A photograph of a woman and a young child sitting together, reading a book. The woman is smiling and looking at the book, while the child is also looking at the book. The image is slightly faded to allow text to be overlaid.

# Family Outcomes: The Impact of Early Intervention on Families

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# Family Outcomes: What are they and why are they important?

- **Describe:** Explain the family outcomes that the system hopes to achieve through its services
- **Deliver:** Provide high quality services and supports to help families achieve these outcomes
- **Measure:** Collect data from families about whether the system is helping them achieve these outcomes
- **Improve:** Use the data to refine the services and practices that support positive family outcomes

# Describe: Explain the family outcomes that the system hopes to achieve through its services

Five family outcomes:

1. Families understand their child's strengths, abilities, and special needs.
2. Families know their rights and advocate effectively for their child.
3. Families help their child develop and learn.
4. Families have support systems.
5. Families access desired services, programs, and activities in their community.



# Families understand their child's strengths, abilities, and special needs



Families know their rights and  
advocate effectively for their child



# Families help their child develop and learn



# Families have support systems



# Families access desired services, programs, and activities in their community





# Deliver: Provide high quality services and supports to help families achieve these outcomes

Offer services and supports in ways we know are effective

Use practices that are supported by the best available evidence



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# **DEC Recommended Practices**

# Family

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Family practices refer to ongoing activities that (1) promote the active participation of families in decision-making related to their child (e.g., assessment, planning, intervention); (2) lead to the development of a service plan (e.g., a set of goals for the family and child and the services and supports to achieve those goals); or (3) support families in achieving the goals they hold for their child and the other family members.

Family practices encompass three themes:

1. ***Family-centered practices:*** Practices that treat families with dignity and respect; are individualized, flexible, and responsive to each family's unique circumstances;; provide family members complete and unbiased information to make informed decisions; and involve family members in acting on choices to strengthen child, parent, and family functioning.
2. ***Family capacity-building practices:*** Practices that include the participatory opportunities and experiences afforded to families to strengthen existing parenting knowledge and skills and promote the development of new parenting abilities that enhance parenting self-efficacy beliefs and practices.
3. ***Family and professional collaboration:*** Practices that build relationships between families and professionals who work together to achieve mutually agreed upon outcomes and goals that promote family competencies and support the development of the child.

**Measure: Collect data from families about whether the system is helping them achieve these outcomes**

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

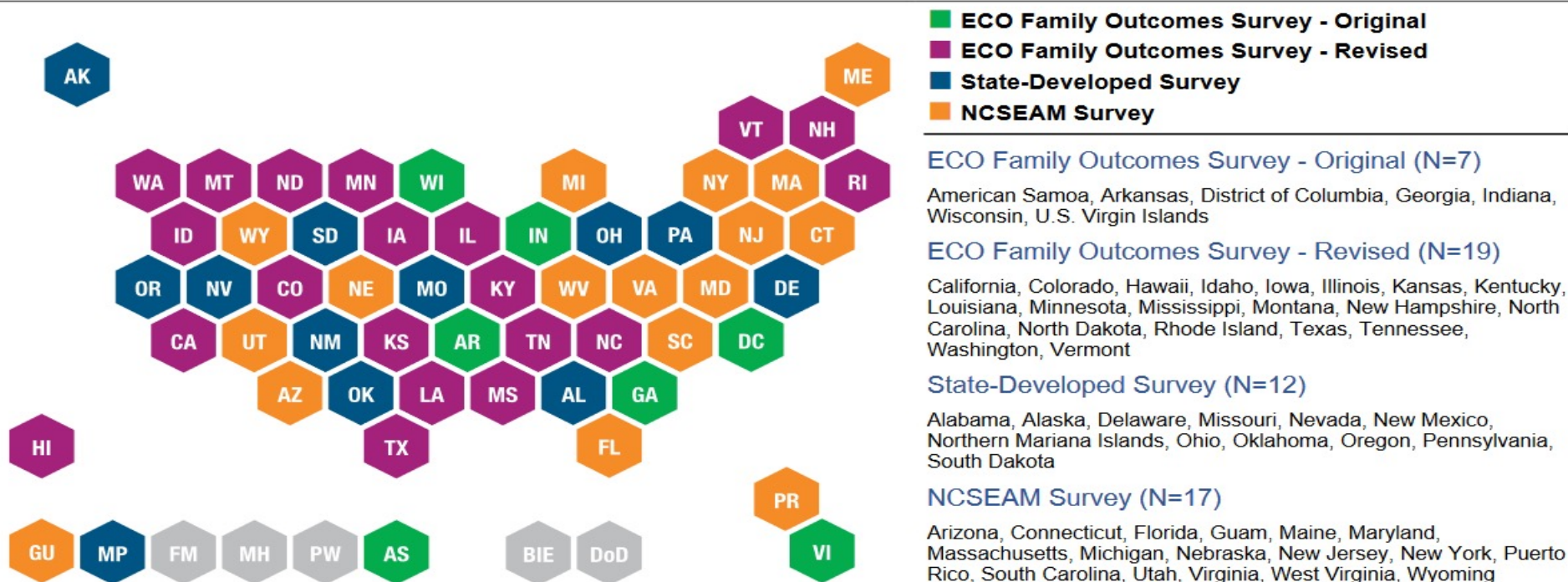
- A. Know their rights;
  - B. Effectively communicate their children's needs; and
  - C. Help their children develop and learn
-

# Family Outcomes Survey

## Map of Approaches to Family Outcomes Measurement: Part C APR Indicator 4 FFY 2019 (2019-2020)



Some states used additional tools/approaches to measure other family variables. States use survey methods to collect family outcomes data, but the questions and processes vary. The survey tools commonly used by states are the [Family Outcomes Surveys](#) and the [NCSEAM Survey](#). Some states have developed their own survey.



Updates to this material can be found online at <https://ectacenter.org/eco/pages/familyoutcomes.asp#stateapproaches>

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# Family Outcomes Survey: Why?

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- Improving outcomes for children and families is the central focus of EI. To evaluate the effectiveness of EI in achieving family outcomes, Illinois uses the FOS-R: Part C to:
  - **measure family outcomes** and to help the program understand the changes experienced by families as a result of receiving EI services and supports
  - **determine the helpfulness** of the EI program (federal reporting)
  - help **determine program improvements** for future EI families

# Family Outcomes Survey: What?

## A: Family Outcomes

- understand their child's strengths, abilities, and special needs
- know their rights and advocate effectively for their child
- help their child develop and learn
- have support systems
- access their community

## B: Helpfulness of EI

- Know their rights
- Communicate their child's needs
- Help their child develop & learn

+ **Open-ended comments**

HISTORY





# Family Outcomes Survey

Revised Version

## SECTION A: Family Outcomes

**Instructions:** Section A of the Family Outcomes Survey focuses on the ways in which you support your child's needs. For each statement below, please select which option best describes your family right now: not at all, a little, somewhat, almost, or completely.

Starting September 2020, all families exiting EI system will receive an invitation to complete the FOS via text message rather than a paper survey via mail. The survey questions below remain the same. Please ensure your Cornerstone records have the most current cell phone and email for families. To learn more, download the [FOS infographic \(pdf\)](#).

### OUTCOME 1: Understanding your child's strengths, needs, and abilities

- 1. We know the next steps for our child's growth and learning.
- 2. We understand our child's strengths and abilities.
- 3. We understand our child's delays and/or needs.
- 4. We are able to tell when our child is making progress.

### OUTCOME 2: Knowing your rights and advocating for your child

- 5. We are able to find and use the services and programs available to us.
- 6. We know our rights related to our child's special needs.
- 7. We know who to contact and what to do when we have questions or concerns.
- 8. We know what options are available when our child leaves the program.
- 9. We are comfortable asking for services & supports that our child and family need.

### OUTCOME 3: Helping your child develop and learn

- 10. We are able to help our child get along with others.
- 11. We are able to help our child learn new skills.
- 12. We are able to help our child take care of his/her needs.
- 13. We are able to work on our child's goals during everyday routines.

### OUTCOME 4: Having support systems

- 14. We are comfortable talking to family and friends about our child's needs.
- 15. We have friends or family members who listen and care.
- 16. We are able to talk with other families who have a child with similar needs.
- 17. We have friends or family members we can rely on when we need help.
- 18. I am able to take care of my own needs and do things I enjoy.

### OUTCOME 5: Accessing the community

- 19. Our child participates in social, recreational, or religious activities that we want.
- 20. We are able to do things we enjoy together as a family.
- 21. Our medical and dental needs are met.
- 22. Our child care needs are met.
- 23. Our transportation needs are met.
- 24. Our food, clothing, and housing needs are met.

## Marking Instructions

Use a No. 2 pencil only.  
Do not use ink, ball point, or felt tip pens.  
Make solid marks that fill the circle completely.  
Erase cleanly any marks you wish to change.  
Make no stray marks on this form.  
Do not fold, tear, or mutilate this form.

Correct ● Incorrect ✗ ⊗ ⊙ ⊚



	Not at all	A little	Somewhat	Almost	Completely
1.	○	○	○	○	○
2.	○	○	○	○	○
3.	○	○	○	○	○
4.	○	○	○	○	○
5.	○	○	○	○	○
6.	○	○	○	○	○
7.	○	○	○	○	○
8.	○	○	○	○	○
9.	○	○	○	○	○
10.	○	○	○	○	○
11.	○	○	○	○	○
12.	○	○	○	○	○
13.	○	○	○	○	○
14.	○	○	○	○	○
15.	○	○	○	○	○
16.	○	○	○	○	○
17.	○	○	○	○	○
18.	○	○	○	○	○
19.	○	○	○	○	○
20.	○	○	○	○	○
21.	○	○	○	○	○
22.	○	○	○	○	○
23.	○	○	○	○	○
24.	○	○	○	○	○



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Turn over and complete other side. ➔



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# Challenges, Flaws & Need for Change

Low return rate

Responses were not representative of the families' receiving services in the system

Many surveys never made it to the recipients (return to sender, mail issues, families had moved)

Long delay in disseminating surveys and in receiving completed surveys back

Costly system due to printing and mailing costs

# What are we doing now?

- Disseminating surveys to all families exiting the EI program on a monthly basis using SMS text messaging (Qualtrics)
  - Surveys in English and Spanish, currently
  - Delivered within approximately 1 month of their exit
  - Up to 5 reminders are sent, opt-out option for all families
  - Only phone #s are kept in the system, no identifying information is transmitted
  - Incentive offered (individualized resources)



## Family Outcome Survey

Improving outcomes for children and families is the central focus of the Illinois Early Intervention Program (EI). To evaluate the effectiveness of EI in achieving family outcomes we send out a "Family Outcomes Survey" with questions focused on understanding children's strengths, abilities, and needs, and EI's ability to help them develop and learn. This infographic describes recent updates and your role in this important survey!



### Importance of the Survey

- Measures family outcomes and tells us about the changes experienced by families as a result of EI services and supports received.
- Determines the helpfulness of EI program for federal reporting.
- Helps determine program improvements for future EI families.



### New Delivery Method - Text Message

Beginning in September 2020, all families who exit the early intervention system will now receive an invitation to complete the Family Outcomes Survey via text message rather than in the mail. Sending this via text will allow the survey to be delivered in a more timely manner, closer to their exit from EI, and will allow reminders to be sent to families. The goal is to receive feedback from a representative group of families in order to improve Illinois' EI system and understand how EI has helped families!

<https://eitp.education.illinois.edu/Files/Resources/FOSInfographic.pdf>

12:29



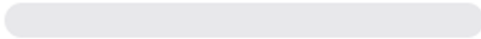
Which language would you like to complete your survey in?

I want to complete my survey in English.

Quiero completar mi encuesta en español.



0%



100%

The Early Intervention Training Program  
Department of Special Education  
The Early Childhood Collective  
University of Illinois, Urbana-Champaign  
Phone: (toll free) 866-509-3867

Powered by Qualtrics

12:29



This section of the survey focuses on **the ways in which you support your child's needs.**

For each statement, please select which option best describes your family right now.



### **Outcome 1: Understanding your child's strengths, needs, and abilities**

We know the next steps for our child's growth and learning.



12:29



We know the next steps for our child's growth and learning. ^

Completely

Almost

Somewhat

A little

Not at all

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We understand our child's strengths and abilities. v

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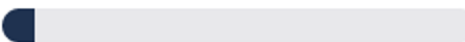
We understand our child's delays and/or needs. v

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We are able to tell when our child is making progress. v



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100%

Improve: Use the data to refine the services and practices that support positive family outcomes





# What's Next for Illinois?



# Questions & Discussion

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1. Questions?
2. Given what you've heard, can you identify 1 strategy you currently use to support to support family outcomes?
3. Can you also identify 1 strategy that you could start using in the future to support family outcomes?



# Thank You

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