as a result of participation in CDW, which is comparable to last year’s survey results.

Table 26. Cluster 8: Perception of Social-Emotional Development by Year

Cluster 8: Perception of Social-Emotional Development	2015		2016		2017		2018	
	A	D	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%	96.7%	3.3%
You are more knowledgeable about the social emotional development of children.	90.7%	9.3%	91.6%	8.4%	95.3%	4.7%	97.1%	2.9%
<b>Total Perception of Social-Emotional Development</b>	<b>90.1%</b>	<b>9.9%</b>	<b>92.9%</b>	<b>7.2%</b>	<b>95.5%</b>	<b>4.5%</b>	<b>96.9%</b>	<b>3.1%</b>

Note: The “A” category for 2015-2018 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 and 2018 surveys.

### State Clusters Summary

In general, the families receiving CDW services that responded to the survey reported positive perceptions about the services they and their children received. Aggregating eight clusters resulted in an overall positive response rate of 95.8%. This rate is very similar to the overall rates from prior 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 94.3% to 97.0% (see table below). Based on these results, it seems that families continue to have very favorable opinions about the CDW program and services.

Table 27. Cluster Summary

Clusters Summary	2009		2010		2011		2012		2013		2014		2015		2016		2017		2018	
	A	D	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%	96.5%	3.5%
Cluster 2: Perception of Change in Selves/ Family	94.1%	5.8%	93.6%	6.4%	97.9%	2.1%	95.8%	4.3%	94.8%	5.2%	94.8%	5.2%	97.2%	2.8%	94.6%	5.4%	97.2%	2.9%	96.7%	3.3%
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%	96.0%	4.0%
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%	94.6%	5.4%
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%	94.3%	5.7%
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%	94.7%	5.3%

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%	97.0%	3.0%
Cluster 8: Perception of Social- Emotional Development	N/A	N/A	90.1%	9.9%	92.9%	7.2%	95.5%	4.5%	96.9%	3.1%										
<b>Total</b>	<b>93.3%</b>	<b>6.7%</b>	<b>93.8%</b>	<b>6.2%</b>	<b>97.5%</b>	<b>2.5%</b>	<b>94.9%</b>	<b>5.1%</b>	<b>93.6%</b>	<b>6.4%</b>	<b>94.5%</b>	<b>5.5%</b>	<b>95.1%</b>	<b>4.9%</b>	<b>94.8%</b>	<b>5.3%</b>	<b>96.1%</b>	<b>3.9%</b>	<b>95.8%</b>	<b>4.2%</b>

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 2013-2018 includes: Strongly Agree, and Agree; the “D” category includes: Strongly Disagree, and Disagree. For Clusters 1 and 8, items on previous surveys from 2009-2016 were removed from the 2017 and 2018 surveys in an effort to condense the survey. As such, the total scores for Clusters 1 and 8 were recalculated for previous years (2009-2016) with these items removed. The previous years’ scores were recalculated so that the total scores could be compared to the 2017 and 2018 total scores. The Total score also was recalculated.

## Section 4: Conclusions

Overall, the results of the 2018 Child Development Watch (CDW) Family Survey indicated that most families were satisfied with CDW services. Within the survey, the majority of families indicated that they perceive these services as helpful both to their children and to themselves. The results from the 2018 survey are comparable to the survey results from previous years. In general, most families continue to report that they are satisfied with the CDW program and that they perceive these services as accessible, responsive to their needs, and instrumental in supporting their children's progress. More specifically, results of the current year's survey indicates that the majority of parents consider Delaware's Birth to Three Early Intervention System to have had positive effects on their children's development, their families' knowledge about ways to support their children, and their families' abilities to meet the needs of their children. Additionally, many families shared their gratitude toward the program, including their service coordinator and the therapists that work with their children.

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 ratings with averages of 92.2%, 96.1%, and 96.7% in 2018, respectively.

Differences in perceptions based on families' races/ethnicities varied depending on the outcome. For the first and third Federal Outcomes ("Families Know Their Rights" and "Families Help Their Children Develop and Learn," respectively), families reporting two or more races responded the most positively, and families reporting "other" race responded the least favorably. Within the second Federal Outcome ("Families Effectively Communicate Their Children's Needs"), families identifying as Asian reported the least favorable perceptions, and families reporting two or more races responded the most favorably. No considerable differences in opinions emerged when comparing families from the northern and southern regions of Delaware with regard to the second and third Federal Outcomes. For the first Outcome, families from Northern Delaware responded slightly more positively.

Consistent with reports from previous years, 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 95.8% of families reporting positive opinions. The eight clusters were rated very similarly to one another (family decision-making opportunities: 94.3%; family-program relations: 94.6%; program accessibility and receptiveness: 94.7%; change in child: 96.0%; overall satisfaction: 96.5%; change in selves/family: 96.7%; social-

emotional development: 96.9%; quality of life: 97.0%). The difference between the highest rated cluster (quality of life: 97.0%) and the lowest rated cluster (family decision-making opportunities: 94.3%) was only 2.7% and therefore was not a considerable difference.

## Section 5: Recommendations

### Program Recommendations

Within the 2018 survey, the majority of families reported feeling very satisfied with the services their child and family received. This is very similar to the results from previous years. This suggests that CDW continues to meet the needs of most of families who receive services and supports. Despite the general positive perceptions, some families reported dissatisfaction with particular components of the program. Recommendations for 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 provided 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. This cluster also was the least favorable from the prior year survey. However, it should be noted that this cluster was nevertheless rated very positively by the majority of families participating in the survey (94.3%). Consistent with last year, 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 to provide them with more information about the transition process and options. Additionally, it may be helpful for service coordinators to reach out to the school districts in their respective counties to learn more about programs and services that are offered by the schools.

Consistent with previous years, several families expressed concerns about the frequency of communication from their service coordinators. According to comments provided by families, many parents/guardians received no response when attempting to communicate with

their coordinator, and other families 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 between coordinators and families 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 or content of the communication from service coordinators, therapists, or other staff members. For example, some families indicated that interactions with CDW staff made them feel uncomfortable, frustrated, judged, or blamed. Therefore, CDW is encouraged to provide additional training to service coordinators and other CDW staff to support effective, collaborative communication strategies and to encourage their sensitivity and empathy toward families.

Some families indicated that they were dissatisfied with the length of time it took for an evaluation to occur or for services to begin. Several families reported that it took a few months before their child began to receive the services that they needed. As a result, CDW is encouraged to brainstorm solutions that would decrease the delay in evaluations or services for children. Additionally, CDW should ensure that service coordinators are carefully and directly explaining any potential delays with evaluations or service delivery with families so that they have a clear expectation of the timeline.

Similar to other years, some families indicated uncertainty about knowing who to speak to if they felt that their legal rights were not being addressed. Additionally, some families reported that they did not know who to contact regarding questions and concerns about the program. CDW should ensure that every family is provided with specific information about their legal rights as parents/guardians. These rights should be 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, it would be helpful if CDW provided this contact information on the CDW website so that families can easily access this information.

Several families commented that CDW did not inform them that their service coordinator had changed. If families' service coordinators are changed, parents/guardians should be contacted about this change immediately through multiple formats (e.g., phone call, mailed letter, or email). Families should be provided with the updated contact information for their new coordinator. Additionally, it would be helpful if the new coordinator would reach out

to the family within a short period of time to introduce him/herself and build a relationship with the child and family.

This year, multiple families commented that it was difficult for them to communicate with the CDW staff due to language barriers. Several parents/guardians noted that interpreters were not commonly provided, which negatively impacted their ability to ask questions and gain information. As such, CDW should consider how staff members could communicate with non-English speaking families more effectively. For example, CDW may wish to recruit additional staff members who are bilingual or make additional efforts to provide translators. CDW also should ensure that written information provided to families is translated to ensure families' understanding.

### Survey Administration Recommendations

As noted in previous reports, it is recommended that CDW provide families' email addresses so that families can be emailed a link to the survey in addition to receiving a mailed postcard and a phone call. 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, it is recommended that CDW provide the phone number for each parent/guardian participating in the program. A considerable number of phone numbers were disconnected (71 total) or incorrect (15 total). If provided with more than one phone number for a child, we may have better able to reach the family using an additional number.

As recommended in previous years, we continue to encourage CDW coordinators to be engaged in the data collection. They can participate in two different ways. First, it would be helpful for 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. 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. This would preserve the integrity of the research.

Last year, an incentive was added to encourage families' participation in the survey. The incentive continued to be used in the 2018 administration of 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 enthusiasm about participating in this raffle. It is likely that the addition of this incentive was a considerable reason for families

choosing to participate in the survey. As a result, CDW is encouraged to continue including this incentive for future years.

Although the survey has been streamlined in previous years, 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). Therefore, we continue to recommend that CDW further examine the survey to see if it can be shortened. 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.

- Consistent with previous years, several families reported having infrequent contact with their service coordinators. Some families also reported that their service coordinators did not respond to their communication attempts. 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 frustrated, uncomfortable, blamed, or judged. Therefore, it is recommended that CDW provide additional training for their staff about effective communication strategies that promotes collaboration, empathy, and sensitivity.
- Several families who do not speak English as their first language indicated that language barriers impacted their ability to give and receive information in the program. As such, CDW should involve interpreters whenever possible and should ensure that materials provided to families are translated in multiple languages.
- CDW is encouraged to further develop their efforts to support children's transition out of the CDW program. In addition to 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. We encourage CDW to work closely with school districts to support a smooth transition.
- CDW is encouraged to brainstorm ways to reduce the length of time that families wait before an evaluation occurs or before services can begin for their child. CDW also should provide families with an estimated timeline for when services may begin.
- It would be beneficial to add families' email addresses to the contact information database. Providing CRESA with email addresses would allow us to email families the direct link to the survey, which they could complete at a convenient time. Additionally,

we encourage CDW to provide the phone number for each parent/guardian that participates in the program.

- CDW is encouraged to continue including the gift card incentive in future administrations of the survey. Many families expressed enthusiasm about the raffle.

## References

- Alwin, D & Krosnick, J. (1991). *The reliability of survey attitude measurement: The influence of questions and respondent attributes*. *Sociological Methods Research*, 20; p. 139.
- Heberlein, T. A., & Baumgartner, R. (1978). Factors affecting response rates to mailed surveys: A quantitative analysis of the published literature. *American Sociological Review*, 43, 447–462.
- Israel, G. D. (2011). Strategies for obtaining survey responses for Extension clients: Exploring the role of e-mail requests. *Journal of Extension* [Online], 49(3) Article 3FEA7.
- Salt, J. & Moyer, K. (2011). *Family Survey Report 2010*. Newark, DE: Center for Disabilities Studies.
- Salt, J. (2011). *Family Survey Brief Report 2011*. Newark, DE: Center for Disabilities Studies.
- Sandall, S., & Peters, D. (1994). *Program Evaluation for IRMC Sponsored Programs: Programs for Children with Disabilities*. Newark, DE: University Affiliated Program for Families and Developmental Disabilities.
- Steele, T. J., Schwendig, W. L., & Kilpatrick, J. A. (1992). Duplicate responses to multiple survey mailings: A problem *Journal of Advertising Research*, 37(March/April), 26–34.
- Yammarino, F. J., Skinner, S., & Childers, T. L. (1991). Understanding mail survey response behavior. *Public Opinion Quarterly*, 55, 613–639.

## 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.