

## Family Outcomes

Approved: August 1, 2021

Updated:

Who is responsible: Parents, Service Coordinators, Early Intervention Service Providers

## Family Outcomes

Family outcomes are defined as benefits experienced by families as a result of receiving early intervention services under IDEA/Part C. There are three family outcomes for which all states' early intervention systems are required to report each year to the U.S. Department of Education, Office of Special Education Programs. Each outcome is intended to measure the extent to which IDEA/Part C Services assisted the family in:

- Knowing their rights under IDEA
- Communicating the needs of the family and child to professionals, and
- Helping the family support the child's learning and development.

The family outcomes are measured by survey twice: Immediately following the first 6-month review of the initial Individualized Family Service Plan (IFSP), and again the month after the child exits IDEA/Part C services. This allows for comparison of families' responses at two points in time to measure both impact and any change over time.

## Administration/Distribution of Family Outcomes Surveys: First 6-Month Review of IFSP

Prior to the first administration of the survey, families will receive a postcard with a password, the unique participant code, a Quick Response (QR) code, and the link to the online family survey, as well as information about the family outcomes survey. Families are encouraged to use the electronic format if possible.

Families will subsequently receive a paper version of the survey with a cover letter that explains the survey process and contact information for Family Connection of South Carolina should the parent need help completing the survey. Service Coordinators are prohibited from assisting families in completion of the survey to prevent bias in parent responses.

Service Coordination Agencies will:

- Access a local supply of the Family Survey postcards.
- Receive a monthly list of upcoming (first) 6-month reviews and distribute to Service Coordinators as appropriate.
- Receive an updated password each year.

Service Coordinators will:

- For each child on the six-month IFSP review list, locate the family's unique participant code in the communication log in BRIDGES and enter the code and annual password on a Family Survey postcard (the same code will appear on the envelope of the paper survey).
- Hand deliver the postcard to the family at or near the first 6-month IFSP review. It is the responsibility of the Service Coordinator to request translation of the postcard and paper survey into other languages as needed.
- Review family outcomes survey process with the parent, explain the use of the QR code and online survey option, and inform the family that a survey will soon be mailed to them for paper completion if that's what they prefer. The Service Coordinator will share with the family that Family Connection of SC can assist with completion of surveys and provide contact information for Family Connection of SC.

- Document in the service log that the family outcomes survey process was explained, and the postcard given to the family.
- Within one week of the first the 6-month IFSP review, follow-up with each family on the list regarding completion of survey.

Service Coordination agencies will receive annual reports from the IDEA/Part C State Office notifying them of survey response rates and survey results.

## Administration/Distribution of Family Outcomes Surveys: Exit Review of IFSP

Prior to the final administration of the survey, families will receive a postcard with a password, the unique participant code, a Quick Response (QR) code, and the link to the online family survey, as well as information about the family outcomes survey. Families are encouraged to use the electronic format if possible.

Families will subsequently receive a paper version of the survey with a cover letter that explains the survey process and contact information for Family Connection of South Carolina should the parent need help completing the survey. Service Coordinators are prohibited from assisting families in completion of the survey to prevent bias in parent responses.

Service Coordination Agencies will:

- Access a local supply of the Family Survey postcards.
- Receive the following monthly reports and distribute to Service Coordinators as appropriate:
  - All children with planned exits in the next 30 days.
  - All children with unplanned exits in the previous 30 days.
- Receive an updated password each year.

Service Coordinators will:

- For each child on upcoming exit list, locate the family's unique participant code in the communication log in BRIDGES and enter the code and annual password on a Family Survey postcard (the same code will appear on the envelope of the paper survey).
- Hand deliver the postcard to the family at the exit review of the IFSP. It is the responsibility of the Service Coordinator to request translation of the postcard and paper survey into other languages as needed.
- Review family outcomes survey process with the parent, explain the use of the QR code and online survey option, and inform the family that a survey will soon be mailed to them for paper completion if that's what they prefer. The Service Coordinator will share with the family that Family Connection of SC can assist with completion of surveys and provide contact information for Family Connection of SC.
- Document in the service log that the family outcomes survey process was explained, and the postcard given to the family.
- Within one week of the exit review of the IFSP, follow-up with each family on the list regarding completion of survey.

Service Coordinators are not responsible for providing a postcard to families on the unplanned exit list. A paper survey will be mailed to the last known address.

Service Coordination agencies will receive annual reports from the IDEA/Part C State Office notifying them of survey response rates and survey results.