

# Family Survey Process

---

The family survey process involves the Service Coordinator (SC) inviting the parents to provide feedback on their services when they have received 6 months of services under their current IFSP. The SC explains the importance of the feedback received on the surveys during the home visit or contact before the IFSP 6-Month Review.

The information collected from the family survey is used in several ways:

- To identify program improvements
- To report and compare data nationally each year
- To share findings with staff, therapists, and other agencies that serve Idaho's children

The Service Coordinator discusses the Family Survey at the following times:

- At initial intake and IFSP development– Explains that the Infant Toddler Program provides an opportunity for families to provide feedback on the early intervention services their child and family receives and to offer suggestions on ways to improve the program.
- Prior to and during the home visit meeting or contact closest to the IFSP 6-Month Review – Notify parent that they can go to the ITP website with their UNIQUE ID number to provide their feedback. (follow the steps below)

## Steps to Invite Participation in the Family Survey - First Invitation

The Service Coordinator provides the link to the ITP website and the UNIQUE ID in the text or email that they send to the family confirming the date and time of the 6-month review.

Examples:

- **Email**

The six-month review of your child, (child's name)'s services is scheduled for (date), at (time).

To provide anonymous feedback on the services you've received during these 6 months, visit: <http://infanttoddler.idaho.gov> and click on the blue button for the Family Survey at the right side of the page.

Your Unique ID is: \_\_\_\_\_.

Thank you for providing this feedback that helps us improve our program!

- **Text**

The 6-month review for (child name) is on (date).

To provide anonymous feedback on services you've received during this time, visit: <http://infanttoddler.idaho.gov>.

And click the blue Family Survey button at the right of the page.

Your Unique ID is: \_\_\_\_\_.

## Steps to Invite Participation in the Family Survey - Second Invitation

### In-Person Invitation for the Family Survey

At the 6-Month Review, the SC will ask the family if they were able to access the Family Survey. (Note: Since the Family Survey is anonymous, the SC is not responsible for determining whether the Family responded to the survey or not, just whether they were able to access it if they wanted to.)

If the family was not able to access the survey or has not attempted to, the SC should say to the family, "Would you like me to pull up the survey on my tablet so that you can complete it now? It takes about 5 minutes."

- If the family wants to use the tablet, connect the tablet to the internet, pull up the survey page and then pass the tablet to the parent on the screen that asks for their language preference. They should tell the parent the UNIQUE ID to enter on the following screen or write it down for them.

Note: The SC **MUST** practice connecting their tablet using a wireless hotspot prior to an appointment. They should also have the ITP webpage bookmarked on their tablet. These steps should be practiced off of the DHW network so that the survey process does not take an unnecessary amount of time in the family's home.

Thank the family for providing feedback!

## Survey Unique Identifier

**IMPORTANT!!!!** For both options, the SC **must** ensure the Unique Identifier is provided to the family. The Unique Identifier is the child's Client ID number in ITPKIDS.

ITPKIDS Screenshot:

Survey Unique Identifier



## Paper Surveys

Paper surveys will only be made available at the parent's request and after both electronic options have been offered. All requests for paper surveys will be handled by Central Office. Paper surveys will be sent and received centrally to eliminate additional work by the regions.

Families may request paper surveys by calling the Family Survey phone line at **208-334-0424**. Phone Line information will be available through the following methods:

- Service Coordinator – The SC can direct the family to contact the Family Survey phone line if the family has expressed a desire for a paper survey over the electronic format.
- Website - When on the website, the Family Survey phone line number will be listed under the Family Survey button.

**Central Office will be monitoring paper survey requests. At the time of the request, the family will be asked if they were provided an electronic opportunity to complete the survey.**