

2025 EI Family Questionnaire

5/13/2025

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MIKE DEWINE
GOVERNOR OF OHIO



A collection of cleaning supplies including a blue-handled brush, a red-handled brush, a red cloth, a yellow cloth, a green cloth, and a white cloth, all arranged on a wooden surface.

WEBINAR HOUSEKEEPING

Communicating: Type questions/comments into the Q&A box.

Recording & CPDUs: This webinar is being recorded, and the recording will be posted to the EI website. CPDUs are not provided for the recording or the live session.

Tech Tips:

Use computer audio

Use headset if having audio problems

Close other apps

Log out and back into Teams

AGENDA

- 1/** Provide an overview of the questionnaire
- 2/** Review the questionnaire items
- 3/** Review the questionnaire process
- 4/** Have discussions about:
 - Engaging families
 - Maximizing response rate
 - Increasing representativeness
- 5/** Review 2024 EI Family Questionnaire data

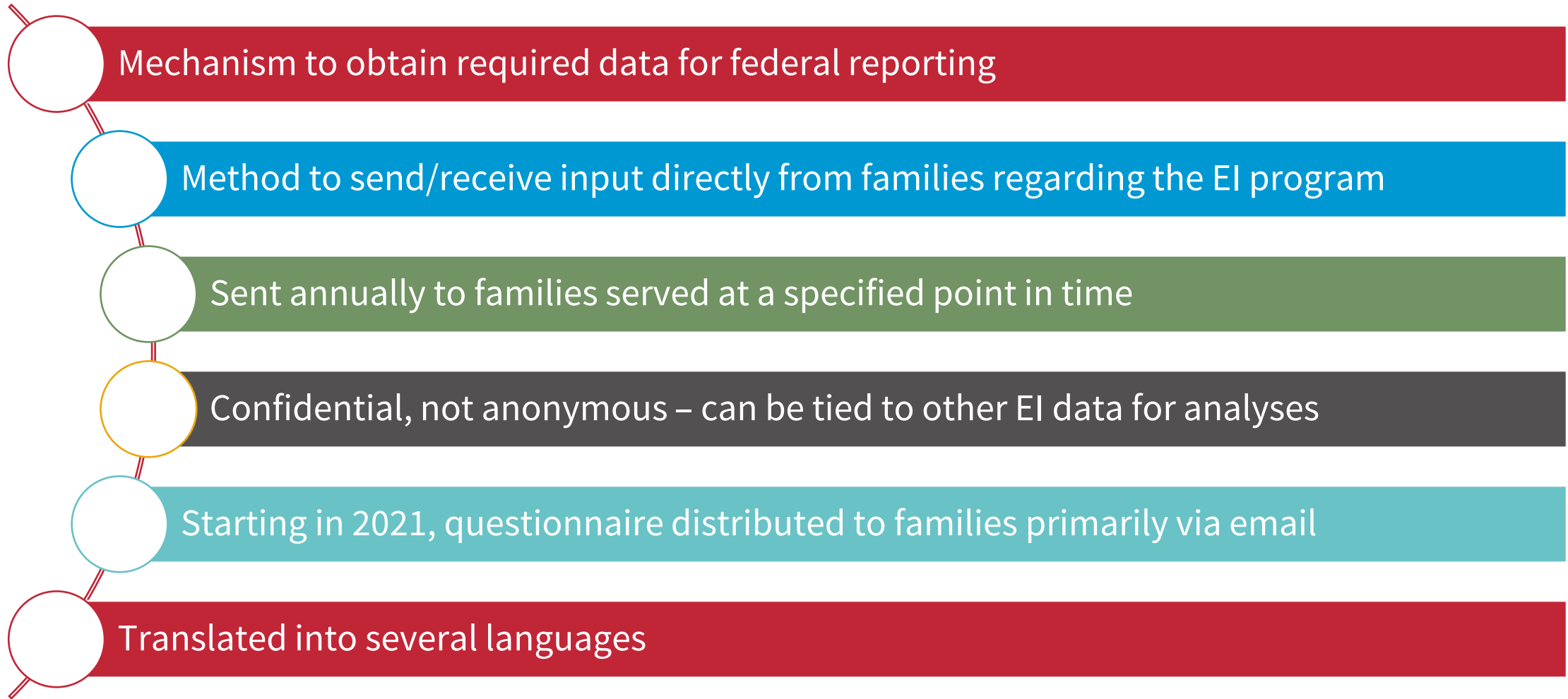


WHAT DO YOU HOPE TO GET OUT OF TODAY'S WEBINAR?



What do you
hope to gain or
learn from this
webinar?

EI FAMILY QUESTIONNAIRE OVERVIEW



QUESTIONNAIRE PURPOSES AND USES



- 1 Required to collect and report on data for Indicator 4 of the state's EI Annual Performance Report (APR)
- 2 To collect data for Ohio's EI State Systemic Improvement Plan (SSIP), which is Indicator 11 of the APR
- 3 To receive input directly from families to understand what is working in EI and how improvements can be made

QUESTIONNAIRE RECIPIENTS



All families with a child served on March 1, 2025:

- Remove duplicates by caregiver information to send one questionnaire per family
- Exit Report run as close as possible to survey distribution – if any children have been exited due to being deceased, the family is removed from the recipient list



Utilizing a point-in-time child count to create the recipient list allows us the potential to hear from families at all stages of the EI process, from soon after to referral to after they have exited from EI.

TYPES OF QUESTIONS

Required Questions (for federal reporting)

General EI Questions

Social-Emotional Development Questions

Open-Ended Questions



QUESTIONS REQUIRED FOR FEDERAL REPORTING

Early Intervention helped me to:

Know my rights in the
program

Communicate my
child's needs

Help my child learn
and develop

Collected on a five-point scale from Strongly Disagree to Strongly Agree

Note: *These items are included in Indicator 4 of Ohio's Annual Performance Report*

GENERAL EI QUESTIONS

I am satisfied with:

- ➡ The respect shown to my family by Early Intervention Service Coordinators and Service Providers.
- ➡ My family's participation in the development of our Individualized Family Service Plan (IFSP).
- ➡ The assistance that Early Intervention has given my family.
- ➡ My child's progress.

I am likely to:

- ➡ Recommend Early Intervention to another family.

Collected on a five-point scale from Strongly Disagree to Strongly Agree

SOCIAL-EMOTIONAL DEVELOPMENT QUESTIONS

Early Intervention has helped me:

- ➔ Better understand my child's social-emotional strengths and needs.
- ➔ Be more confident in supporting my child's social-emotional development.
- ➔ Better support my child's social-emotional development.

During my time in Early Intervention:

- ➔ I actively participated in helping my team learn more about my child's social-emotional strengths and needs.
- ➔ I actively participated in developing Individualized Family Service Plan (IFSP) outcomes that support my child's social-emotional development. (N/A option)

Collected on a five-point scale from Strongly Disagree to Strongly Agree

OPEN-ENDED QUESTIONS

Would you like your comments below to be shared with state and local EI staff as they are written?

- ➡ **YES** – Comments may be shared exactly as written.
- ➡ **NO** – Please remove all references to specific individuals, including my child's name, staff names, and any details that could identify me or my child before sharing.

DCY frequently seeks input from a variety of stakeholders, including families, regarding the Ohio EI program. In the future, would you be interested in being contacted to provide input?

- ➡ **YES**
- ➡ **NO**

OPEN-ENDED QUESTIONS

Open-Ended Questions

What in Early Intervention has worked well for your family?

What could make Early Intervention work better for your family?

What part of Early Intervention has had the biggest impact for your family?

Family Questionnaire Process

- Distribution
- Response options
- County involvement
- Tips for engaging families

DISTRIBUTION

Primarily via e-mail

- English and Spanish versions set up in Survey Monkey
- Emails sent directly from EI email address via Survey Monkey
- Significantly reduces data entry required by EI staff
- Ability to send email reminders

Mailed in English and Spanish if e-mail address not listed in the Early Intervention Data System (EIDS)

- Print requests through state printing

Mailed in languages other than English or Spanish

- Completed by DCY EI staff

RESPONSE OPTIONS

➔ Those who receive emails regarding the questionnaire can click on a “Begin” button at the bottom of the email that will take them directly to the questionnaire

IMPORTANT: The child’s ETID must be entered correctly in order to be included in the analysis and count toward the county’s (and state’s) response rate

➔ Those who receive questionnaires in the mail are provided return envelopes as well as a link and QR code to complete the questionnaire

- Primary language of Spanish - link to Spanish questionnaire
- Everyone else – link to English questionnaire



➔ EISCs are welcome to print the questionnaire for anyone who receives it via email and would prefer to complete the paper version

- IMPORTANT: If proceeding this way, be sure the ETID is included somewhere on the questionnaire so the response can be included in the analysis and count toward the county’s (and state’s) response rate

➔ Takeaway: All recipients can choose to complete the survey via the paper questionnaire or Survey Monkey links

COUNTY INVOLVEMENT

Prior to the
Questionnaire

Soon after
questionnaires
are distributed

Throughout
response
period

After the
questionnaire

Information
shared via
Biweekly
Program
Updates

CMs and FCFC
Coordinators
receive more
information
about
recipients and
the process

Counties
receive
updates as to
approximate
partial
response rates

CMs and FCFC
Coordinators
receive summary
report of
quantitative items
and file with open-
ended responses

COUNTY INVOLVEMENT

Prior to the Questionnaire

- ➔ Information shared via EI Program Update to notify counties that questionnaires are being sent soon and provide a process overview
- ➔ Counties can begin contacting families to notify them that the questionnaire will be coming soon

Sign up for Tuesday Times:

<https://public.govdelivery.com/accounts/OHDCY/subscriber/new>

COUNTY INVOLVEMENT

After Questionnaires Sent

Soon after questionnaires are distributed – CMs and FCFC Coordinators receive:

- 1 List of recipients in their county
- 2 Copy of English questionnaire
- 3 Copy of English information sheet
- 4 English and Spanish FQ links and QR code

COUNTY INVOLVEMENT

Throughout Response Period

Counties reach out to questionnaire recipients via text, phone call, email, in person, etc.



Share links, QR codes, and encourage families to respond



TIPS FOR ENGAGING FAMILIES

- 1 Relationship matters! Your relationship with families at the local level is a key determinant of response rates and actual responses
- 2 Presentation is everything
- 3 Start discussing FQ early
- 4 Personalize your approach
- 5 Utilize local resources



TIPS FOR ENGAGING FAMILIES

6

Think outside the box – create a process that works best for your local program

7

Make it fun! Turn it into a friendly competition!

8

Involve entire EI team




9

Follow up to share results



COUNTY INVOLVEMENT

After Response Period

-  CMs and FCFC coordinators receive a summary report of the quantitative items
 - Reports also posted on the EI website
-  CMs receive a file with all the open-ended responses
-  CMs review results and share internally
 - Determine what is working well and where improvements could be made based on family responses


COUNTY QUANTITATIVE REPORTS




- ➡ Data for items **1** through **13** are broken down by county.
- ➡ County reports are created including the total number of positive responses, total responses, and percent of positive responses for each item for the county as well as the response rate. These reports also include the statewide percentage for each item as a comparison.
- ➡ Reports are emailed to each county and posted on the EI website.

<https://ohioearlyintervention.org/county-data>


COUNTY COMMENT FILES




DCY reviews all open-ended responses to gauge family experiences in EI and determine what is working well and where improvements can be made in the program



If the respondent did not agree to share their comments exactly as written, identifying information is removed from the comment



County files are created that include all the responses to the open-ended items, and de-identified, where applicable



These files are sent to each county and shared with internal staff, but are not posted publicly



OVERVIEW OF 2024 FAMILY QUESTIONNAIRE RESULTS



Response rates



Response methods



Quantitative item results



Examples of responses to open-ended items

RESPONSE RATES

Year	Received	Sent	Response Rate	Collection Method
2016	1,579	9,539	16.55%	Primarily by mail
2017	1,755	9,957	17.63%	Primarily by mail
2018	1,472	9,976	14.76%	Primarily by mail
2019	1,610	10,841	14.85%	Primarily by mail
2020	1,271	10,570	12.02%	Primarily online; sent info sheets
2021	2,189	10,524	20.80%	Primarily online; sent emails
2022	2,743	12,464	22.01%	Primarily online; sent emails
2023	3,572	13,640	26.19%	Primarily online; sent emails
2024	3,992	13,404	29.78%	Primarily online; sent emails

2024 FQ - DISTRIBUTION OF QUESTIONNAIRE RESPONDENTS' RESPONSE TYPE

Response Method	Number	Percent
Email	30	0.75%
Mail	156	3.91%
Online	3,806	95.34%
Total	3,992	100.00%

2024 QUANTITATIVE RESULTS

Question	% Positive Responses
1. Early Intervention has helped me to know my rights in the program.	93.66%
2. Early Intervention has helped me to communicate my child's needs.	95.58%
3. Early Intervention has helped me to help my child learn and develop.	94.38%
4. I am satisfied with the respect shown to my family by Early Intervention Service Coordinators and Service Providers.	97.02%
5. I am satisfied with my family's participation in the development of our Individualized Family Service Plan (IFSP).	96.11%
6. I am satisfied with the assistance that Early Intervention has given my family.	95.34%
7. I am satisfied with my child's progress.	92.14%
8. I am likely to recommend Early Intervention to another family.	96.16%
9. Early Intervention has helped me better understand my child's social-emotional strengths and needs.	89.77%
10. Early Intervention has helped me be more confident in supporting my child's social-emotional development.	90.17%
11. Early Intervention has helped me better support my child's social-emotional development.	91.20%
12. During my time in Early Intervention, I actively participated in helping my team learn more about my child's social-emotional strengths and needs.	93.29%
13. During my time in Early Intervention, I actively participated in developing Individualized Family Service Plan (IFSP) outcomes that support my child's social-emotional development.	91.99%

Note: A response of 'Agree' or 'Strongly Agree' is considered to be a positive response

QUOTES FROM 2024 EI FAMILY QUESTIONNAIRE

“

The genuine care and support. We foster and adopt and that in itself is incredibly stressful and emotional. You guys have been excellent support people for us through the process. You always prioritize wanting to know how things are going for our boys with regard to their cases and we truly love how much you care about them and our whole family.

”



“

During a stressful time as a parent in being worried about my daughter's development, early intervention provided a unified service for assessment, support and therapy. Being new to the area, I didn't know where to turn and was overwhelmed in determining a path forward. Without early intervention my daughter would have fallen further behind as I would have struggled to find appropriate care. My family is grateful for the program and have loved hearing my daughters voice come alive with her new words.

”

“

I was extremely hesitant to initially call for an evaluation. I am so unbelievably glad I did. My son would not have grown as much as he has. Early Intervention was crucial for his success. He has learned so much, I have been thoroughly supported and given resources to help, and everyone was so willing to work around my work schedule. EI made it easy to help my son. I could not be more grateful to have this program!

”

“

Early intervention has helped me become more confident in caring for my son. I am disabled and I was uncertain of how I could care for a baby. I learned helpful adaptive skills and gained confidence in caring for my son. This allowed me to help him surpass his expectations in his development. I will forever be grateful!

”

QUESTIONS?

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