

ESS Family Outcomes Survey March 2013

Instructions

Purpose: The purpose of the Family Outcomes Survey is to gather information from families about their experiences as a parent of a young child with special needs receiving family-centered early supports and services. The results of the survey will be used to improve services for children and families, inform quality assurance efforts and to meet Federal compliance requirements of the Family-Centered Early Supports and Services Program (FCESS).

How the survey will be conducted:

1. Family Outcome Survey packets will be disseminated to Program Directors of each ESS program by the Bureau of Developmental Services (BDS). These packets contain:
 - Cover letter
 - Survey tool with Area Agency and program name already entered
 - Self-addressed, stamped return envelope (for return to BDS).
2. Area Agencies provide the name and contact information for the Area Agency (AA) staff person who will be available to assist families if needed to the ESS Program Director. This person should not be directly associated with the ESS program. The name of this individual should be printed on AA letterhead and given to the ESS program for dissemination with the survey.
3. The program adds the AA contact information to each family's packet so that families will know whom to call if they need assistance in completing the survey.
4. ESS service providers are given the 'Provider Tip Sheet' to be used by ESS staff as a guide in presenting the survey packets to families.
5. ESS service providers deliver the survey packet to each family who is currently receiving services, and who has received services for six months or longer. **Families return surveys via the provided self-addressed, stamped envelope to the Bureau of Developmental Services.**
6. Please let families know how last year's survey information was used to improve family and child outcomes. Information about last year's statewide family outcomes survey data is available on the web at: <http://www.dhhs.nh.gov/DHHS/BDS/LIBRARY/default.htm>. Click on 'Part C Annual Performance Plan', scroll to page 12. This year's Public Report also includes information regarding progress toward meeting the targets established for improving family outcomes.
7. Be sure to tell the family that a **\$50.00 gas card will be raffled off to each of ten families who return their survey by 5/31/13. Invite each family to complete the raffle ticket attached to their survey. The tickets will be removed and placed in a container for the raffle drawing by BDS staff.**
8. ESS service providers check back with their families the next week and ask if the family has had an opportunity to complete and return the survey. Reminders that assistance is available if needed should be provided at this time.
9. ESS Program Director monitors the dissemination of the survey to assure that surveys are being delivered to families and reports to BDS the actual number of families who have received surveys. **Deadline for return of the surveys: May 31, 2013**

**Thank you for your assistance in completing this important survey.
We appreciate your efforts.**

ESS Family Outcomes Electronic Survey Instructions 2013

Introduction: This year we will be piloting the use of an electronic version of the Family Outcomes Survey for families that wish to complete the survey online. Please review all of the following guidelines in regards to use of the electronic survey.

1. The electronic version of the survey is optional, families may complete either the paper or the electronic form, not both.
2. BDS will send program directors the link to the electronic version of the survey to disseminate to families.
3. Emails sent to families with the link to the electronic survey **MUST** include the following;
 - a. The purpose for completing the survey
 - b. Region number and the program name. Unlike the paper version, families are responsible for entering this information into the electronic survey. It should not be assumed that a family knows their region or program name.
 - c. 5/31/12 Deadline for completing the survey
 - d. Area Agencies provide the name and contact information for the Area Agency (AA) staff person, who will be available to assist families if needed, to the ESS Program Director. This person should not be directly associated with the ESS program.
 - e. Be sure to include that **\$50.00 gas cards will be drawn from those surveys returned for ten families who return their survey by 5/31/13** and fill out the entry form at the end of the electronic survey.

An example of an email to the family may read like this:

“The Family Outcomes Survey is an important way the State Family Centered Early Supports system understands how our work across the state is helping families. There are several categories in which we look for an understanding of how FCESS has helped you and your child. Please take the time to answer this survey. It is due by May 31, 2013.

Since there is a drawing from completed surveys for a \$50 gas card, an electronic entry form will “pop up” at the end on the “Thank you” page. Please use that link. Your name will not be connected to the survey you filled out to protect your anonymity but will be entered at the state office in the drawing.

Your Region is _____ and program _____. Thank you for your help. “

4. Families that choose to complete the electronic survey will also have an opportunity to be entered in the gas card drawing also. Once the family has completed, and submitted, the survey, a “thank you” page will pop up with a link to the entry form for the gas card drawing.
5. Families will still remain anonymous when completing the electronic survey and entering the drawing as the entry form is a separate link that cannot be tracked back to the individual family survey.
6. **Deadline for completing the electronic survey 5/31/13**

**Thank you for your assistance in completing this important survey.
We appreciate your efforts.**