

Alaska Early Intervention • Infant Learning Program

# 2023 Family Outcomes Survey

*families enrolled in calendar year 2022*

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## Executive Summary

The Alaska Early Intervention • Infant Learning Program (Alaska ILP) oversees an array of flexible early intervention services for children birth to three years of age who have or are at risk for disabilities or developmental delays. During the 2022 calendar year, 15 Alaska ILP grantees delivered services through local agencies.

The U.S. Department of Education Office of Special Education Programs (OSEP) requires State agencies to develop and implement outcome measures to evaluate infant and toddler programs operated under Part C of the Individuals with Disabilities Education Act. Family Outcomes Survey items are based on five core OSEP family outcome areas and general level of satisfaction with services received from an ILP:

1. Families understand their children's strengths, abilities, and special needs.
2. Families know their rights and advocate effectively for their children.
3. Families help their children develop and learn.
4. Families have support systems.
5. Families access desired services, programs, and activities in their communities.
6. Families are satisfied with the services they receive.

The 2023 survey instrument had 22 items and a space for comments. Families rated experiences with their children and their ILP by choosing how often each statement was true for their family: none of the time, some of the time, most of the time, or all of the time.

Family eligibility criteria included a child enrolled during the 2022 calendar year eligible for Part C and enrolled for at least 6 months duration, as well as a potentially valid mailing address. The eligible population for the 2023 survey consisted of 735 children in 708 families. The survey utilized a randomly selected 17% target group of families, stratified by Alaska ILP grantee, and by race of children. A target group of 126 families was randomly selected from eligible families to receive the survey by mail. Target families were contacted in April-May 2023. Survey packets sent by mail invited them to complete the survey by mail, online, or over the phone. Follow-up was conducted with phone calls, emails, an additional mail out and postcard reminders. There were 50 completed surveys resulting in a 40% response rate. Characteristics of children were fairly similar across responding families, the selected target group, and the total eligible population.

## Survey Findings

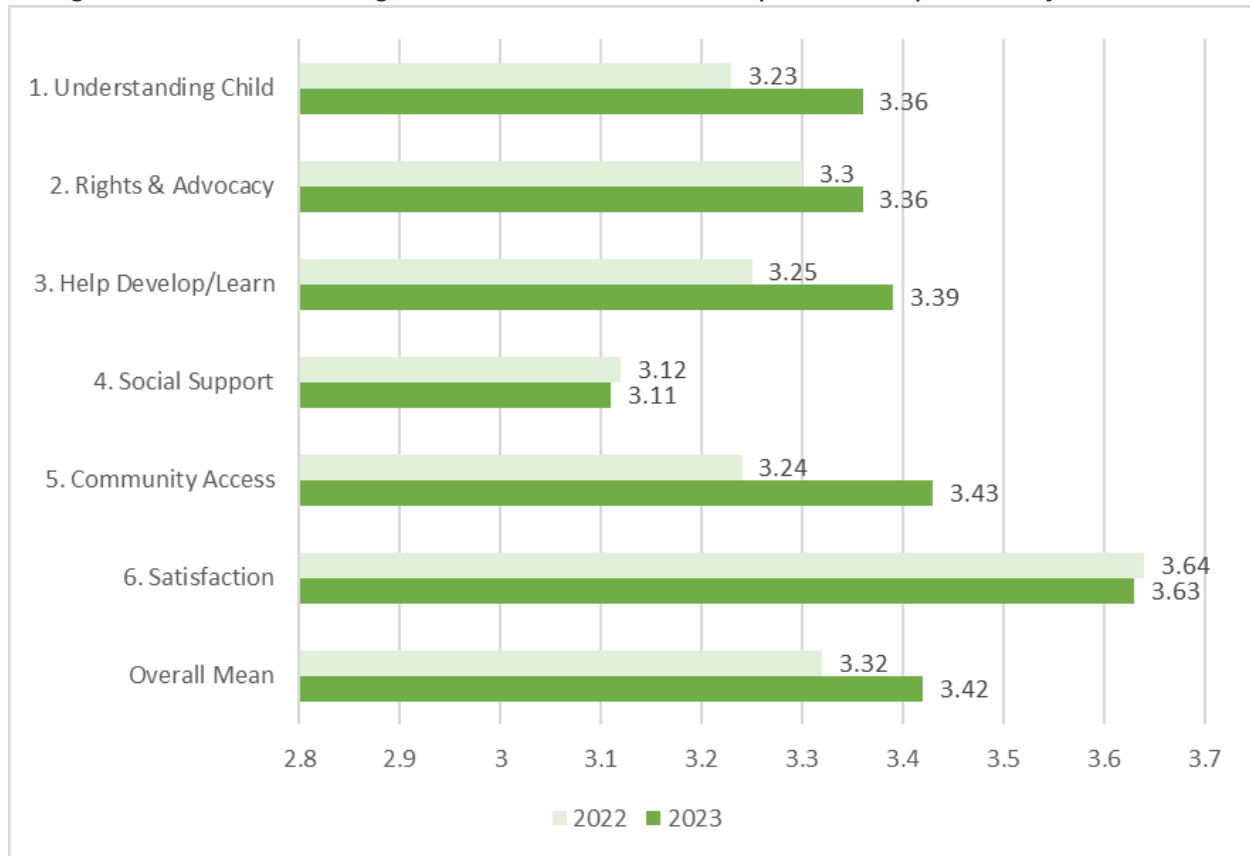
### Pattern of Outcome-Level Results

Note: Figures often depict ratings between 3 and 4 on a 1-4 scale. This is a magnified view to more easily see patterns. Differences are not as large as they may appear and readers should look to the statistical analyses for significant or meaningful differences.

It can be concluded from the results of the 2023 Family Outcomes Survey that the vast majority of families (approximately 94%) were satisfied all or most of the time with ILP

services they received during calendar year 2022. The overall survey mean was 3.42 on a 1-4 scale. Most responding caregivers were confident in their knowledge and abilities, and available resources usually met their needs. Figure 1 illustrates an outcome level pattern of results in 2023, compared to the 2022 survey.

*Figure 1: Relative strengths of outcome areas compared with previous year results*



The strongest outcome area was Outcome 6 (M = 3.64) regarding satisfaction with ILP services, followed by Outcome 5 (community access, M = 3.43). Outcome 1 (understanding child, M = 3.36), Outcome 2 (rights and advocacy, M = 3.36), and Outcome 3 (help develop/learn, M = 3.39) were a little below the overall mean. Outcome 4 (social support, M = 3.11) was the weakest outcome.

#### *Outcome 1: Understanding of Children*

The mean response for Outcome 1 (**M = 3.36**) was just under the overall survey mean (M = 3.42). The greatest strength was in caregivers' ability to perceive children's progress (M = 3.62). The relative weakness was in knowing about children's special needs (M = 3.14). This is a typical pattern within Outcome 1.

#### *Outcome 2: Rights and Advocacy*

Most often, Outcome 2 is one of the stronger outcome-level mean results. That was the case this year (M = 3.36, n = 50). It was slightly higher than the previous year (3.30, n = 56). The greatest strength was in whether or not caregivers were *comfortable in*

*meetings with professionals* ( $M = 3.76$ ). The relative weakness was being *fully informed about the programs and services that are available for our child and family* ( $M = 3.04$ ).

### *Outcome 3: Helping Children Develop and Learn*

The mean response for Outcome 3 ( $M = 3.39$ ,  $n = 50$ ) was below the overall survey mean ( $M = 3.42$ ). It was statistically significantly higher than the previous year ( $3.25$ ,  $n = 55$ ).

The strongest item was *working with professionals to develop a plan* ( $M = 3.60$ ). The greatest weakness was in knowing how to *help children learn appropriate behavior* ( $M = 3.24$ ). This is a consistent pattern within Outcome 3.

### *Outcome 4: Social Support*

The mean response for Outcome 4 ( $M = 3.11$ ) was below the overall survey mean ( $M = 3.70$ ). Outcome 4 typically is one of the weaker outcomes. It was lower than the previous year ( $3.12$ ,  $n = 55$ ), and although close to significant ( $p=0.051$ ), the difference was not significant. The greatest strength within Outcome 4 was in having *people to talk with to deal with problems or celebrate when good things happened* ( $M = 3.32$ ). The greatest weakness was in having resources for *occasional childcare* ( $M = 2.82$ ); this was the greatest weakness of all items this year. This represents a typical pattern within Outcome 4.

### *Outcome 5: Community Access*

One item within Outcome 5 is not applicable to a large portion of families and not included in aggregate analyses. To represent all results, the outcome mean is estimated. The mean estimated Outcome 5  $M \cong 3.43$  can be considered an estimated mean for the whole outcome area. *Access to excellent medical care* ( $M = 3.51$ ) was the greatest strength. The greatest weakness was access to *participate fully in the community* ( $M = 3.34$ ). This represents a typical pattern within Outcome 5.

### *Outcome 6: Satisfaction with ILP Services*

Outcome 6 was the strongest outcome area. The mean response ( $M = 3.63$ ) was lower than the overall survey mean ( $M = 3.70$ ), a typical pattern for Outcome 6. Each item within Outcome 6 had very strong results. At the regional level, satisfaction ranged from 3.63 to 3.75, highest in the Southcentral Region.

## **Pattern of Item-Level Results**

Following are the aspects of family knowledge, resources, and abilities from the strongest to the weakest, as measured in the 2023 survey. Four of these item results surpassed a benchmark for stronger outcomes (greater than or equal to 3.50), compared to two in the previous year. The lowest items are typically among the weakest results on the survey.

### **Stronger Outcomes**

- Worked with professionals to develop a plan ( $M = 3.60$ )
- Access to resources for excellent medical care ( $M = 3.51$ )\*

- Able to perceive the child's progress ( $M = 3.62$ )
- Comfortable in meetings with professionals ( $M = 3.76$ )

#### ***Moderate to Weaker Outcomes***

- Access to social resources, people to talk with ( $M = 3.32$ )
- Informed of the right to choose EI services ( $M = 3.44$ )
- Understands the child's development ( $M = 3.32$ )
- Knows how to help the child develop and learn ( $M = 3.32$ )
- Able to do the activities the family enjoys ( $M = 3.20$ )
- Access to opportunities for community inclusion ( $M = 3.34$ )
- Knows about the child's special needs ( $M = 3.14$ )
- Knows what to do if not satisfied with services ( $M = 3.20$ )
- Knows how to help the child learn appropriate behavior ( $M = 3.24$ )

#### ***Weakest Outcomes***

- Informed of available programs and services ( $M = 3.04$ )
- Access to resources for occasional childcare ( $M = 2.82$ )

\*Items that were among the stronger items in the previous year.

### **Social-Emotional Development**

One item is intended to measure success of ILP efforts to help improve the social-emotional development of children, or how well the ILP helped families enjoy relationships with their children. A mean rating of 3.734 was a strong result, similar to the previous year. At the regional level, means ranged from 3.54 to 3.78, highest in the Southcentral Region.

### **Statewide Satisfaction**

Overall satisfaction in 2023 was a mean of **3.70** on a 1-4 scale. The vast majority of families (approximately 94%) were satisfied all (≈68%) or most (≈22%) of the time with the ILP services they received.

### **Comments Added to Surveys**

Twenty-one (42%) responding caregivers added comments to surveys. Over three quarters (76%) of the comments were positive- expressing gratitude and satisfaction.

## Introduction

The Alaska Early Intervention • Infant Learning Program (Alaska ILP) is administratively under the Division of Senior and Disabilities Services (SDS) within the Department of Health and Social Services. The mission of the Alaska ILP is “to build upon natural supports and provide resources that assist family members and caregivers to enhance children's learning and development through everyday learning opportunities.”

To assist children who are at risk for disabilities or developmental delays to have a healthier start in life (birth to age 3), the Alaska ILP oversees an array of flexible early intervention services. During the previous calendar year, 15 ILP grantees delivered community-level services across the state through local agencies. Grantees typically include school districts, mental health associations, regional tribal health organizations, parent associations, and other nonprofit organizations. ILP services include developmental screening and evaluation; individualized family service plans; home visits; physical, occupational, and speech therapies; and children’s mental health services. ILP providers share assessment, development, and intervention information and strategies with families, deal with specialized equipment, and make appropriate referrals to meet child and family needs that are beyond the scope of ILP providers.

Alaska ILP funding comes from multiple sources including State general funds, federal Part C funds, Medicaid, and billing receipts from insurance and other third-party payers. Alaska ILP activity and progress are reported to the U.S. Department of Education Office of Special Education Programs (OSEP). OSEP requires State agencies to develop and implement outcome measures to evaluate infant and toddler programs operated under Part C of the Individuals with Disabilities Education Act (IDEA). Through a developmental process of working with experts and stakeholders, OSEP identified five family outcome areas. Guided by this framework, an annual Family Outcomes Survey gathers this type of information from the perspective of families in Alaska who received ILP services, along with their general level of satisfaction with services:

1. Families understand their children’s strengths, abilities, and special needs.
2. Families know their rights and advocate effectively for their children.
3. Families help their children develop and learn.
4. Families have support systems.
5. Families access desired services, programs, and activities in their communities.
6. Families are satisfied with the services they receive.



# Methodology

## Historical Development

Prior to 2008, the instrument used to measure family outcomes was adopted from the Early Childhood Outcomes Center. The method was a census approach with one survey per child who received any Part C services in the previous calendar year. Evaluators recommended greatly simplifying the 8-page instrument, but matching the focus of ECO items. Methodological recommendations included making the family the unit of measurement, randomly selecting a segment of the population stratified by ILP grantee to receive the survey, and investing effort in a meaningful response rate. Proposed changes were approved by OSEP and first implemented in 2008.

Since then, core outcome items and methodology were fairly consistent with some improvements over time. From 2012 through 2019 there were additional items about access to childcare, but only the one most relevant to ILP services was retained since 2019. For the present survey, the childcare item was removed. One item added in 2020 is an indicator of how well the ILP helped families to promote social-emotional development. In 2021 an item was added to ask about family experiences with distance services during the COVID-19 pandemic. The present survey has an altered version of the service delivery method item. The 2023 survey consisted of 22 items and a space for comments (see the instrument in Appendix A).

Caregivers were asked to rate their experiences by choosing how often each outcome statement was true for their family: none of the time, some of the time, most of the time, or all of the time. This 4-point Likert scale was recommended to the Alaska ILP by a group of Indigenous providers who consulted about making survey instruments more culturally appropriate for the state's numerous Indigenous cultures.

All aspects of the project were reviewed and approved by the UAA Institutional Review Board and were determined to be not human subjects research.

## Participants & Selection Procedures

To be eligible for the survey, families needed to have at least one child eligible for Part C services enrolled during 1/1/2022-12/31/2022 for at least 6 months duration. Data about potentially eligible children and families is queried from the Alaska ILP statewide database. Families are removed from the population if there is insufficient information to send them a survey packet by mail. This includes families with no address, families without enough of an address to be recognized by the USPS, and families whose only address is a child protection office. Deliverable mail serves as informed consent, as well as providing an opportunity to respond by mail or online. The eligible population for the survey consisted of 735 children in 708 families.

A target group of 126 families was randomly selected from eligible families to receive the survey by mail. Random numbers are assigned to all families in the eligible population. In order to stratify by geography and by race of children, families are sorted

by ILP grantees and again by up to 5 race categories. Within each resulting ILP/race category, the 20% of families with the highest random numbers are selected.

Children with any Alaska Native heritage are defined as “Alaska Native” for stratification and analyses by race. Children with multiple races are defined as the race that is noted in addition to Caucasian/White (e.g. for a child with race= Bi-racial with multirace= Black/African American + White/Caucasian the child would be re-coded as “Black/African” for the purpose of stratification). Race data was missing for 293 children in the target group.

Small differences in demographic proportions between the eligible population and the selected target group are most likely an artifact of selection procedures that avoided systematically excluding families in low incidence race categories or with missing race data. Specifically, in the 2022 eligible population, there were 11 ILP areas where race/ethnic categories had less than two families, failing to meet a minimum threshold to include one family of that race/ethnicity in the target group. As much as possible, these families were grouped together within each respective ILP service area, and the 20% with the highest random numbers were selected into the target group.

## Survey Procedures

A third-party evaluator, the University of Alaska Anchorage (UAA) Center for Human Development (CHD), is contracted to implement the Family Outcomes Survey. Survey packets containing an invitational letter and the survey instrument were mailed to the selected target group families on April 3, 2023. A reminder postcard containing a QR code and weblink was mailed on April 18, 2023. The information letter, survey, and an envelope was mailed out to those who had not completed the survey, on May 19, 2023.

The invitational letter (Appendix A) introduces the survey and invites families to complete it by mail, online, or by using a toll-free phone number, and informs them a CHD evaluator will call if a survey is not yet completed.

When an evaluator reaches families by phone, caregivers are invited to complete the survey over the phone. Requests to call at another time, opt out, or send information in the mail or via email are honored with courtesy. Having a working phone number is not required for inclusion in the target group.

As the survey deadline approached, a reminder email with the online survey link and unique participant identifier was sent to any remaining non-responders in the target group. Emails were sent on April 25, 2023, May 31, 2023, and June 12, 2023.

The survey was closed on June 19, 2023.

## Data Analysis

Note: For statistical tests, equal variances are assumed unless indicated otherwise.

**Summaries of responses.** Typical analyses to summarize responses to survey items include descriptive statistics such as frequencies, distributions, and measures of central

tendency. Summaries often include the proportion of combined all/most responses (positive half of the scale) and some/none responses (negative half of the scale).

**Comparisons across four regions.** A univariate analysis of variance is used to test for differences by region at the outcome-level and sometimes at the item-level. Post hoc testing uses Tukey for pairwise comparisons when differences among variances are small, Levene's test is  $> .05$ , and equal variances are assumed. Post hoc testing uses Dunnett C when differences among variances are larger, Levene's test is  $< .05$ , and equal variances are not assumed.

**Comparisons between years.** When an outcome or item mean appears different from a previous year, the two results are compared using an independent 2-tailed t-test.

**Comparisons by race.** There are only enough children of Alaska Native and white heritage to test for differences by race. Independent 2-tailed t-tests determine differences at the outcome-level. When outcome-level results indicate potential item-level differences, those items are tested. If a difference by race is significant, there is a follow-up test for difference by rural versus urban residence, which can be a confounding variable.

**Qualitative data.** Comments tend to fall into general satisfaction categories of positive, negative, or mixed positive/negative.

## Respondents

### Response Rates

Fifty surveys were completed by families from the target group for an overall response rate of 47%. The following shows how it is calculated. "No contact" is mail returned as undeliverable too late for replacement.

- 126 Target Families
  - 50 eligible completed surveys (S)
  - 76 opted out or did not respond (O)
  - 0 no contact (N)
- Response Rate:  $S / (S+O+N) = 0.3968$  or 40%

About 6% ( $n = 3$ ) of the 50 respondents completed surveys by mail, 50% ( $n = 25$ ) completed the survey online, and 44% ( $n = 22$ ) responded over the phone when called by an evaluator. This is a major shift in survey response. Historically only 25% of completed surveys have been by mail or online.

### Response Characteristics

The largest proportion of responses came from the Anchorage region and the smallest from the Southeast region. The ILP program and region is unknown for 1 respondent.

Table 1 shows the number and proportion of response rates sorted by Alaska ILP regions which is further broken-down by ILP grantee in Table 2. The highest response rate was in the Northern region (44%), followed closely by the Southeast region (41%).

The Anchorage region had a 38% response rate and the Southcentral region had the lowest response rate of 33%.

*Table 1: Response sorted by ILP regions*

Region	Alaska ILP Grantees (ILP Code)	Sent	Rec'd	%
1. Northern	Alaska Center for Children & Adults (ACC) Northwest Arctic Borough School District (NWA) Norton Sound Health Corporation (NSH) Tanana Chiefs Conference (TCC)	32	14	44%
2. Anchorage	Programs for Infants & Children (PIC) FOCUS – Family Outreach Center for Understanding Special Needs (FOC)	48	18	38%
3. Southcentral	Bristol Bay Area Health Corporation (BBA) Kodiak Area Native Association (KAN) Mat-Su Services for Children & Adults (MSU) Yukon Kuskokwim Health Corporation (YKH)	24	8	33%
4. Southeast	Center for Community (CFC) Community Connections (CCK) Frontier Community Services (FCS) REACH, Inc. (REA) Sprout Family Services (SFS)	22	9	41%

*Table 2: Response sorted by ILP regions and grantees*

Region	Alaska ILP Grantees (ILP Code)	Service Area	Sent	Rec'd	%
5. Northern	Alaska Center for Children & Adults (ACC)	Fairbanks, Copper River, Delta-Greeley, North Slope	27	14	52%
	Northwest Arctic Borough School District (NWA)	Northwest Arctic	3	0	0%
	Norton Sound Health Corporation (NSH)	Norton Sound Region	1	0	0%
	Tanana Chiefs Conference (TCC)	Interior, TCC area	1	0	0%
6. Anchorage	Programs for Infants & Children (PIC)	Anchorage, Girdwood, Whittier	40	15	38%
	FOCUS – Family Outreach Center for Understanding Special Needs (FOC)	Chugiak, Eagle River, JBER, Cordova, Valdez area	8	3	38%
7. Southcentral	Bristol Bay Area Health Corporation (BBA)	Bristol Bay area	2	1	50%
	Kodiak Area Native Association (KAN)	Kodiak Island	3	1	33%
	Mat-Su Services for Children & Adults (MSU)	Mat-Su Borough	15	4	27%
	Yukon Kuskokwim Health Corporation (YKH)	Yukon Kuskokwim area	4	2	50%

Region	Alaska ILP Grantees (ILP Code)	Service Area	Sent	Rec'd	%
8. Southeast	Center for Community (CFC)	Sitka, Kake, Angoon area	1	1	100%
	Community Connections (CCK)	Ketchikan, Prince of Wales Island, Metlakatla area	5	3	60%
	Frontier Community Services (FCS)	Kenai, Soldotna area	4	1	25%
	Sprout Family Services (SFS)	Homer, Seward, Aleutians	2	2	100%
	REACH, Inc. (REA)	Juneau, Haines, Petersburg	10	2	20%

Within ILP regions and sometimes within grantee service areas, both urban and rural populations are served. If children in families with mailing addresses in Anchorage, Eagle River, Fairbanks, and Juneau are defined as more urban, 65.9% in the responding sample were more urban and the remaining 34.1% more rural. This was very close to the urban/rural proportions in the target group, and compares to 64.1% urban, 35.9% rural in the eligible population. There was very little difference in response rates based on urban/rural residence.

Twenty-two (44%) of this year’s responses were completed over the phone. Calls were conducted weekdays, evenings, and on weekends in attempts to reach people when they were available. However, having a working phone number was not a requirement for being in the target group.

Of the 11 families who could not be reached by phone or declined to participate, five (45%) were rural families, which is slightly larger than the proportion of rural families in the sample (35.9%). Of the 11 children in these families about 64% ( $n = 7$ ) had American Indian/Alaska Native heritage, which was much larger than the proportion of American Indian/Alaska Native children in the target group 34.1% ( $n = 43$ ). The pattern in these non-response factors by urban/rural residence or by race indicates a possible concern with the representativeness of the small sample.

The non-responding families are typically those who were not able to be reached by phone. Email, mail and phone attempts to reach the non-responding sample before the survey deadline were unsuccessful.

**Demographics of Responding Families**

A proportion of caregivers in the population are not the biological parents of the children in the family. Caregivers can be grandparents, foster parents, and legal guardians. Thus, the race/ethnicity of families cannot be entirely assumed from the race/ethnicity of children in data collected by the Alaska ILP.

Among the 50 families who responded to the survey, there were 50 children who met the criteria for their families to be included in this sample. Children with American

Indian/Alaska Native heritage (as a single race or one of two or more races) accounted for 17 children (30.4%). White as a single race accounted for 24 children (48%). Together this was most of the children in the responding sample of families: 38 of 50 children, or 76%.

The proportion of children with American Indian/Alaska Native heritage in responding families (28%) compared to the target families (24.6%); it was also larger than the proportion of those reporting American Indian/Alaska Native heritage among eligible families (16.2%). The proportion of children with white as a single race in responding families (48%) compared to 41.3% of target and 33.1% of eligible families. American Indian/Alaska Native children were not under-represented in the responding sample. No race was available for 41.8% of the eligible population.

Table 3 shows the data on race/ethnicity of children across the families who responded to the survey, those in the randomly selected target group, and the total population of children eligible for the survey. More than one race could be indicated for one child, and Hispanic/Latino is an ethnicity across multiple races.

*Table 3: Race/ethnicity of children in responding families compared to the target group and the eligible population*

Race/Ethnicity of Children	Responders	Target Group	Eligible
Alaska Native/American Indian	14 (28%)	31 (24.6%)	119 (16.2%)
Asian or Pacific Islander	4 (8%)	11 (8.7%)	44 (6.0%)
Black/African American	4 (8%)	9 (7.1%)	22 (3.0%)
White	24 (48%)	52 (41.3%)	243 (33.1%)
No race indicated	4	23	307
Hispanic/Latino	9 (18%)	19 (15.1%)	37 (5%)

Table Note: Single race or mixed race.

The average age of children at the time of the 2023 survey was 27.27 months for the eligible population, 27.92 months for the target population and 27.80 months for the responding population. All families included in the 2023 survey had one or more children enrolled in an ILP and qualified for Part C services.

Table 4 shows the qualifying categories of children across the responders, target group, and eligible population. For all three, the reason the largest proportion of children qualified (64% to 67%) was a documented delay of over 60%. Predominance on this factor is typical.

*Table 4: How children in responding families qualified for services compared to the target group and the eligible population*

Qualifying Category	Responders	Target Group	Eligible
Part C Diagnosis	11 (22%)	24 (19%)	178 (25%)
Delays > 50%	32 (64%)	84 (67%)	480 (65%)
Clinical Opinion	6 (12%)	18 (14%)	77 (10%)

## Summary of Respondent Characteristics

Based on the data collected by the Alaska ILP, characteristics of children were fairly similar across responding families, the selected target group, and the total eligible population. The only difference that may indicate a potential issue regarding representativeness of the responding sample was among the race of nonresponding families. Of the 11 nonresponding families, about 64% ( $n = 7$ ) had American Indian/Alaska Native heritage, which was slightly larger than the proportion of American Indian/Alaska Native children in the target group 34.1% ( $n = 43$ ).

## Results

Notes: All reported percentages in results are rounded, thus percentages broken down by subcategories do not necessarily add up to exactly 100%.

The total number of responses can vary by survey item largely because respondents could choose to skip any item. In rare cases, a respondent might circle multiple responses to one item on a paper survey, which is also treated as missing data.

Cases with missing data may be automatically excluded from aggregate statistical tests. If so, this will be indicated in the number of cases ( $n$ ) reported with results.

*Table 5: Overall Outcome means 2018-2023 surveys*

Survey Year	Overall mean (1-4 scale)
2023	3.42
2022	3.32
2021	3.45
2020	3.41
2019	3.33
2018	3.48

Most responding caregivers were confident in their knowledge and abilities, and available resources usually met their needs.

Within 2023 results, there were no meaningful differences in survey completion across the four regions. There were also no meaningful differences in completion by race.

## Outcome 1: Understanding Children

Items 1-3 on the survey asked respondents to indicate how often they understood their children's development, special needs, and progress. The mean response for Outcome 1 ( $M = 3.36$ ,  $n = 50$ ) was just under the overall survey mean ( $M = 3.42$ ), and statistically significantly higher than the previous year ( $3.23$ ,  $n = 56$ ).

The greatest strength was in caregivers' *ability to perceive children's progress* ( $M = 3.62$ ). The relative weakness was in *knowing about children's special needs* ( $M = 3.14$ ). This is a typical pattern within Outcome 1.

**Item 1: Our child is growing and learning, and we understand our child's development very well**

The mean response on Item 1 was **3.32**,  $n = 50$ ,  $SD = .653$ . About 90% of responding families indicated they understood their children's development very well most (48%) or all (42%) of the time. The item mean often hovers around the overall survey mean (3.42). The mean was higher than the previous year 3.25 ( $n = 56$ ), but not significantly.

*Item 1 Response Frequency*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	5	10
3-Most of the time	24	48
4-All of the time	21	42
Missing:	0	---

**Item 2: We know most of what we need to know about our child's special needs**

The mean response on Item 2 was **3.14**,  $n = 50$ ,  $SD = .783$ . About 80% of responding families indicated they knew what they needed to know about their children's special needs most (44%) or all (36%) of the time. About 19% indicated they knew less often. The item mean was below the overall survey mean (3.42). It was higher than the previous year (3.05,  $n = 56$ ), but not significantly. It is typical for responses on this item to be among relatively weaker results on the survey.

*Item 2 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	9	18.0
3-Most of the time	22	44.0
4-All of the time	18	36.0
Missing:	0	---

**Item 3: We can tell if our child is making progress**

The mean response on Item 3 was **3.62**,  $n = 50$ ,  $SD = .567$ . About 94% of respondents indicated they could tell if their children were making progress most (30%) or all (66%) of the time. This item usually has a strong result. It was higher than the previous year (3.39,  $n = 56$ ).



### Item 3 Response Frequency

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	2	4.0
3-Most of the time	15	30.0
4-All of the time	33	66.0
Missing:	0	---

## Outcome 2: Rights & Advocacy

Items 4-7 asked respondents to indicate how much they knew about their rights and their capacity to advocate effectively on behalf of their children. Most often, Outcome 2 is one of the stronger outcome-level mean results. That was the case this year ( $M = 3.36$ ,  $n = 50$ ). It was slightly higher than the previous year ( $3.30$ ,  $n = 56$ ).

The greatest strength was in whether or not caregivers were *comfortable in meetings with professionals* ( $M = 3.76$ ). The relative weakness was being *fully informed about the programs and services that are available for our child and family* ( $M = 3.04$ ).

### Item 4: We are fully informed about the programs and services that are available for our child and family

The mean response on Item 4 was  $3.04$ ,  $n = 50$ ,  $SD = .856$ . About 74% of responding families indicated they were informed about programs/services most (40%) or all (34%) of the time. The item mean was below the overall survey mean (3.42). It was lower than the previous year ( $3.07$ ,  $n = 56$ ), but not significantly. It is not unusual for responses on this item to be among relatively weaker items on the survey.

### Item 4 Response Frequency

Rating	Frequency	Percent
1-None of the time	2	4.0
2-Some of the time	11	22.0
3-Most of the time	20	40.0
4-All of the time	17	34.0
Missing:	0	---

### Item 5: We have been informed of our right to choose which Early Intervention services we receive

The mean response on Item 5 was  $3.44$ ,  $n = 50$ ,  $SD = .884$ . About 86% of respondents indicated they were informed of their right to choose services most (22%) or all (64%) of the time. This item usually has a strong result and this year was typical. The item mean was above the overall survey mean (3.42). It was higher than the previous year ( $3.38$ ,  $n = 56$ ), but not significantly.

### Item 5 Response Frequency

Rating	Frequency	Percent
1-None of the time	3	6.0
2-Some of the time	4	8.0

Rating	Frequency	Percent
3-Most of the time	11	22.0
4-All of the time	32	64.0
Missing:	0	---

**Item 6: We are comfortable participating in meetings with professionals to plan services or activities for our child**

The mean response on Item 6 was **3.76**,  $n = 50$ ,  $SD = .517$ . A very high 96% of respondents indicated they were comfortable participating in meetings most (16%) or all (80%) of the time. This item is typically strong and this year it was tied as the strongest item on the survey. It was higher than the previous year (3.71,  $n = 55$ ), but not significantly.

*Item 6 Response Frequency*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	2	4.0
3-Most of the time	8	16.0
4-All of the time	40	80.0
Missing:	0	---

**Item 7: We know what to do if we are not satisfied with any part of our child’s program and services**

The mean response on Item 7 was **3.20**,  $n = 50$ ,  $SD = 1.088$ . About 78% of responding families indicated they knew what to do if not satisfied with programs/services most (22%) or all (56%) of the time. This year it was higher than the previous year (3.07,  $n = 55$ ), but not significantly.

*Item 7 Response Frequency*

Rating	Frequency	Percent
1-None of the time	7	14.0
2-Some of the time	4	8.0
3-Most of the time	11	22.0
4-All of the time	28	56.0
Missing:	0	---

**Outcome 3: Helping Children Develop & Learn**

Items 8-10 on the survey asked respondents to indicate how well they knew how to help their children develop, behave, and learn new skills. The mean response for Outcome 3 ( $M = 3.39$ ,  $n = 50$ ) was below the overall survey mean ( $M = 3.42$ ). It was statistically significantly higher than the previous year (3.25,  $n = 55$ ).

The strongest item was *working with professionals to develop a plan* ( $M = 3.60$ ). The greatest weakness was in knowing how to *help children learn appropriate behavior* ( $M = 3.24$ ). This is a consistent pattern within Outcome 3.

**Item 8: We know how to help our child develop and learn**

The mean response on Item 8 was **3.32**,  $n = 50$ ,  $SD = .741$ . About 88% of responding families indicated they knew how to help children develop and learn most (42%) or all (46%) of the time. It was higher than the previous year (3.24,  $n = 55$ ) but not significantly.

*Item 8 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	5	10.0
3-Most of the time	21	42.0
4-All of the time	23	46.0
Missing:	0	---

**Item 9: We know how to help our child learn appropriate behavior**

The mean response on Item 9 was **3.24**,  $n = 50$ ,  $SD = .657$ . About 88% of responding families indicated they knew how to help their children learn appropriate behavior most (52%) or all (36%) of the time. Response on this item tends to be among relatively weaker results. It was statistically significantly higher than the previous year (3.05,  $n = 55$ ).

*Item 9 Response Frequency*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	6	12.0
3-Most of the time	26	52.0
4-All of the time	18	36.0
Missing:	0	---

**Item 10: Our family has worked with professionals to develop a plan to help our child learn new skills**

The mean response on Item 10 was **3.60**,  $n = 50$ ,  $SD = .639$ . About 92% of respondents indicated they had worked with professionals to develop plans for their children most (24%) or all (68%) of the time. Typically, this item has fairly strong results. It was statistically significantly higher than the previous year (3.47,  $n = 55$ ).

*Item 10 Response Frequency*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	4	8.0
3-Most of the time	12	24.0
4-All of the time	34	68.0
Missing:	0	---

## Outcome 4: Social Support

Items 11-13 on the survey asked respondents to indicate access to resources for emotional support, assistance from others, and to do activities their families enjoyed. The mean response for Outcome 4 ( $M = 3.11$ ) was below the overall survey mean ( $M = 3.70$ ). Outcome 4 typically is one of the weaker outcomes. It was lower than the previous year (3.12,  $n = 55$ ), and although nearly significant ( $p = 0.051$ ), the difference missed significance by 0.001.

The greatest strength within Outcome 4 was in having *people to talk with* to deal with problems or celebrate when good things happened ( $M = 3.32$ ). The greatest weakness was in having resources for *occasional childcare* ( $M = 2.82$ ); this was the greatest weakness of all items this year. This represents a typical pattern within Outcome 4.

### Item 11: There are people we can talk with any time we want to help us deal with problems or celebrate when good things happen

The mean response on Item 11 was  $3.32$ ,  $n = 50$ ,  $SD = .868$ . About 82% of responding families indicated they had people they could talk with to deal with problems or celebrate good things most (28%) or all (54%) of the time. As is typical, response on this item was among stronger results on the survey. It was lower than the previous year (3.45,  $n = 55$ ), but not significantly.

#### Item 11 Response Frequency

Rating	Frequency	Percent
1-None of the time	2	4.0
2-Some of the time	7	14.0
3-Most of the time	14	28.0
4-All of the time	27	54.0
Missing:	0	---

### Item 12: We have people we can call on for help when we need someone to watch our child for a short time

The mean response on Item 12 was  $2.82$ ,  $n = 50$ ,  $SD = 1.063$ . The higher standard deviation indicates a larger variance among responses. About 62% of responding families indicated they had people to watch their children for a long time, most (28%) or all (34%) of the time. In comparison to previous years, the distribution this year was relatively even. Typically, this item is among the weakest on the survey; it was the weakest item on the 2021 survey and was the weakest on the 2022 survey. It was lower than the previous year (2.75,  $n = 55$ ), but not significantly.

#### Item 12 Response Frequency

Rating	Frequency	Percent
1-None of the time	7	14.0
2-Some of the time	12	24.0

Rating	Frequency	Percent
3-Most of the time	14	28.0
4-All of the time	17	34.0
Missing:	0	---

**Item 13: We are able to do the activities our family enjoys**

The mean response on Item 13 was 3.20,  $n = 50$ ,  $SD = .782$ . About 82% of responding families indicated they were able to do the activities they enjoyed most (42%) or all (40%) of the time. Typically, response on this item is among relatively weaker results. This year it was higher than the previous year (3.15,  $n = 55$ ), but not significantly.

*Item 13 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	8	16.0
3-Most of the time	21	42.0
4-All of the time	20	40.0
Missing:	0	---

**Outcome 5: Community Access**

Items 14, and 15 asked respondents to indicate levels of access to desired services, programs, and activities in the community. The mean for Outcome 5 ( $M = 3.43$ ) was just above the overall survey mean (3.70).

Access to *excellent medical care* ( $M = 3.51$ ) was the greatest strength. The greatest weakness was access to *participate fully in the community* ( $M = 3.34$ ). This represents a typical pattern within Outcome 5.

**Item 14: We have excellent medical care for our child**

The mean response on Item 14 was **3.51**,  $n = 49$ ,  $SD = .681$ . A high 94% of respondents indicated they had access to excellent medical care for their children most (35%) or all (59%) of the time. Response on this item was among the stronger results on the survey, which is a typical result. This year it was slightly lower than the previous year (3.56,  $n = 55$ ), but not significantly.

*Item 14 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	2	4.0
3-Most of the time	17	34.0
4-All of the time	29	58.0
Missing:	1	2.0

**Item 15: Our child has opportunities to fully participate in activities in the community (e.g., playing with others, social or religious events)**

The mean response on Item 15 was **3.34**,  $n = 50$ ,  $SD = .872$ . About 82% of responding families indicated their children had access to opportunities for community inclusion most (26%) or all (56%) of the time. A notable 18% indicated less access. Most often, response on this item leans toward relatively weaker results. This year was slightly higher than the previous year (3.15,  $n = 55$ ), but not significantly.

*Item 15 Response Frequency*

Rating	Frequency	Percent
1-None of the time	2	4.0
2-Some of the time	7	14.0
3-Most of the time	13	26.0
4-All of the time	28	56.0
Missing:	0	---

**Outcome 6: Satisfaction with ILP Services**

Note: Detail about regional patterns of responses on satisfaction items is covered in a later section of this report.

Items 16, 17, and 18 on the survey are about what people thought about the quality and effectiveness of the services they received. It started with the statement, “Our ILP provider has done an excellent job...” followed by statements that respondents were asked to rate. Three of these were the traditional satisfaction indicators based on OSEP standards covering how well the ILP helped families know their rights, communicate their children’s needs, and to help their children develop and learn. Only these three are included in collective analyses for Outcome 6, or overall satisfaction. This year, additional instructions were provided prior to the satisfaction questions to communicate detail in the construct per the OSEP Family Outcomes Survey ©2010. The mean response ( $M = 3.63$ ) was higher than the overall survey mean ( $M = 3.42$ ); the Outcome 6 mean historically is higher than the overall survey mean. It was slightly lower than the previous year (3.64,  $n = 79$ ), but not significantly.

**Item 16: Our ILP provider has done an excellent job helping us know our rights**

The mean response on Item 16 was **3.63**,  $n = 48$ ,  $SD = .733$ . About 94% of responding families indicated the ILP had done an excellent job helping them know their rights most (20%) or all (70%) of the time. About 6% were less satisfied. The mean was slightly higher than the previous year (3.58,  $n = 55$ ), but not significantly.

*Item 16 Response Frequency*

Rating	Frequency	Percent
1-None of the time	2	4.0
2-Some of the time	1	2.0
3-Most of the time	10	20.0
4-All of the time	35	70.0

Rating	Frequency	Percent
Missing:	2	4.0

**Item 17: Our ILP provider has done an excellent job helping us effectively communicate our child's needs**

The mean response on Item 17 was **3.73**,  $n = 48$ ,  $SD = .610$ . About 96% of responding families indicated the ILP had done an excellent job helping them communicate their children's needs most (16%) or all (76%) of the time. About 4% were less satisfied. Response on this item is typically a very strong result and tied as the strongest item on the survey. The mean was higher than the previous year (3.71,  $n = 55$ ), but not significantly.

*Item 17 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	1	2.0
3-Most of the time	8	16.0
4-All of the time	38	76.0
Missing:	2	4.0

**Item 18: Our ILP provider has done an excellent job helping us help our child develop and learn**

The mean response on Item 18 was **3.75**,  $n = 48$ ,  $SD = .565$ . About 98% of responding families indicated the ILP had done an excellent job helping them help their children develop and learn most (18%) or all (76%) of the time. About 2% were less satisfied. Response on this item is typically a very strong result. The mean was slightly higher than the previous year (3.64,  $n = 55$ ), but not significantly.

*Item 18 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	–	–
3-Most of the time	9	18.0
4-All of the time	38	76.0
Missing:	2	4.0

**Social-Emotional Development**

Item 19 was added to measure success of ILP efforts to improve social-emotional development (SED).

**Item 19: Our ILP provider has done an excellent job helping us enjoy our relationship with our child**

The mean response on Item 19 was **3.73**,  $n = 48$ ,  $SD = .610$ . About 96% of responding families indicated the ILP had done an excellent job helping them enjoy relationships with their children most (16%) or all (76%) of the time. This result was slightly higher than the previous year ( $M = 3.66$ ,  $n = 47$ ), but not significantly.

#### *Item 19 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	1	2.0
3-Most of the time	8	16.0
4-All of the time	38	76.0
Missing:	2	4.0

### **Service Delivery Methods**

ILPs had to adjust during the pandemic to safely continue delivering early intervention services for families. Many adopted “distance” or “telehealth” methods. They reported using more strategies such as mailings, phone calls, and virtual home visits. The survey asked respondents about the service delivery format that best works for them.

#### **Item 20: Our ILP delivers in a format that works for us. How often is this true?**

The mean response on Item 20 was **3.67**,  $n = 45$ ,  $SD = .640$ . About 96% of responding families indicated the ILP delivers services in a format that works for them most (20%) or all (66%) of the time.

#### *Item 20 Response Frequency*

Rating	Frequency	Percent
1-None of the time	1	2.0
2-Some of the time	1	2.0
3-Most of the time	8	20.0
4-All of the time	33	66.0
Missing:	5	10.0

#### **Item 21: What type of ILP service delivery method works best for your family?**

During the pandemic, many ILPs used “distance” methods such as mailings, phone calls, or virtual home visits and continue to use those methods in 2022. Item 21 was added to the survey in 2022 to inquire about service delivery methods that work best for families. Respondents were asked to check all methods that were applicable to their family.

#### *Item 21 Response Frequency*

Method	Frequency	Percent
Mailings	3	6.0
Phone	13	26.0
Telehealth/Zoom/Virtual visits	21	42.0
In-person	37	74.0
Missing:	0	–



Table 7 shows results at the regional-level on the SED item were all strong. The strongest result was in the Southcentral Region.

*Table 7: Mean SED Results by Region*

Region	<i>M</i>	<i>n</i>
<b>Northern Region:</b> ACC, NSH, NWA, TCC	3.54	13
<b>Anchorage Region:</b> PIC, FOC	3.68	18
<b>Southcentral Region:</b> BBA, KAN, MSU, YKH	3.86	10
<b>Southeast Region:</b> CFC, CCK, FCS, HCS, REA	3.80	7

## Expanded Look at Satisfaction with ILP Services

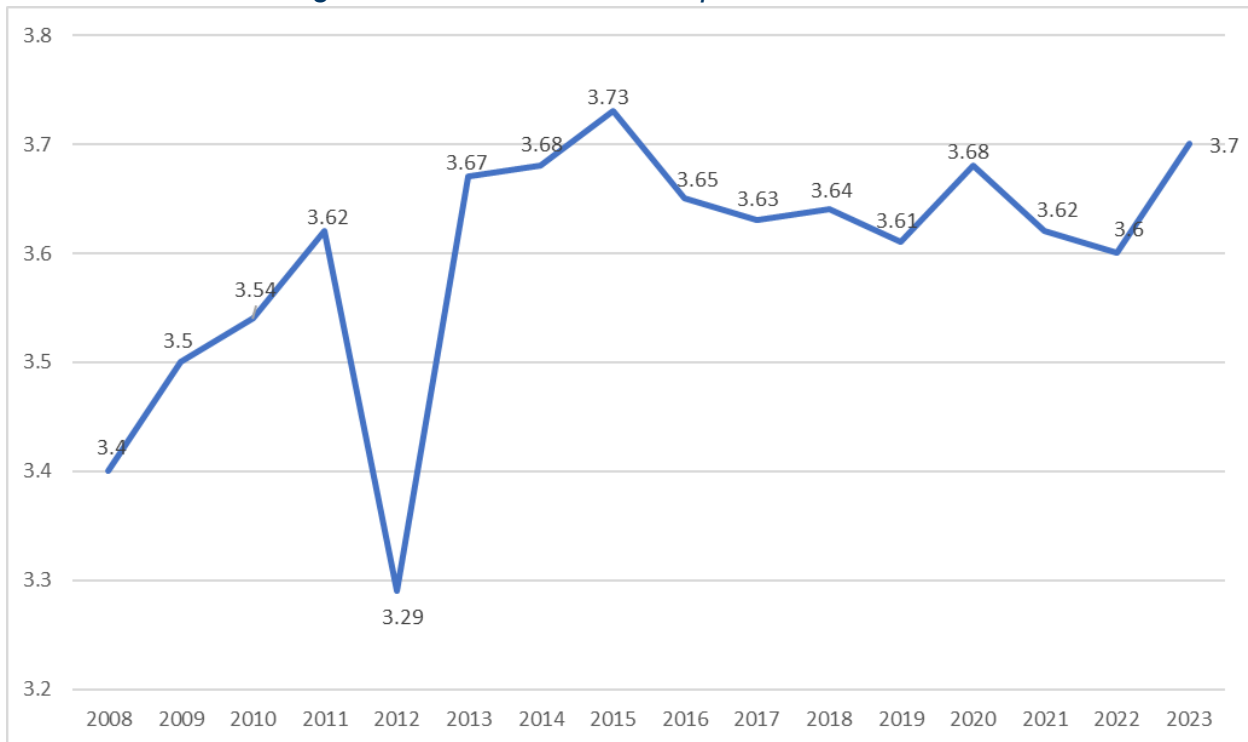
### Statewide Satisfaction

The three satisfaction items based on OSEP standards and included in Outcome 6 have remained exactly the same since the 2008 survey. Overall satisfaction in 2023 was a mean of **3.70** on a 1-4 scale. The vast majority of families (approximately 94%) were satisfied all ( $\cong 68\%$ ) or most ( $\cong 22\%$ ) of the time with the ILP services they received.

### Satisfaction Trend

With the exception of a 2012 downturn in satisfaction attributed to higher turnover of ILP service providers, satisfaction in 2023 continued an overall trend of very strong results. The results since 2008 are illustrated in Figure 2.

*Figure 2: Overall satisfaction pattern since 2008*



### Regional Satisfaction

Caveat: When item data is broken down by region and further broken down by grantee, results are increasingly less reliable and should be interpreted with caution.

### Overall Satisfaction by Region

Table 8 shows overall satisfaction for each Alaska ILP region. The Northern region had the highest satisfaction mean. All results were strong. There was not a statistically meaningful difference across the four regions.

Table 8: Overall satisfaction by ILP region

Region	M	n
<b>Northern Region:</b> ACC, NSH, NWA, TCC	3.54	13
<b>Anchorage Region:</b> PIC, FOC	3.69	18
<b>Southcentral Region:</b> BBA, KAN, MUS, YKH	3.87	10
<b>Southeast Region:</b> CFC, CCK, FCS, HCS, REA	3.81	7

Table Note: Statewide satisfaction mean was 3.70 (n = 50), 1 record missing ILP

### Satisfaction Items by Region

Note: Capped and bolded text below from the satisfaction items is used to identify these items in following tables and figures: *Our ILP provider has done an excellent job...*

- helping us know our **RIGHTS**.
- helping us effectively communicate our child's **NEEDS**.
- helping us help our child develop and **LEARN**.

Table 9 shows satisfaction results broken down by region. Most often, regional item means are relatively lower or higher than others, but not dramatically different. The highest mean on a satisfaction item this year was in the Southcentral region.

Table 9: Mean response on satisfaction items by ILP region

ILP Region (n)	ILP Grantees	RIGHTS	NEEDS	LEARN
Northern (13)	ACC, NWA, NSH, TCC	3.54	3.54	3.54
Anchorage (18)	PIC, FOC	3.56	3.72	3.78
Southcentral (10)	BBA, KAN, MSU, YKH	3.80	3.90	3.90
Southeast (7)	CFC, CCK, FCS, HCS, REA	3.71	3.86	3.78

Table Note: Statewide satisfaction mean was 3.70 (n = 50), 1 record missing ILP

Figure 3 illustrates relative responses on the items across regions.

Figure 3: Mean results on satisfaction items by region

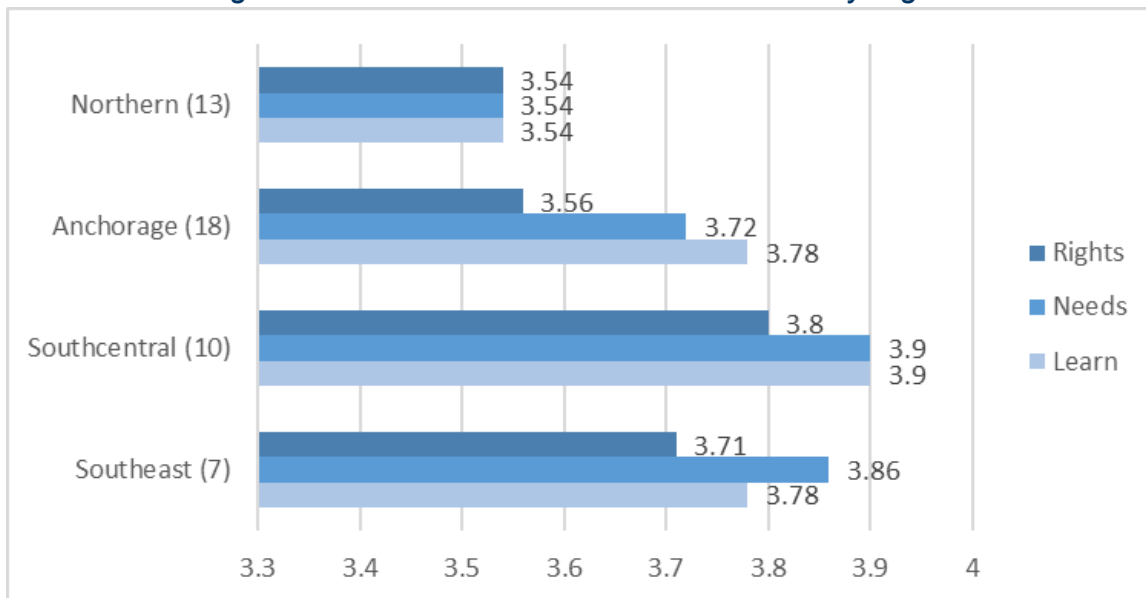


Table 10 shows mean satisfaction results further broken down by ILP grantee.

*Table 10: Mean response on satisfaction items by ILP grantee*

ILP Grantee (ILP Code – n)	RIGHTS	NEEDS	LEARN
Alaska Center for Children & Adults (ACC-14)	3.50	3.50	3.57
Bristol Bay Area Health Corporation (BBA-1)	3.00	4.00	4.00
Center for Community (CFC-1)	4.00	4.00	4.00
Community Connections (CCK-3)	3.67	3.67	3.67
Frontier Community Services (FCS-1)	4.00	4.00	4.00
FOCUS (FOC-3)	3.67	3.67	3.67
Kodiak Area Native Association (KAN-1)	4.00	4.00	4.00
Mat-Su Services for Children & Adults (MSU-4)	4.00	4.00	4.00
Northwest Arctic Borough SD (NWA-0)	---	---	---
Norton Sound Health Corporation (NSH-0)	---	---	---
Programs for Infants & Children (PIC-14)	3.57	3.79	3.79
REACH, Inc. (REA-2)	3.50	4.00	4.00
(HSC-0)	---	---	---
Sprout Family Services (SFS-2)	4.00	4.00	4.00
Tanana Chiefs Conference (TCC-0)	---	---	---
Yukon-Kuskokwim Health Corporation (YKH-2)	3.50	3.50	3.50

The following narrative takes a closer look at details of responses on the three satisfaction items within each region. It also looks more closely at regional proportions of respondents who indicated they were satisfied all or most of the time on each item. There is more confidence in regional level results if regional response rates were acceptable and the responding sample seems to be representative.

Table 11 is a summary of the proportion of respondents in each region who indicated satisfaction on each item most or all of the time. While results are relatively higher or lower, there were no statistically significant differences among regional satisfaction results.

*Table 11: Summary of satisfaction percentages by region*

ILP Region (n)	ILP Grantees	RIGHTS%	NEEDS%	LEARN%
Northern (13)	ACC, NWA, NSH, TCC	92	92	92
Anchorage (18)	PIC, FOC	89	93	100
Southcentral (10)	BBA, KAN, MSU, YKH	100	100	100
Southeast (7)	CFC, CCK, FCS, HSC, REA	100	100	100

Table Note: Statewide (n = 50) 1 record missing ILP, Rights 95%, Needs 96%, Learn 98%

### Northern Region

Forty six percent (46%) of contacted families in the Northern region responded to the 2022 survey. Of the 13 respondents, most noted an ILP did an excellent job most or all of the time helping them to know their rights (92%), helping them to effectively communicate their children’s needs (92%), and helping them to help their children develop and learn (92%). Most often, results are 90% or better on this measure for the region.

Mean satisfaction for the Northern region ( $M = 3.54$ ,  $SD = .877$ ) was not as high as last year. All item means were the same, 3.54.

*Northern Region: Rights (n = 13)*

Rating	Frequency	Percent
1-None of the time	1	7.7
2-Some of the time	0	---
3-Most of the time	3	23.1
4-All of the time	9	69.2

*Northern Region: Needs (n = 13)*

Rating	Frequency	Percent
1-None of the time	1	7.7
2-Some of the time	0	---
3-Most of the time	3	23.1
4-All of the time	9	69.2

*Northern Region: Learn (n = 13)*

Rating	Frequency	Percent
1-None of the time	1	7.7
2-Some of the time	0	---
3-Most of the time	3	23.1
4-All of the time	9	69.2

**Anchorage Region**

Thirty-eight percent (38%) of contacted families in the Anchorage region responded to the 2022 survey. Of the 18 respondents, most noted an ILP did an excellent job most or all of the time helping them to know their rights (89%), helping them to effectively communicate their children’s needs (95%), and helping them to help their children develop and learn (100%). This is higher than the previous year.

Mean satisfaction for the Anchorage region ( $M = 3.69$ ,  $SD = .620$ ) was very strong. Strength has been consistent for eight years. Item means were all high, ranging from 3.56 to 3.78.

*Anchorage Region: Rights (n = 18)*

Rating	Frequency	Percent
1-None of the time	1	5.6
2-Some of the time	1	5.6
3-Most of the time	3	16.7
4-All of the time	13	72.2

*Anchorage Region: Needs (n = 18)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	1	5.6
3-Most of the time	3	16.7
4-All of the time	14	77.8

*Anchorage Region: Learn (n = 18)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	4	22.2
4-All of the time	14	77.8

**Southcentral Region**

Thirty three percent (33%) of contacted families in the Southcentral region responded to the 2022 survey. Of the ten respondents, most noted an ILP did an excellent job most or all of the time helping them to know their rights (100%), helping them to effectively communicate their children’s needs (100%), and helping them to help their children develop and learn (100%). This is higher than the previous year.

Mean satisfaction for the Southcentral region ( $M = 3.87$ ,  $SD = 0.351$ ) was strong, a consistent result for eight years. Item means were all high, ranging from 3.8 to 3.9.

*Southcentral Region: Rights (n = 10)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	2	20.0
4-All of the time	8	80.0

*Southcentral Region: Needs (n = 10)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	1	10.0
4-All of the time	9	90.0

*Southcentral Region: Learn (n = 10)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	1	10.0
4-All of the time	9	90.0

**Southeast Region**

Forty one percent (41%) of contacted families in the Southeast region responded to the 2022 survey. Of the seven respondents, most noted an ILP did an excellent job most or all of the time helping them to know their rights (100%), helping them to effectively communicate their children’s needs (100%), and helping them to help their children develop and learn (100%). High percentages are typical for the region, often hitting well over 90%.

Mean satisfaction in the Southeast region ( $M = 3.81$ ,  $SD = .415$ ) was very strong. Item means were all very high, ranging from 3.71 to 3.88. Strong satisfaction on this measure has been highly consistent for the region over time.

*Southeast Region: Rights (n = 7)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	2	28.6
4-All of the time	5	71.4

*Southeast Region: Needs (n = 7)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	1	14.3
4-All of the time	6	85.7

*Southeast Region: Learn (n = 7)*

Rating	Frequency	Percent
1-None of the time	0	---
2-Some of the time	0	---
3-Most of the time	1	14.3
4-All of the time	6	85.7

## Comments Added to Surveys

Notes: Because researchers at the Center for Human Development have a responsibility to take reasonable measures to protect identities of survey respondents, identifying information respondents included in comments is excluded or replaced with generic terms in brackets. This type of information includes names of respondents, children, service providers, programs, areas of residence, or any contact information. If a specific disability or the amount of information about a unique medical condition and/or personal circumstances seems to make a respondent more identifiable, all or parts of the information may be excluded. In very rare instances, completely irrelevant comments may be entirely excluded.

At the end of the survey, there is a space to add comments. Twenty one (42%) respondents added comments to surveys. Potentially identifying information has been removed or replaced with generic terms in brackets.

### Sixteen Positive Comments (76% of comments)

- {name} and {name} are amazing! They have changed my family for the better. I'm so grateful to have such wonderful people helping me care for my children by teaching me to teach them.
- Our provider was excellent. Our son has graduated from services thanks to her expert help.

- Getting help for my kid is big thing for us as family, and we're so happy that my little one is growing and developing really good. She is smart and it takes away all my worries. Thanks for all the support.
- This was an amazing experience. We got lucky with our people and they were very accommodating, well educated, and kind. Thank you!
- Really appreciate and enjoy the work put in to her my child.
- I'm very appreciative of the services.
- Had a really great experience
- Helped me out a lot finding resources or advocating on my behalf for son getting into physical therapy.
- Been really great at communicating and seen great progress
- It was really helpful for us for the first 2 years to make sure we were on track
- They do a really good job at supporting me as a parent doing this all by myself, {name} and {name} are amazing. Sad that {name} is aging out of the program.
- Excellent program for any family that's unsure about their child's development
- They're really helping me out
- It is an absolutely amazing program, definitely a program I suggest to others
- She has been a #1 key to our parenting this last 4 years! LOVE her! Thanks for all her help!
- Our family received excellent and personalized engagement from the providers at AARA here in Fairbanks. They had good, caring, and relevant information. Thank you.

### **Three Mixed Comments (14% of comments)**

- Really enjoyed our program, sad that they aged out of it so recommend more programs for after the age of 3.
- We have 3 kiddos ages 2, 4 and 8. All of our children have benefited from the use of PIC in Anchorage and then private OT/SLP/PT services on an ongoing basis. We have had a very positive experience with PIC and have settled into a team of primary care, subspecialty care and therapies that work for our family. Barriers to cohesive care have been Stone Soup Group and lack of a database or roadmap to understanding what questions to be asking. SSG has been a barrier because the service provided is inconsistent and often the information/advice has been too generic or too narrow in scope to be useful to us.
- My child has aged out of the early learning program in Sitka. They taught me how to work with him in terms of speech and OT. I really wish this program was funded to go through the age of 5. Services drastically change for parents once a child reaches the age of 3. I am extremely grateful for the 3 employees at Center for Community in Sitka who collectively helped me to help my child make progress.

### **One Negative Comments (5% of comments)**

- Would like to see what other services are out there because I'm unaware of what all is available



### One Other Comment (5% of comments)

- I don't believe we have been assigned an ILP. We are currently working with our pediatrician and other doctors along with AK Center for Children & Adults.

### Nature of Comments by Region

Note: If requested, de-identified comments are shared with the Alaska ILP office separate from this report sorted by ILP grantees. This information is treated as confidential for their use only. From a management standpoint, this allows the Alaska ILP to pinpoint specific problems for targeted training/intervention for ILP staff.

The subset of respondents who voluntarily added comments to surveys cannot be considered representative of the population that received services, either statewide or regionally. Therefore, it is not appropriate to broadly judge regions or programs based strictly on comments. With that caveat in mind, Table 12 shows the nature of comments sorted by Alaska ILP regions.

*Table 12: Distribution of comments by region*

ILP Region	ILP Grantees	Positive	Mixed	Negative	Other
Northern	ACC, NWA, NSH, TCC	7	---	---	1
Anchorage	PIC, FOC	5	1	1	---
Southcentral	BBA, KAN, MSU, YKH	3	---	---	---
Southeast	CFC, CCK, FCS, REA, HCS	1	---	2	---

## Conclusions

It can be concluded from the results of the 2023 Family Outcomes Survey that the vast majority of families (approximately 94%) were satisfied all or most of the time with the ILP services they received. Overall, family satisfaction continued at a high level, and there was no statistically significant difference in satisfaction across regions.

In the 2023 survey, the overall pattern of results at the outcome-level was fairly similar to results in 2022. Item-level results were also fairly similar with a slight improvement in most items.

The item that was added to the survey in 2020 to measure success of ILP efforts to improve social-emotional development continued to have strong statewide and regional results.

Respondents provided about method of service. This year, we changed the item to “What type of ILP service delivery method works best for your family?” and respondents could check all that applied. 74% chose In-person with 42% choosing virtual methods.

Below are the aspects of family knowledge, resources, and abilities from the strongest to the weakest, as measured in the 2022 survey. This does not include the three satisfaction items or the SED item, which are more focused on respondent perceptions of the quality of the services provided by the ILP.

***Stronger Outcomes***

- Comfortable in meetings with professionals ( $M = 3.76$ )
- Able to perceive the child's progress ( $M = 3.62$ )
- Worked with professionals to develop a plan ( $M = 3.60$ )\*
- Access to resources for excellent medical care ( $M = 3.51$ )\*

***Moderate to Weaker Outcomes***

- Informed of the right to choose EI services ( $M = 3.44$ )
- Access to opportunities for community inclusion ( $M = 3.34$ )
- Access to social resources, people to talk with ( $M = 3.32$ )
- Understands the child's development ( $M = 3.32$ )
- Knows how to help the child develop and learn ( $M = 3.32$ )
- Knows how to help the child learn appropriate behavior ( $M = 3.24$ )
- Able to do the activities the family enjoys ( $M = 3.20$ )
- Knows what to do if not satisfied with services ( $M = 3.20$ )

***Weakest Outcomes***

- Knows about the child's special needs ( $M = 3.14$ )
- Informed of available programs and services ( $M = 3.04$ )
- Access to resources for occasional childcare ( $M = 2.82$ )

\*Items that were among the stronger items in the previous year.

## Appendix A: Invitation Letter & Survey Instrument



Dear Parent or Guardian:

Hello! The State of Alaska Early Intervention/Infant Learning Program (ILP) is looking for ways to improve early services for children. You can help by completing the enclosed brief survey, which has questions about the services your child received during the previous calendar year from one of the community Infant Learning Programs. There is a map and list of those programs on the back of this letter for your reference. Your participation in this survey is completely voluntary and we hope you will take about 5-10 minutes to give your feedback.

The UAA Center for Human Development (CHD) is an independent contractor collecting the surveys and they will be the only ones to see completed surveys. You can use the enclosed paper copy and return it to CHD in the postage-paid envelope, or you can complete it online at this address:

[https://uaa.co1.qualtrics.com/jfe/form/SV\\_9vqIvaKMp3QKltc](https://uaa.co1.qualtrics.com/jfe/form/SV_9vqIvaKMp3QKltc). You can also call CHD at (907) 264-6277 weekdays between 9am and 4pm and ask to complete the "Family Outcomes Survey" over the phone.

Your responses will be kept confidential from the Alaska ILP. The staff from the Alaska ILP will never see individual surveys at any time. No individual responses will be identified in reports or summaries of results. Your answers will be grouped together with those from other families. No identifying information will be stored by CHD after this survey ends. Information that can identify you (like your name) will be removed from all data. Data without identifiers will be saved so that future results can be compared to past results.

By returning a completed survey or completing it online or over the phone, you are agreeing to participate. If you choose the online or phone option, please have this letter handy as you will need the "Survey Verification Number" printed at the bottom to begin the survey. CHD will check these numbers off a list so they stop contacting people who have already completed the survey.

If CHD has not heard from you in a couple of weeks, they will give you a call or send a reminder. Please complete the survey no later than April 30. If you have any questions about this survey, you are welcome to contact me at 451-5041 in Fairbanks or 1-800-770-1672 toll free.

Thank you very much for your help!

Sincerely,

A handwritten signature in black ink, appearing to read "Susan E. Kessler".

Susan E. Kessler, MEd.  
Early Intervention/Infant Learning Program Unit Manager  
State of Alaska Senior and Disabilities Services

### Survey Verification Number:

If you have any questions about your rights as a participant in program evaluation, please contact the Office of Research Integrity & Compliance at UAA: (907) 786-1099

## 2022 Family Outcomes Survey

Please circle the number that best reflects how often each statement below is true for you and your family. Circle **only one number** for each answer. It is okay if you are answering just for yourself (your own opinion or experience) or as a family with shared opinions or experiences.

The statements refer to a “child” but we know some families have more than one child who received services from an Infant Learning Program (ILP). In those cases your answers reflect your general or averaged opinions or experiences.

Survey Verification Number: \_\_\_\_\_

	None of the Time	Some of the Time	Most of the Time	All of the Time
1. Our child is growing and learning and we understand our child's development very well.	1	2	3	4
2. We know most of what we need to know about our child's special needs.	1	2	3	4
3. We can tell if our child is making progress.	1	2	3	4
4. We are fully informed about the programs and services that are available for our child and family.	1	2	3	4
5. We have been informed of our right to choose which Early Intervention services we receive.	1	2	3	4
6. We are comfortable participating in meetings with professionals to plan services or activities for our child.	1	2	3	4
7. We know what to do if we are not satisfied with any part of our child's program and services.	1	2	3	4
8. We know how to help our child develop and learn.	1	2	3	4
9. We know how to help our child learn to behave.	1	2	3	4
10. Our family has worked with professionals to develop a plan to help our child learn new skills.	1	2	3	4
11. There are people we can talk with any time we want, to help us deal with problems or celebrate when good things happen.	1	2	3	4
12. We have people we can call on for help when we need someone to watch our child for a short time.	1	2	3	4
13. We are able to do the activities our family enjoys.	1	2	3	4
14. We have excellent medical care for our child.	1	2	3	4
15. Our child has opportunities to fully participate in activities in the community (e.g., playing with others, social or religious events).	1	2	3	4

The next item is about knowing your rights. Consider services and supports for you and your child, rights related to your child’s special needs, being given useful information about available options after your child leaves the program, and having your rights explained in ways that are easy for you to understand.

None of the Time  
Some of the Time  
Most of the Time  
All of the Time

16. Our ILP provider has done an excellent job helping us know our rights.	1	2	3	4
--	---	---	---	---

The next item is about communicating your child’s needs. Consider the information your ILP provider gives you about your child’s delays or needs, how they listen to what is important to you, respect your choices, connect you with other services, talks with you about your family’s strengths and needs, and develops a good relationship with you.

17. Our ILP provider has done an excellent job helping us effectively communicate our child’s needs.	1	2	3	4
--	---	---	---	---

The next two items are about helping your child develop and learn. Consider the information your ILP provider gives you about how to help your child get along with others, how to help your child develop new skills, how to help your child take care of his/her needs, identifying things you do that help your child learn and grow, shares ideas on how to include your child in daily activities, and works with you to know when your child is making progress.

18. Our ILP provider has done an excellent job helping us help our child develop and learn.	1	2	3	4
---	---	---	---	---

19. Our ILP provider has done an excellent job helping us enjoy our relationship with our child.	1	2	3	4
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The next two items are about your experience with ongoing childcare, like daycare or a babysitter while you go to work. If you don’t have ongoing childcare, these two items are probably not applicable (n/a) to you.

20. We have excellent childcare for our child.	1	2	3	4	n/a
--	---	---	---	---	-----

21. Our ILP provider works closely with our childcare provider.	1	2	3	4	n/a
---	---	---	---	---	-----

During the pandemic, many ILPs had to adjust to “distance” methods such as mailings, phone calls, telehealth, or virtual home visits. The next question is about how well that works for your family.

22. Which statement is most true about distance ILP services for your family (choose one):

- It works very well for us and we hope it is still an option after the pandemic.
- It has been helpful during the pandemic, but in-person works better for us.
- It works okay, but we wish the ILP offered more to us or contacted us more often.
- It was not offered to us and we had little or no contact with the ILP.
- n/a – Our family made a choice to stop ILP services during the pandemic.
- n/a – Our family received in-person services through the pandemic.

**Comments** written here go directly to the evaluator. For confidentiality, no names or identifying information will be included in reports. Please contact the State of Alaska ILP directly if you have questions for them.

*Thank you very much for taking your time to complete this survey!*

Please return the completed survey in the prepaid envelope to:  
UAA CHD Attn: Tamara, Research/Evaluation  
3211 Providence Dr; Anchorage, AK 99508