

*Assessment of the
Alabama Early
Intervention Programs*

FEDERAL FISCAL YEAR 2019

Prepared by:



Southeast Research Data Inc

515 Midland Road, Suite G
Southern Pines, NC 28387
910-246-0255
www.SER-Data.com

August 2020



Table of Contents

I.	Introduction	
	A.	Background 1
	B.	Research Methodology 1
	C.	Analysis of Survey Findings 3
II.	Summary of Findings	4
III.	Questionnaire	Q-1

Introduction



Introduction

A. Background

Early Intervention is a coordinated family focused system that provides appropriate services for eligible infants and toddlers ages birth to 3 years who have special needs. The Alabama Department of Rehabilitation Services administers the Alabama Early Intervention Program in the state. The early intervention programs in Alabama serve approximately 3,000 clients each year. In the past, the Alabama Department of Rehabilitation Services has assessed the level of client satisfaction by administering a mail-out client satisfaction survey in-house. The department has not been satisfied with the response rate from the mail survey and decided to administer the client satisfaction survey by telephone. This report contains only information pertaining to families receiving services through AEIS programs (PAR) during federal fiscal year 2019 (July 1, 2019 – June 30, 2020).

B. Research Methodology

During federal fiscal year 2019, seven (7) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of four hundred sixty-six (466) families were involved in the programs under the Alabama Early Intervention System evaluated in federal fiscal year 2019. One hundred ninety-two (192) families completed the family satisfaction survey by telephone. Two hundred sixty-four (264) families could not complete the survey by telephone because of “No English/Language Problem,” “Disconnected”, “Wrong Number,” “No Phone,” “Incorrect Address & Telephone Number,” and “Unable to Contact.” These families were mailed a family satisfaction survey and thirty-one (31) surveys were completed by mail. All contact with families involved with the Early Intervention programs were made between May 2019 and June 2020.



PAR Programs FFY 2019

AIDB Mobile	DMH SCOPE
DMH ARC of Autauga County	DMH Tri City
DMH ARC of Shelby County	DMH UCP Huntsville
DMH CSP	

Type of Contact	Frequency	Percent
Total Families Involved FFY 2019	466	100%
Contacted by Telephone	464	99%
No English/Language Problem	11	2%
Disconnected	65	14%
Wrong Number	7	2%
No Phone	2	0%
Incorrect Address & Phone	2	0%
Unable to Contact	177	38%
Total Mailed Out	264	57%
DSS/Foster Care/Not in AEIS	3	1%
Refused to Take Survey	7	2%
Completed by Telephone	192	41%
Completed by Mail	31	7%
TOTAL Completed	223	48%

Percentages do not add to 100% due to rounding.



C. Analysis of Survey Findings

The family satisfaction questionnaire utilizes 3 types of responses: a four-point rating scale; a Yes/No response scale; and open-ended responses (see questionnaire in Section III of this report). The four-point rating scale used was: “Excellent”, “Good”, “Fair”, and “Poor”. The values for the scaled response questions ranged from 4 for “Excellent” to 1 for “Poor”. All responses were then summarized and a percentage score was computed. The percentage scores are based upon a maximum of 100%.

The numbers in the composite report for the Alabama Early Intervention System may differ slightly from the numbers in the individual PAR program reports due to additional completed mail-in surveys and telephone surveys received after the deadline for each individual evaluation.

This report contains a summary of findings for the Alabama Early Intervention System programs. For a complete analysis of the survey results, see Tabular Data Section of this study available through the Division of Early Intervention.



Summary of Findings



Chart 1

Families' Awareness of Service Coordinator's Name

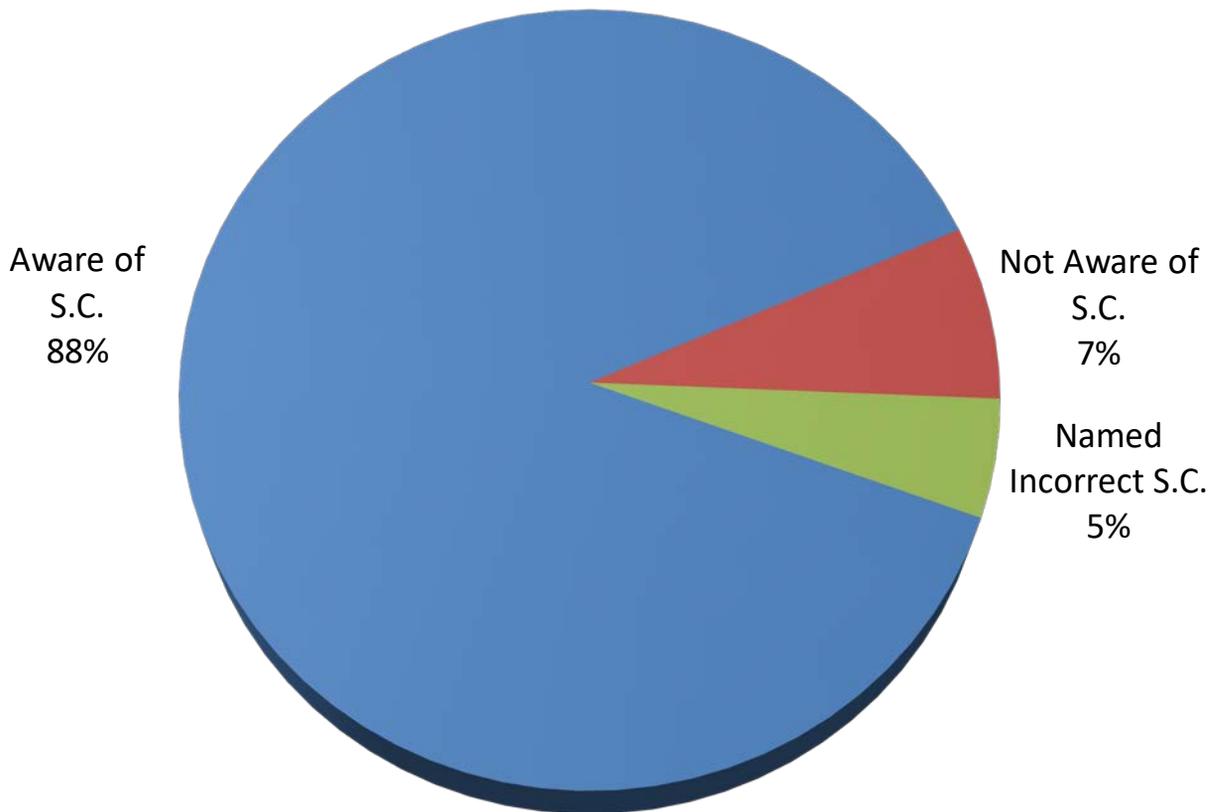
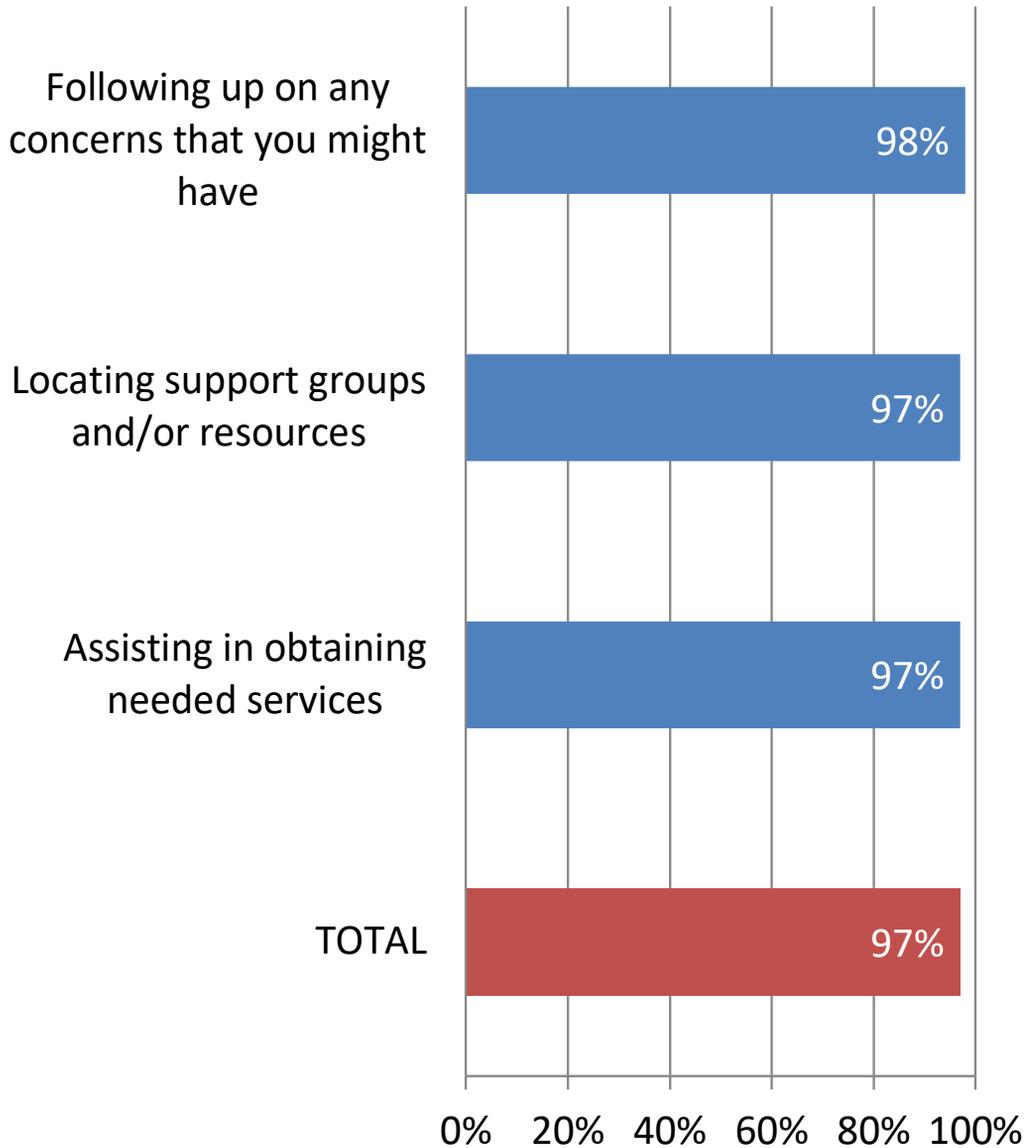


Chart 2

Rating of Services Received from Service Coordinator at AEIS Programs



99% of respondents indicated they understand their rights as found in the Early Intervention Child and Parents Rights Form.



Chart 3

Awareness of Individual Family Service Plan Meeting Characteristics for the AEIS Programs

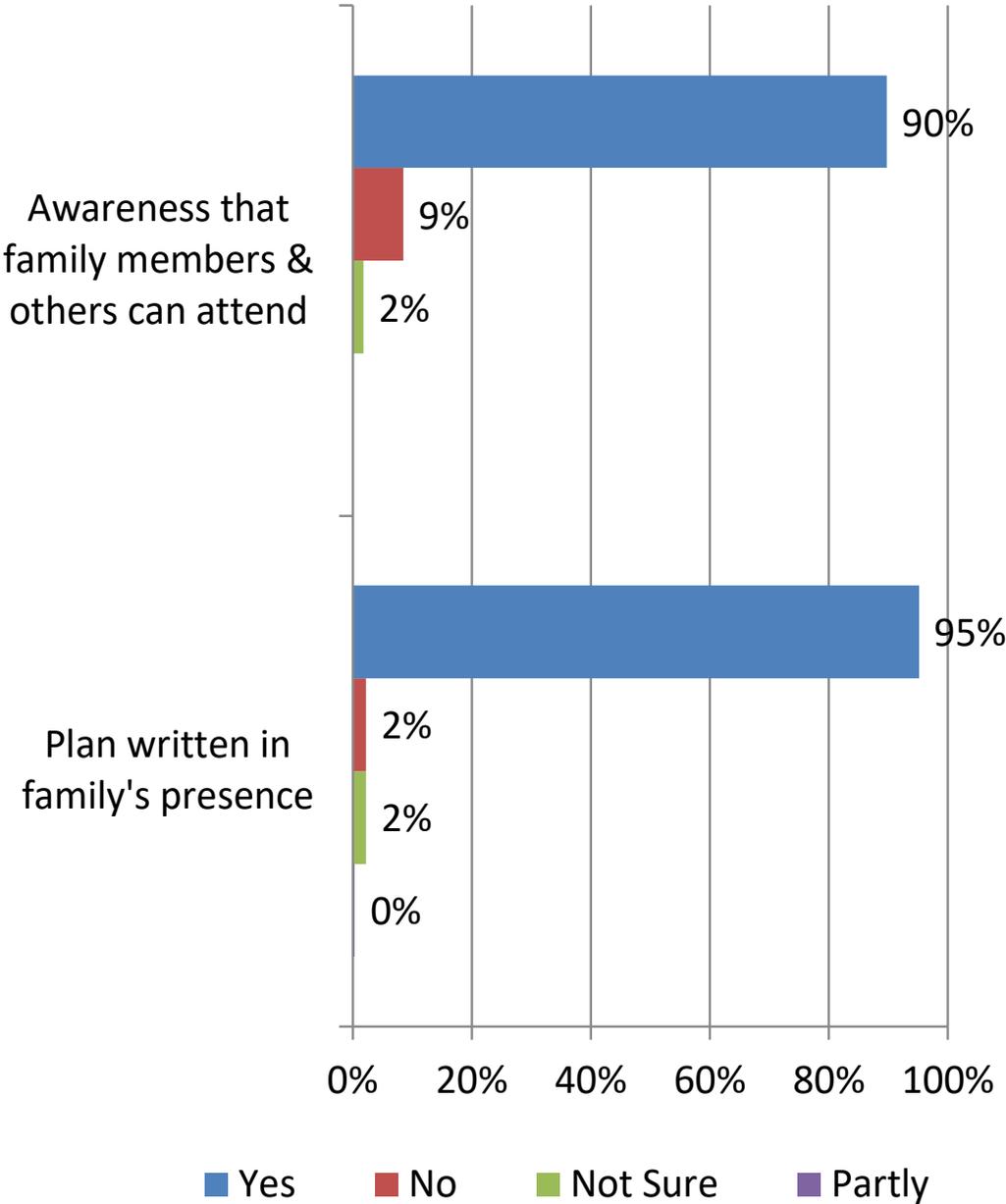


Chart 4

Rating of the Service Providers at the AEIS Programs

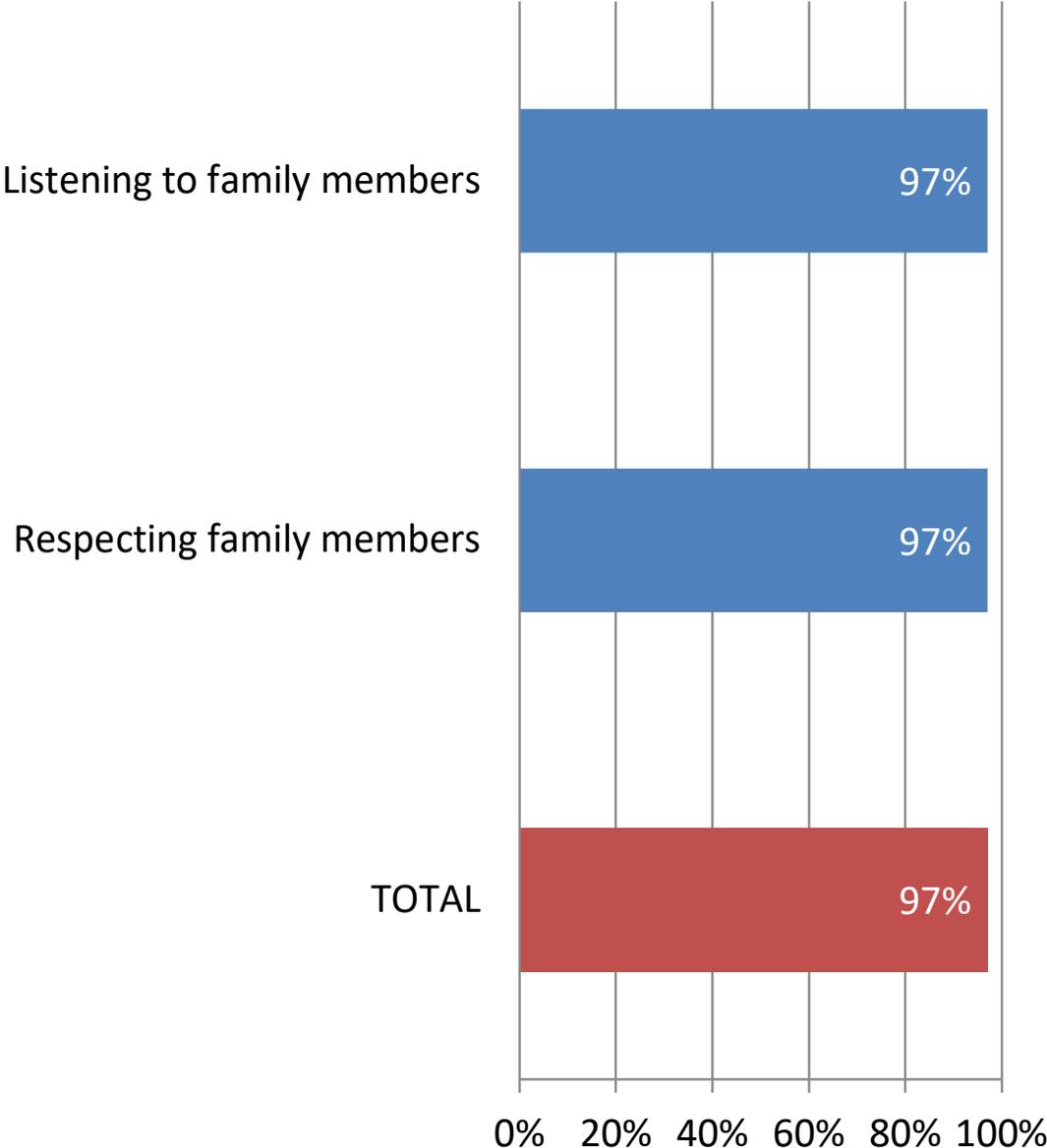


Chart 5

Rating of Service Received from the AEIS Programs

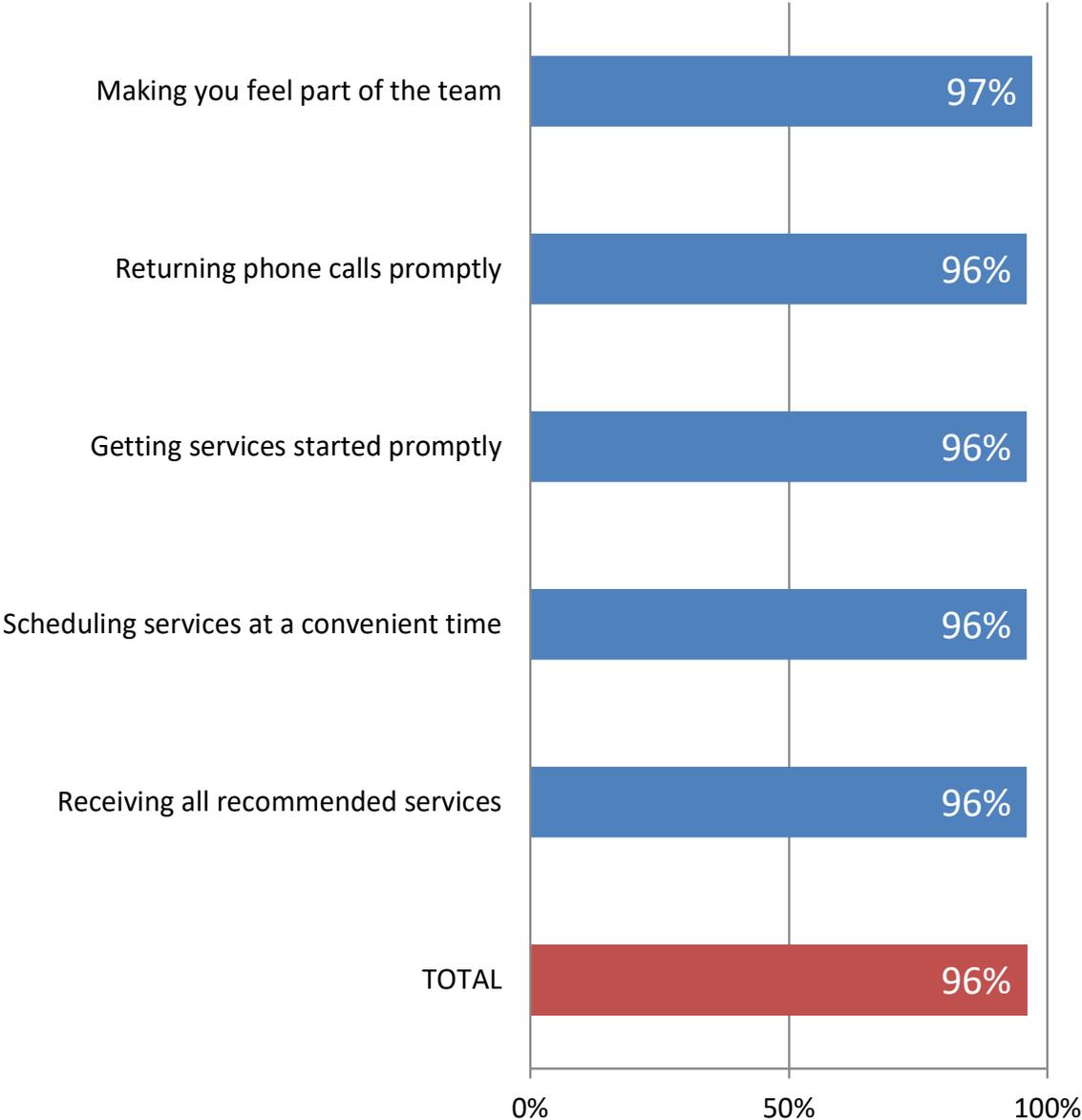
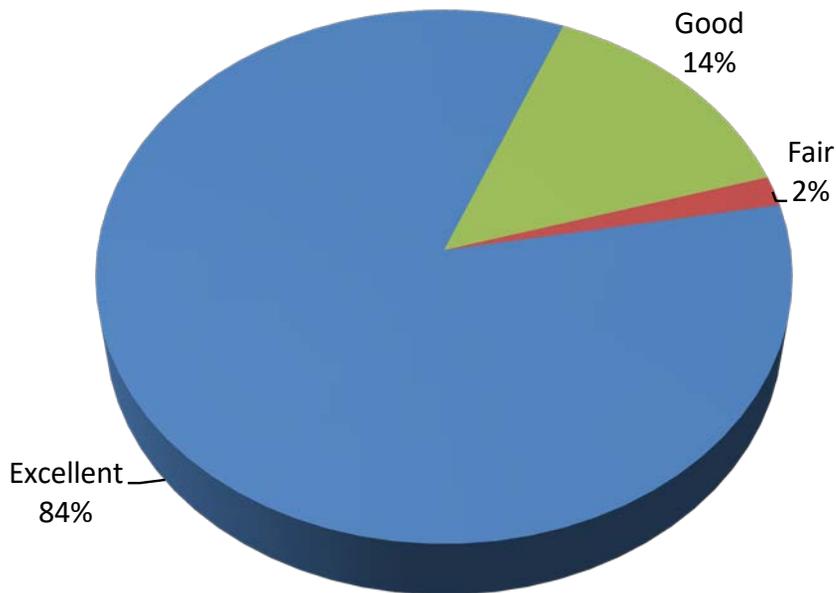


Chart 6

Rating of the AEIS Programs in Terms of Families Receiving all the Services Recommended



Specific Reasons for Rating the AEIS Programs*

- “Child exceeded expectations”
- “Convenient scheduling”
- “Helpful”
- “Like family/love them”
- “Answers questions”
- “Take care of needs/satisfied”
- “Services/therapy at home”
- “Caring”
- “Returns phone calls promptly”

* For a complete listing of reasons, see Table 7-B in the Tabular Data Section of this study available through the Division of Early Intervention, Department of Rehabilitation Services.



Chart 7

Proportion of Families who Indicated they Receive Copies of the IFSP

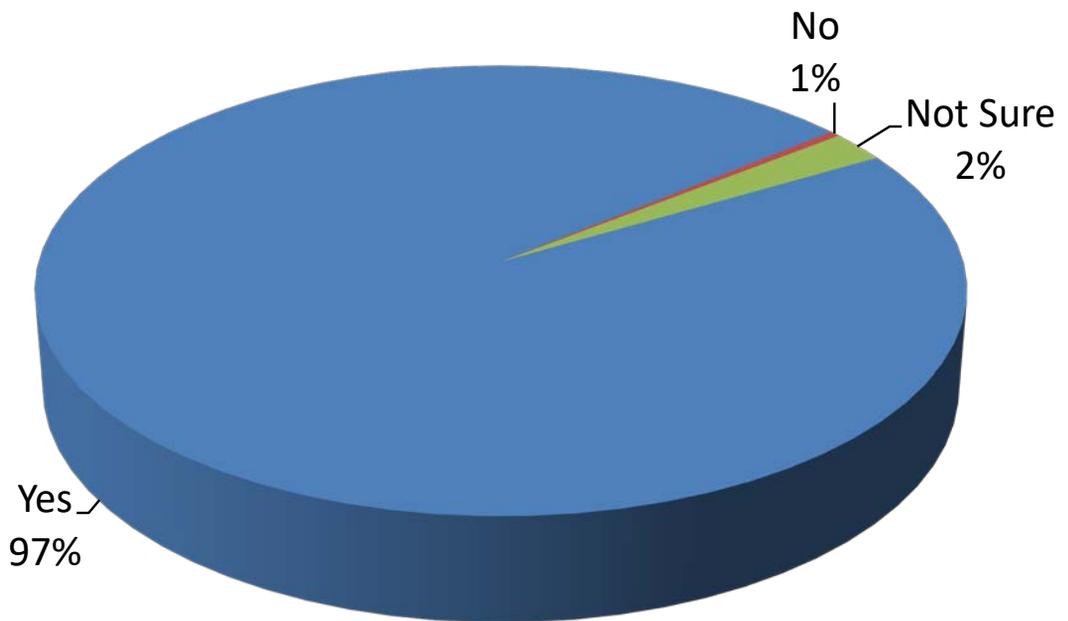


Chart 8

Parents' Rating of Early Intervention in Helping their Family's Ability to Improve their Child's Development

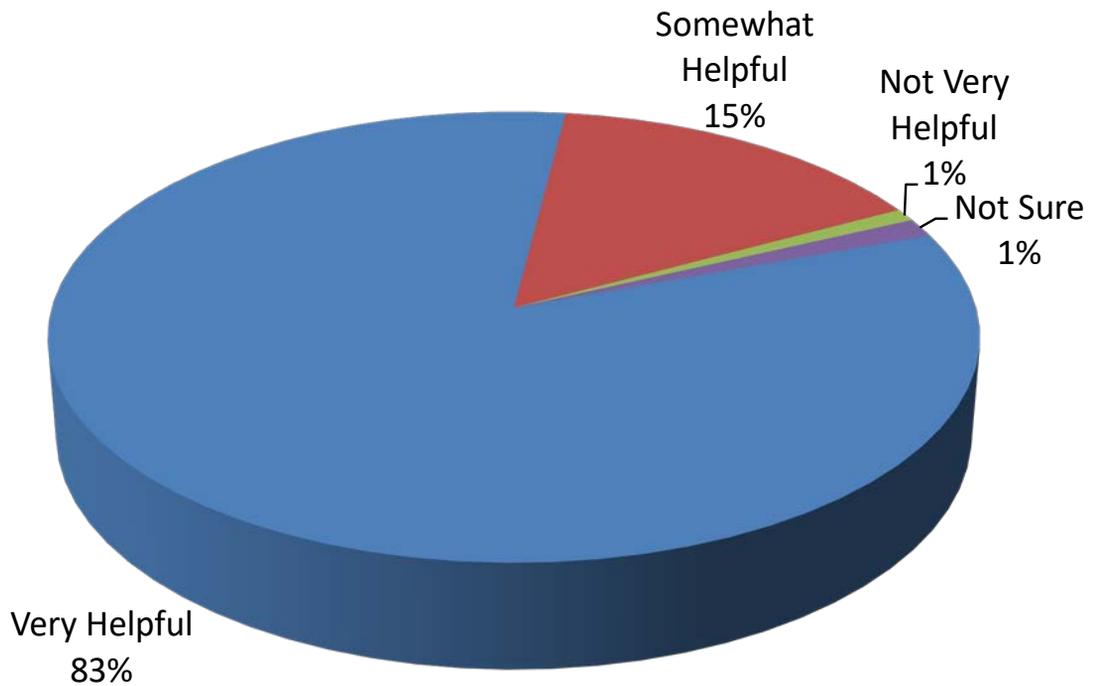


Chart 9

Impact of Parents Understanding their Child’s Developmental Needs as a Result of Receiving Early Intervention Services

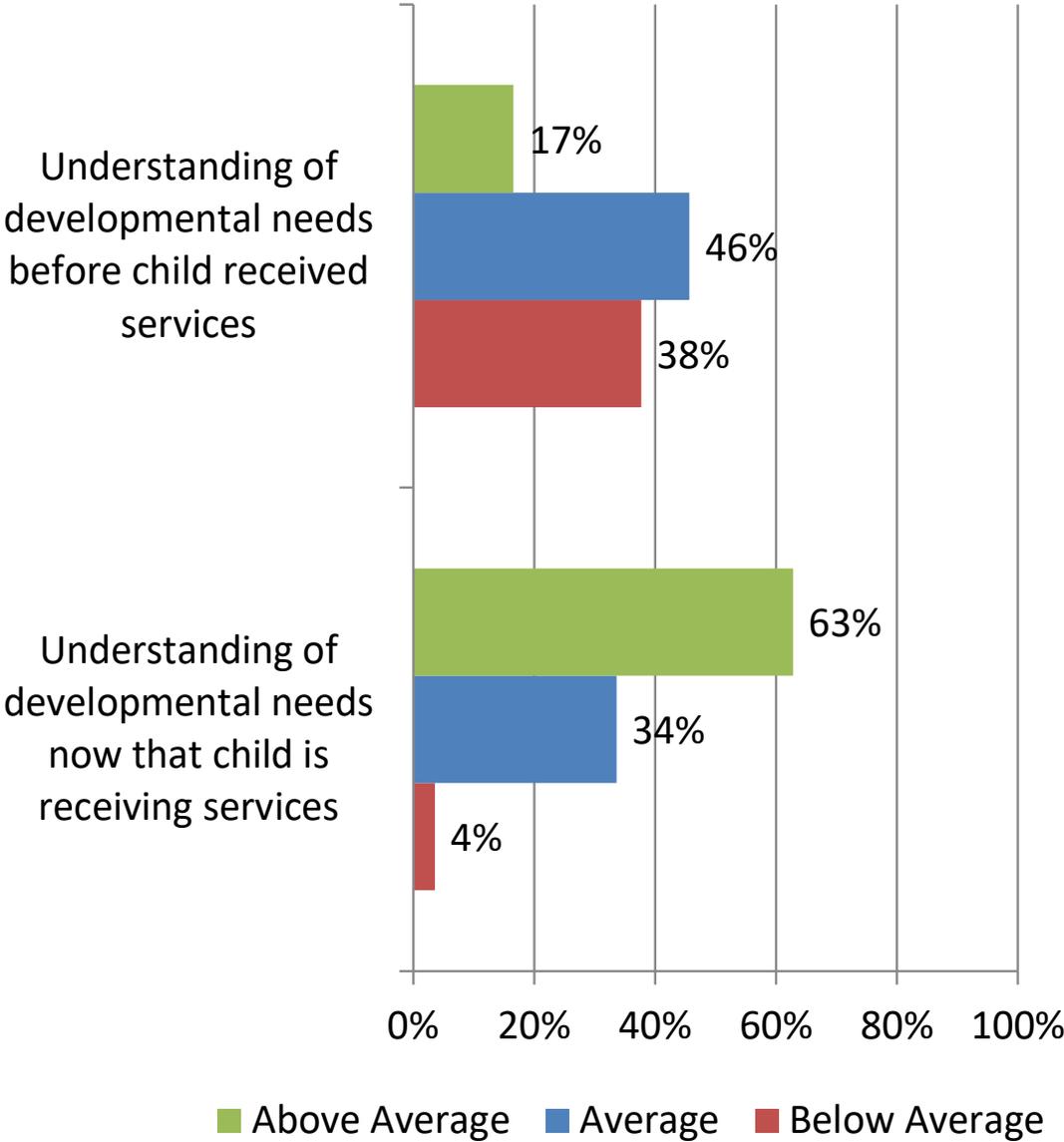


Chart 10

Impact of Child and Family Receiving Early Intervention Services

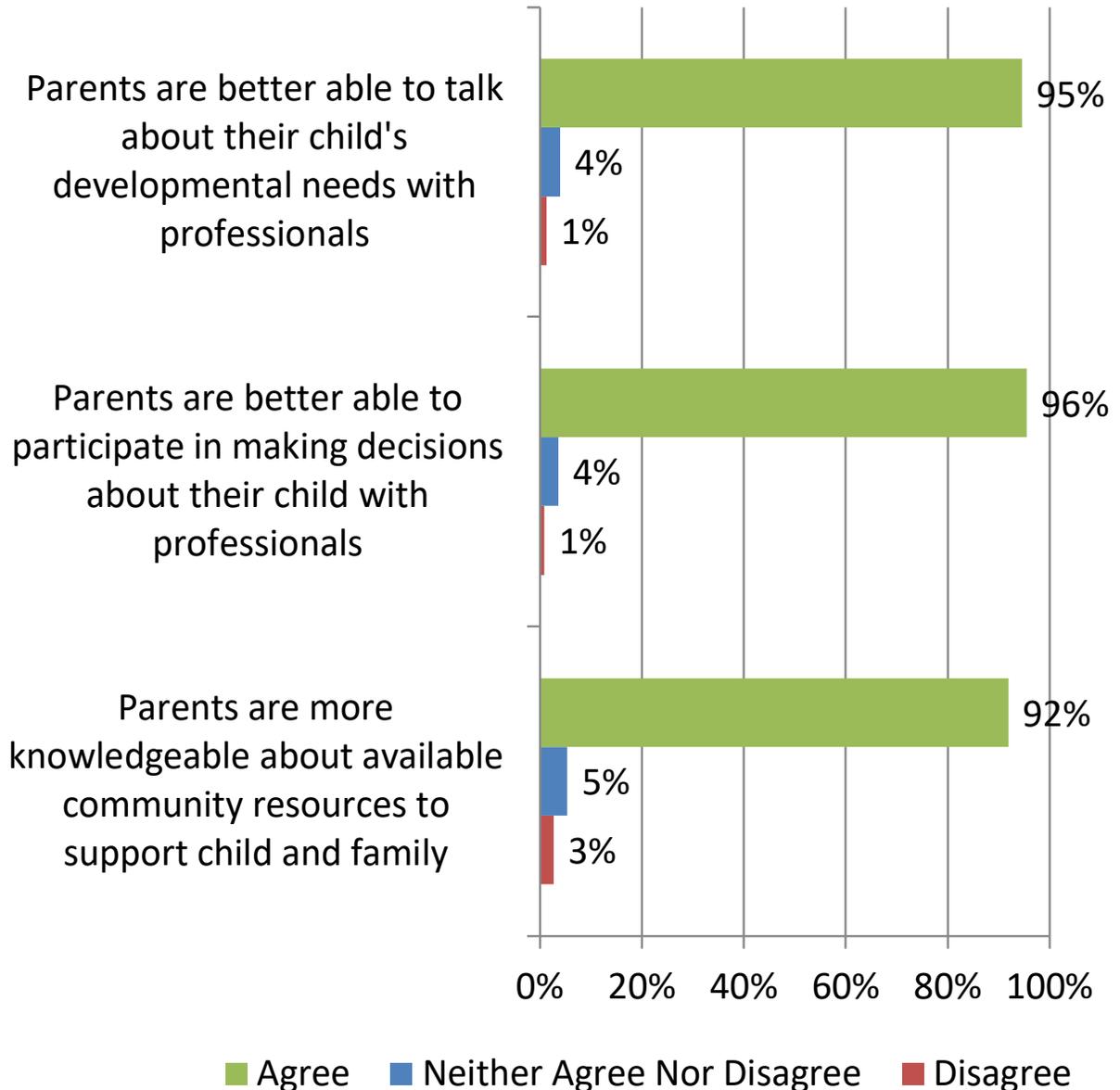


Chart 11

Parent's Opinion of their Child's Social/Emotional Development as a Result of Receiving Early Intervention Services

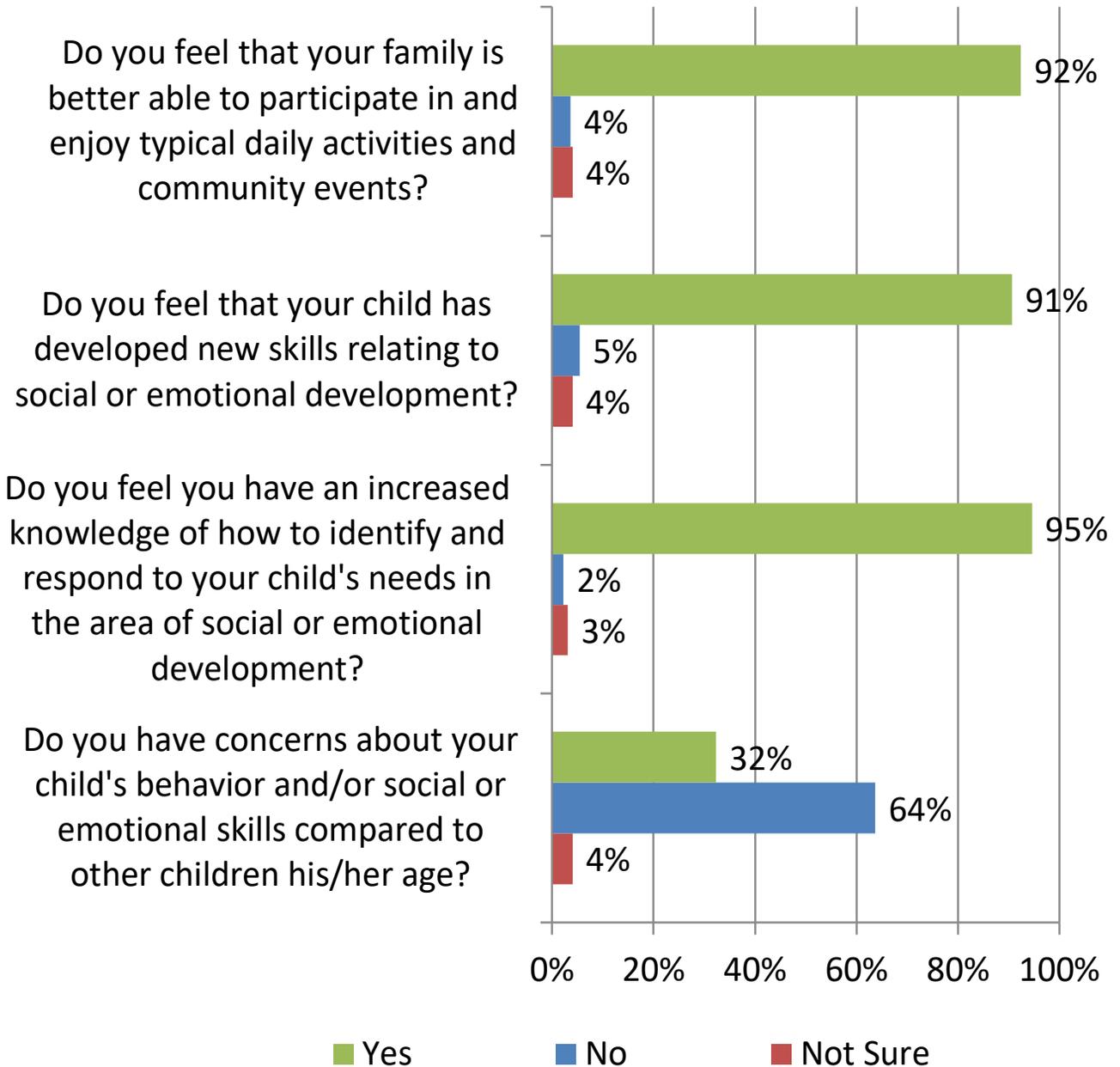


Chart 12

Changes Families would Like to See Made in Alabama's Early Intervention System

Child needs more therapy/services	24%
Everything nice/fine	24%
Public should be made aware of services offered through AEIS	13%
Extend age limit on programs	11%
Would like music therapy	5%

Includes only respondents who indicated they would like to see changes made in Alabama's Early Intervention System or the family's program (n=38). For a complete listing of proposed changes, see Table 13-A in the Tabular Data Section of this study available through the Division of Early Intervention, Department of Rehabilitation Services.



Questionnaire



Alabama's Early Intervention System PAR Family Satisfaction Survey

(FFY 2019)

Child's Name as listed on birth certificate or SS card:

Parent/Guardian's name: _____

Telephone Number(s): _____

Name of Early Intervention Program: _____

Name of Service Coordinator: _____

Ask to speak to the name of the parent/guardian on your call sheet. If not available, arrange for a call back time.

Call back Date: _____ Time: _____

Good evening, may I please speak to Mr./Mrs. _____

Mr./Mrs. _____, my name is _____ and I'm calling for

Alabama's Early Intervention System and _____ (EI Program).

A few days ago you probably received a letter from your Early Intervention Program explaining the evaluation process currently being conducted by Alabama's Early Intervention System. We are calling to assure that your child and family are receiving the needed services available through your Early Intervention Program. Do you have about five minutes to ten minutes to help us with this survey please?

() Yes → CONTINUE

() No → Ask for a convenient time to call back.

Date: _____ Time: _____

() Refused → Would you be willing to complete this survey if we mailed it to you, please?

() Yes – Obtain mailing address _____

() No – Thank respondent and ask them to call the 1-800 number (1-800-543-3098) if they ever need any assistance.

A. First, we would like to talk to you about the services provided to you by your Early Intervention Service Coordinator.

1. Your service coordinator is the Early Intervention contact person for your family and helps in finding the assistance and services your family may need. Do you know who your current Service Coordinator is?

1. Yes → And, who would that be? (Name of person) _____
2. No

The next few questions (2-5) deal with the kind of the services your family has received from your service coordinator within the Early Intervention System whose name is _____
(Service Coordinator's name).

2. Do you feel you understand your rights as found in the Early Intervention Child and Parents Rights Form?

- 1 Yes 2 No 3 Not Sure

3. How would you rate your service coordinator for following-up on any concerns that you might have had? Would you rate him/her as:

- 1 Excellent 2 Good 3 Fair or 4 Poor?
5 Not Sure *(Do not read!)* 6 Not familiar with service coordinator

4. How would you rate your service coordinator for locating support groups and/or resources for you and your child?

- 1 Excellent 2 Good 3 Fair or 4 Poor?
5 Not Sure *(Do not read!)* 6 Not familiar with service coordinator

5. Overall, how would you rate your service coordinator for assisting you in getting the services needed for your child and family? Would you rate him/her as:

- 1 Excellent 2 Good 3 Fair or 4 Poor?
5 Not Sure *(Do not read!)* 6 Not familiar with service coordinator

B. Next, we would like to talk to you about your Individualized Family Service Plan.

6. Were you aware that you could invite any family members and others to be with you at your Individualized Family Service Plan meeting?

- 1 Yes 2 No 3 Not Sure *(Do not read!)*

7. From what you recall, was your child's Individualized Family Service Plan written in your presence?

- 1 Yes 2 No 3 Not Sure *(Do not read!)* 4 Partly

C. Now, we would like for you to think about the Early Intervention Program, _____ (*Name of Early Intervention Program*) and the teachers, therapists and others that are involved with you and your family.

8. How would you rate the people at your Early Intervention Program who are helping your child and family when it comes to **listening to you?** Would you rate them as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

9. How would you rate the people at your Early Intervention Program who are helping your child and family when it comes to **having respect for you and your family?** Would you rate them as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

10. How would you rate your **Early Intervention Program** in terms of _____:

A. Making you feel like you are **part of the team that plans the services** for your child and family? Would you rate the program as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

B. Your **phone calls being returned promptly?** Would you rate them as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

C. How **long it took to get the Early Intervention services started?** Would you rate this as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

D. Convenience of **scheduling the Early Intervention services** for your child at a **convenient time?** Would you rate this as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

11. How would you rate your Early Intervention Program in terms of your child and family receiving all the supports and services needed, as a result of the evaluation and assessment conducted by Alabama's Early Intervention System? Would you rate them as:

1 () Excellent 2 () Good 3 () Fair or 4 () Poor? 5 () Not Sure (*Do not read!*)

And why do you feel this way? _____

And finally,

12. Do you receive **copies of the Individualized Family Service Plans** for your child and family?
 1 () Yes 2 () No 3 () Not Sure (*Do not read!*)
13. And how would you rate your Early Intervention experience when it comes to **helping your family's ability to improve and help with your child's development?**
 1. () Very helpful
 2. () Somewhat helpful, or
 3. () Not very helpful?
 4. () Not sure (*do not read!*)
14. **Before your child and family received Early Intervention services**, would you have rated your understanding of his/her developmental needs as:
 1 () Below average 2 () Average 3 () Above average
15. **Now that your child and family are receiving Early Intervention services**, would you rate your understanding of his/her developmental needs as:
 1 () Below average 2 () Average 3 () Above average
16. Please tell me if you agree or disagree with the following statements. Because your child and family receive Early Intervention services, you are **better able to talk about your child's developmental needs** with the professionals who work with your family. Do you...READ LIST
 1 () Disagree 2 () Neither Agree nor Disagree 3 () Agree
17. Because your child and family receive Early Intervention services, you are **better able to participate in making decisions about your child** together with the professionals who work with your family. Do you...READ LIST
 1 () Disagree 2 () Neither Agree nor Disagree 3 () Agree
18. Because your child and family receive Early Intervention Services, you are **more knowledgeable about available community resources** to support your child and family. Do you...READ LIST
 1 () Disagree 2 () Neither Agree nor Disagree 3 () Agree
19. After receiving Early Intervention services, do you feel that your family is **better able to participate in and enjoy typical daily activities and community events?**
 1 () Yes 2 () No 3 () Don't know
20. Do you have concerns about your child's behavior and/or social or emotional skills compared to other children his/her age?
 1 () Yes 2 () No 3 () Don't know

21. After receiving Early Intervention services, do you feel that your child has developed new skills relating to social or emotional development? (i.e. – following rules, getting along with others)

1 () Yes 2 () No 3 () Don't know

22. After receiving Early Intervention services, do you feel that you have an increased knowledge of how to identify and respond to your child's needs in the area of social or emotional development?

1 () Yes 2 () No 3 () Don't know

23. Thinking about the needs of your child and family, are there any changes you would like to see made in Alabama's Early Intervention System or your family's particular Early Intervention Program?

24. What kinds of workshops or additional information would be most helpful to you and your family?

That completes our questions. Thank you for your time.