

# Family Survey Overview

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The Infant Toddler Program (ITP) is required to report on Family Outcomes data as part of the Annual Performance Report (APR) submission to the Office of Special Education Programs (OSEP). Family Outcomes are reported under APR Indicator #4, which is defined as follows:

**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.

**It is important for ITP to collect this information from families for several reasons:**

1. ITP helps parents to build their capacity and learn how to support their child's development most effectively. Therefore, it is vital to gather feedback from families on whether they feel well-informed and supported after receiving early intervention services.
2. Asking for feedback from families shows that ITP is interested in hearing from parents about their experience, and is using their feedback to find areas to improve on.
3. Linking family outcomes to child outcomes enables ITP to enhance the data and find trends that help identify opportunities for system improvement.

The ITP uses the Family Survey process to collect data for Indicator #4 – Family Outcomes. The Family Survey includes questions related to whether the family feels early intervention has helped them to know their rights, effectively communicate their child's needs, and help their child develop and learn.

Each question is tailored to specific activities that families should receive as part of their enrollment in the program. Low scores for a specific question will lead ITP to explore the cause and determine the best way to address any dissatisfaction in a particular area.

The family survey results are shared with families, the regions, and the public in order to provide information on the quality of ITP's early intervention service provision. The State and regions will use this information to learn from parents about what is working or not working, and target ways to make improvements in these areas.

Refer to the "Family Survey Process" section of the e-Manual for information on delivering and collecting the Family Survey.