

STATE OF NEVADA IDEA, PART C

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*Annual Family Survey
2015*

Introduction

In this age of accountability, programs are required to demonstrate positive impact or results rather than process engagement. This is especially true of programs operated through public funds such as Nevada's statewide system of early intervention services for infants and toddlers with disabilities and their families. Ensuring the program has provided services does not mean the desired outcome has been achieved. Likewise, satisfaction with services provided does not ensure the outcome has been met. Determination of whether the desired outcome has been achieved is based on the impact the provision of services has in improving the function of the child and family.

Nevada's statewide system of early intervention services operates in accordance with requirements established under Part C of the Individuals with Disabilities Education Act (IDEA). The U.S. Office of Special Education Programs (OSEP) administers states' Part C grants and requires each state to collect data on specific outcomes for families receiving early intervention services on an annual basis. This data is to be gathered from families who have participated in early intervention services for at least six (6) months. The results are then analyzed and the results reported in the state's Annual Performance Report (APR). Given the program's emphasis on family-centered services, OSEP specifically requires states to determine whether families report that participating in early intervention services has helped them to:

1. Know their rights under the IDEA,
2. Effectively communicating their children's needs
3. Assist their children with development and learning

The IDEA Part C Office collects, analyzes and reports Family Outcomes data through an Annual Survey of families who have been enrolled in early intervention services for at least six (6) months. The results of the survey are used to:

- Determine whether participation in early intervention service has been effective in achieved the specific outcomes identified by OSEP;
- Provide data to fulfill mandated requirements for reporting to OSEP, the Governor, policy makers and the public on performance at the State and provider level relative to the identified outcomes;
- Evaluate the system's effectiveness relative to additional indicators identified by a group of Nevada's early intervention system stakeholders;
- Demonstrate the benefit of the early intervention system to families and society as a whole;
- Support monitoring and program improvement to ensure positive results for children and families.

Provision of Early Intervention Services

Nevada has designated the Aging and Disability Services Division (ADSD) as the entity responsible for administering the provision of direct services in accordance with the IDEA requirements. For the state fiscal year (SFY) 2015, the ADSD fulfilled this responsibility through a combination of state-operated programs and contracted provider agencies providing a comprehensive program of early intervention services. This included three (3) Nevada Early Intervention Services (NEIS) programs. These are state operated programs with offices in the southern, northwestern, and northeastern regions of the state that provide early intervention services but also serve as the point of entry for the service system in their respective regions. In addition, there were nine (9) early intervention programs operated through private community partner agencies in the northwestern and southern regions. Providers within each program are expected to provide multidisciplinary, comprehensive, family-centered early intervention services in natural environments. The statewide distribution of programs is as follows:

Northeast Region:

Nevada Early Intervention Services (NEIS), Northeast

Northwest Region:

Nevada Early Intervention Services (NEIS), Northwest – Reno
Advanced Pediatric Therapies (APT),
The Continuum - Reno
Easter Seals Nevada (ESN), North
Therapy Management Group - (TMG), North

Southern Region:

Easter Seals Nevada (ESN), South
 Integrated Support Solutions (ISS), Baby Steps
 Kideology
 Nevada Early Intervention Services (NEIS), South
 The Foundation for Positively Kids
 Therapy Management Group - (TMG), South

The Family Outcomes Survey

To meet federal requirements, Nevada’s Family Outcomes Survey instrument was developed by a representative task force including family members and staff from the Nevada Disability Advocacy and Law Center (NDALC), Nevada Parents Educating Parents (Nevada PEP), The Nevada Center for Excellence in Disabilities (NCED), IDEA Part C Office, NEIS, Early Childhood Special Education higher education faculty from the University of Nevada, Reno (UNR), and Mental Health Services. The original survey was developed in 2006. At the request of the IDEA Part C office and the Nevada Early Intervention Interagency Coordinating Council (ICC), revisions were made in 2008 and again in 2009.

Survey Method

The instrument utilized for the 2015 Annual Family Outcomes survey has been used for six consecutive years and consists of 20 close-ended questions that use a five point Likert scale (strongly agree, agree, undecided, disagree, and strongly disagree). It also includes one open-ended question that allows families to provide narrative comments. Families also have the option of not answering questions if they feel they are not applicable. The survey is printed and distributed in both English and Spanish.

The IDEA Part C Office used the Tracking Resources and Children (TRAC) database to obtain the names and addresses of all families who had a child with an IFSP for a minimum of six months and was receiving early intervention services from one of the state or community early intervention programs as of May 15, 2015. A total of 1,712 children met criteria and these families were sent a survey for each child in the home enrolled in early intervention services. A cover letter accompanied each survey, as well as a postage-paid return envelope. The cover letter informed families their survey would be returned to the IDEA Part C Office and all responses would remain confidential. Families were instructed to answer the survey questions and return them by July 30, 2015. Local early intervention programs were notified of the date the surveys were sent to families. They were asked to encourage families in their program to respond to the survey. The following is a breakdown of the original sample population by early intervention program/region:

Table 1 – Breakdown of Original Sample Population by Early Intervention Program/Region

Early Intervention Program	Number of Eligible Children	Percent of Statewide Total
<u>Northeast Region</u>		
• NEIS Northeast	63	4%
<u>Northwest Region</u>		
• APT	85	5%
• ESN – North	13	1%
• NEIS Northwest	300	18%
• The Continuum – Reno	48	3%
• Therapy Management Group (TMG) - North	48	3%
<u>Southern Region</u>		
• ESN - South	156	9%
• ISS – Baby Steps	101	6%
• Kideology	75	4%
• NEIS South	568	33%
• Positively Kids	115	7%
• Therapy Management Group (TMG) - South	140	8%
Total	1,712	

Survey Responses

A total of 288 responses were received after the initial mailing. In August 2015, a reminder was sent to all families that had not responded to the survey after the initial mailing. Families were asked to return this survey by September 18, 2015. Through the process, it was determined 120 addresses were invalid. A second survey was not sent to them. They are not included in the final sample population count because these households never received a survey. Therefore, the final sample population count was 1,592 children. The final total of unduplicated survey responses was 323 (20.3%). This is less than the total of 338 responses (29%) for the 2014 Survey. Table 2 provides a breakdown of the sample population based on the criteria of currently receiving EI services, having an IFSP for a minimum of six months and having a valid address with a state or community early intervention program and the number and rate of return by EIS provider:

Table 2 – Survey Distribution, Responses and Rate of Return

Early Intervention Program	Number of Eligible Children	# Children with Invalid Addresses	# Surveys Distributed	# Surveys Returned	Rate of Return
<u>Northeast Region</u>					
NEIS Northeast	63	6	57	18	32%
<u>Northwest Region</u>					
APT	85	5	80	22	28%
ESN – North	13	0	13	3	23%
NEIS Northwest	300	29	271	64	24%
The Continuum – Reno	48	2	46	9	20%
Therapy Management Group (TMG) - North	48	3	45	7	16%
<u>Southern Region</u>					
ESN - South	156	10	146	26	18%
ISS – Baby Steps	101	4	97	16	16%
Kideology	75	3	72	14	19%
NEIS South	568	45	523	90	17%
Positively Kids	115	6	109	21	19%
Therapy Management Group (TMG) - South	140	7	133	33	25%
	1,712	120	1,592	323	20.3%

Table 3 below provides a breakdown of the distribution of surveys and responses received by Race/Ethnicity per federal categories. The data compares the percentages of the statewide survey distribution and response for each race/ethnicity as well as the rate of return for each category. The percent of statewide responses were slightly higher than the percentage for distribution in the White and Asian categories. The remaining categories were slightly lower in percent of responses compared to distribution percentages. It has not been determined whether the differences are statistically significant.

Table 3 - Distribution and Rate of Return by Race/Ethnicity

Race/Ethnicity	# Surveys Distributed Statewide	% of Statewide Total	# Responses Statewide	% of Statewide Total	Rate of Return by R/E
White	647	40.6%	168	52.0%	26%
Hispanic/Latino	616	38.7%	100	31.0%	16%
Black or African American	137	8.6%	20	6.2%	15%
Asian	66	4.1%	16	5.0%	24%
American Indian or Alaska Native	12	0.8%	2	0.6%	17%
Two or More Races	102	6.4%	15	4.6%	15%
Native Hawaiian or Other Pacific Islander	12	0.8%	2	0.6%	17%
Totals	1,592	100%	323	100%	20.3%

Survey Results

The statewide data summarized in this report from the closed-ended questions reflect the statewide averages for each question. Three (3) survey questions are specifically designed to support requirements for annual reporting to OSEP on family outcomes. The State has established annual performance targets for federal reporting purposes. The following reflects the survey questions utilized for federal reporting and the targets for the reporting period corresponding to this report.

Table 4. Survey Questions and Targets for Federal Reporting

Survey Question #	Question	NV 2014-2015 Target
2	<i>"My Early Intervention providers show me how I can help my child develop and learn."</i>	92.5%
5	<i>"Early Intervention helps me know and understand my parent rights."</i>	95.5%
15	<i>"Early Intervention helps me effectively communicate my child's needs."</i>	94.5%

Families generally agreed or strongly agreed with the three federally mandated questions on the survey. For questions related to understanding their rights under IDEA, **97%** (312/321) of the families responding to the 2015 survey agreed with the statement, ***Early Intervention helps me know and understand my parent rights.*** This exceeds the State's target for this reporting period and matched or exceeded the 96% of responses to the same question on the 2014 survey.

For questions related to the impact participating in early intervention services has had on helping them to support their child's development, **93%** (301/322) of responses were favorably for the statement: ***Early intervention helps me effectively communicate my child's needs.*** Performance for this statement did not meet the state target of 94.5% and was lower than the 96% reported in the 2014 survey. A total of 15 families indicated they were undecided regarding this question. Of families responding to the statement: ***My Early Intervention providers show me how I can help my child develop and learn,*** 97% (313/323) responded favorably. While this is lower than the 99% reported in the 2014 survey, performance exceeds the state target of 92.5%.

The remaining survey questions are designed to allow the family to evaluate other critical areas of early intervention services based on their experience with their service providers. Areas addressed include:

- Respecting their values, culture and daily routines and lifestyle;
- Recognizing and promoting their role as decision maker on behalf of their child;
- Helping them to understand the early intervention services system and providing information about, and/or assisting them in accessing resources and supports;
- Providing services required by the IFSP; and
- Ensuring early intervention services has a positive impact on their child's development.

Overall, for the 2015 Family Outcome Survey, families indicated that they agreed or strongly agreed with question between 87% and 98% of the time. The number of questions and the percent of families indicated they strongly agree/agree are as follows:

- For two (2) questions, 98% of families indicated they Strongly Agree/Agree
- For six (6) questions, 97% of families indicated they Strongly Agree/Agree
- For two (2) questions, 96% of families indicated they Strongly Agree/Agree
- For three (3) questions, 95% of families indicated they Strongly Agree/Agree
- For two (2) questions, 94% of families indicated they Strongly Agree/Agree
- For four (4) questions, 93% of families indicated they Strongly Agree/Agree
- For one (1) question, 87% of families indicated they Strongly Agree/Agree

Statewide, the response to question 17 (*My Early Intervention providers increase my awareness of community resources.*) was 87%. This question has consistently fallen below 90%. Positive responses to this question improved from 84% in the 2011 survey to 88% in 2014 survey. The 87% in the 2015 survey represents slippage of 1%. Of the 323 families who completed the survey, 26 responded as "undecided" on this question.

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Open-ended responses were reviewed to determine whether further clarification of underlying reasons for the low response might be included. Only one response was found that referenced community resources. The respondent stated the program was not able to inform families of resources in the community because they traveled there from another location to provide EI services and were not aware of local resources.

It may be possible that families who are satisfied with their early intervention services did not see a need for their providers to share information about community resources. Some families may feel they are already knowledgeable about resources in the community and did not see an “increase” in their awareness.

Responses to Open-Ended Question

Of the 323 survey responses received, 160 families included a written response to the open-ended question. The number of respondents providing written comment, both statewide and by program, is as follows:

Table 5. Total Written Responses Received by Program

Program	English	Spanish	Total
Advanced Pediatric Therapies (APT)	6	4	10
The Continuum	3	1	4
Easter Seals of NEVADA (ESN) - North	1	0	1
Easter Seals of NEVADA (ESN) - South	11	1	12
Integrated Support Solutions (ISS) – Baby Steps	11	0	11
Kideology	4	0	4
Nevada Early Intervention Services (NEIS), Northeast	7	0	7
Nevada Early Intervention Services (NEIS), Northwest, Reno	30	2	32
Nevada Early Intervention Services (NEIS), South	36	10	46
Positively Kids	10	3	13
Therapy Management Group (TMG) - North	3	1	4
Therapy Management Group (TMG) - South	13	3	16
Statewide Totals	135	25	160

As demonstrated in Table 6, responses to the open-ended comments across programs were predominantly positive. Many families indicated they felt supported by early intervention services and believed participation in early intervention services had a positive impact for their child and family. Parents used descriptors such as “outstanding, amazing, knowledgeable, wonderful, fabulous, excellent, awesome, nice, patient, kind, loving, friendly, caring, phenomenal, pleasant, expert, professional, encouraging, truthful, hardworking, and helpful ” to define the characteristics they saw from their early intervention providers. Many of the responses were filled with thanks for the program and all it provided to children and families. Some families included positive comments but also identified areas they felt needed improvement. Some respondents used the open-ended question to identify specific concerns or challenges they experienced in participating in early intervention services including infrequent services, frequent changes in service providers, and inconsistent communication.

Table 6. Analysis of Written Responses

Program	Positive	Challenges	Mixed
Advanced Pediatric Therapies (APT)	8	1	1
The Continuum	3	0	1
Easter Seals of NEVADA (ESN) - North	0	1	0
Easter Seals of NEVADA (ESN) - South	7	3	2
Integrated Support Solutions (ISS) – Baby Steps	8	2	1
Kideology	1	3	0
Nevada Early Intervention Services (NEIS), Northeast	5	1	1
Nevada Early Intervention Services (NEIS), Northwest, Reno	26	2	4
Nevada Early Intervention Services (NEIS), South	34	4	8
Positively Kids	13	0	0
Therapy Management Group (TMG) - North	4	0	0
Therapy Management Group (TMG) - South	13	1	2
Totals	122	18	20
	76%	11%	13%

Many of the responses to the open-ended question identified specific providers who had been instrumental in delivering services that were appreciated by the families. Individual provider and children's names were redacted from the report to maintain individual family anonymity. The following section reflects the comments as submitted by the respondents with the exception of the removal of individual names.

Comments by Program and Region

ADVANCED PEDIATRIC THERAPIES (APT)

- I am so grateful for Advanced Pediatrics. All of the services have helped my son to advance and grow. *Our DS* is always giving me info on community events. *The OT* has helped us to get *our son* to eat and helped us feel confident about our food choices for him. *PT providers* are amazing. *Our son* had a gross motor delay and *they* helped us to overcome the delay and advance normally.
- Advanced Pediatrics is an amazing organization. The supports and services were beyond my expectations. Explanations of the IFSP were very clear. *Two of our providers* are perfect examples of early intervention support staff.
- My family loves Advanced Pediatric Therapies shows improvement caring and helpful team. Thank You
- *Not educated in speech assistance with a child who needed and go ear tubes. * Sessions got shorter and shorter and were unorganized. *never felt like a priority, feel like my child suffered.
- *The providers working with our family* have been incredible! Over the past year, *my child* and I have not only learned from them but have also enjoyed our time together a lot. They're both very good with *my child* and *we've* learned so much and I have become a better mother because of what they've shown me.
- I am so thankful for this free service! We were struggling to understand and communicate with our daughter and *our service providers* were amazing at helping our daughter learn to communicate and they were wonderful at teaching us how to help our child. Thank you so much!

Comments translated from Spanish to English

- The children need more home therapy time so they can improve[.] My child received this 2 times a month, which I think is too little.
- I thank [you] for the support you have given me for my child.
- Thanks to Early Intervention, my child has learned how to communicate more with me and is talking a little more. It has been a big help for him because sometimes he does not know how to pronounce words and he uses signs [sign language] like they have taught him. The girls [sic] who help him are very kind and they are very patient with him. I am very pleased with their help. Thanks!
- I am very satisfied with the service that you offer: because you give us the tools we need to understand our children and [so that] they will have fewer frustrations related to not knowing how to express themselves. You also help us strengthen the children's memory, to develop manual and artistic skills.

THE CONTINUUM

- *Our service providers* are wonderful, they are like family to *my child* and we are sad to see them go! Thank you both for treating my son as your own. The eye specialist however was awful!
- Mine and my child's experience with EI was more than I could have expected! The providers were amazing!
- *Our service providers* have been a great help in aiding us with our child's speech therapy. We have been learning new ways to help *her* overcome some behavioral issues along with helping her speech improve. Thank you for everything you do for *our daughter* & us. We see improvement every day.

Comments translated from Spanish to English

- I just want to say that the early intervention program has helped me a lot and that I am very happy and satisfied that my child has made so much progress.

EASTER SEALS OF NORTHERN NEVADA (ESN-N)

- My child was receiving services through Easter Seals and he went through several service providers. When asked if services could increase, I was initially told yes. Then never received services as desired. We are currently looking for another provider to assist us with concerns.

No comments translated from Spanish

EASTER SEALS OF SOUTHERN NEVADA (ESSN)

- I really want to say Thank you!
- The DS and speech path we were assigned previously were less than fantastic. Recently we were assigned a new DS and a new pathologist and they are awesome! Our son has made so much progress. These ladies help my husband and I work with my son. We are very happy with our new team.
- *Our DS* is an asset to your organization. She is a very kind, attentive and fun specialist that knows how to communicate with children and parents. She is very patient and courteous and our son adores her.
- Overall we have been happy with our SLP services. We have had 4 different SLP's assigned to us over the course of 9 months which makes intervention difficult as we are constantly "starting" over - developing rapport - We have had to seek outside private therapy where we see much better results.
- Recently had a communication issue with the office. Waited 2 months to hear from a speech therapist.
- I would recommend early intervention services to my friends, family and anyone I meet that has a child in need. My granddaughter has progressed so much since starting the services. We are looking to place her in a school or as a role model for other kids. Since she has done so well. She is only 29 months and using 5 to 6 word sentences and understands what she is saying. She is learning her ABC's and to count right now. Her only stress area is behavior which could just be terrible 2's.
- I don't have word for you guys, God Bless u Nevada Early Int. Services family survey my child has progressed so good.
- They have helped my child grow and become a successful toddler.
- I would have liked more appointments or longer one-on-one time with my providers for my child. (i.e. behavioral, speech & occupational therapist). This program has truly helped my child develop more and will continue to do so because of Early Intervention Services. Thank you for all you have done!!
- I was somewhat shocked when the DS/SC wrote me an email after seeing my child at the daycare saying she should use a weighted vest or backpack with books to help calm her down. Especially since she never mentioned this before - I've never seen my daughter so upset that she couldn't be calmed down. I took it offensively. I know they're trying to help - just got me uneasy.
- We are very satisfied with the services my child receives through early intervention (Easter Seals).

Comments translated from Spanish to English

- Well[,] my child – thanks to the help you have given him – is starting to speak much more and better. You have helped him a lot.

INTEGRATED SUPPORT SOLUTIONS (ISS) – BABY STEPS

- *Our service providers* at ISS Baby Steps were amazing! Our little boy made fantastic gains with early intervention. Now that he has aged out, they pointed us in the direction of continuing services!! We'll surely miss them!!
- I have loved every aspect of our interactions with early intervention. I am so grateful for the support and services we have received.
- I wish more funding was available for early intervention services. That is the only reason #3 is not at strongly agree. I wish ABA therapy was part of the early intervention program.
- Not very pleased when workers/therapist have scheduled visits and do not call in a timely manner to inform me we should reschedule or they are running late.

- Great program has been extremely helpful.
- We have had 2 different service providers. Our first *DS* was so great! Really helped us understand our child's needs and how to best help her. Now we have a *DS* who lacks in comparison to the first. She is forgetful, makes unnecessary chit-chat about herself & history. In addition, our child has been in need of speech help and has not received ANY for months now!
- *Our service provider* is an amazing developmental specialist!
- *Our DS* is amazing! She has helped me and my son so much! We both look forward to her visits!
- Our/my son's developmental specialist goes above and beyond all the time for us! We greatly appreciate her!
- My son's coordinator and speech therapist are unbelievable and really know what they do. Thank you for everything! Keep up the excellent work you do!
- My child is thriving in the CCSD preschool environment as a result of his experience with Early Intervention Services. *Our DS* went above and beyond any expectation that I had as a parent. Her relationship with my *son* helped him overcome his fear of performing and he was able to practice speaking in a fun and non-threatening space/environment.

No comments translated from Spanish

KIDEOLOGY

- Many things are unclear and progress routinely is not given to me. I often wonder if these services are being done.
- We stopped receiving contact with anyone several months ago besides *our* nutritionist. Everyone else has stopped helping us and we haven't seen his PT since February and it is July. So 6 months.....we are moving so haven't called to fix it, but I'm not impressed with services here to say the least.
- Thank you so very much to everyone @ early intervention. They have made this journey w/my son much easier to understand. They have helped my family get the services appropriate for our situation.
- I am writing this letter to inform you the service provided by *our service providers* at Kideology in Las Vegas. I will start by saying this: They always forget my son's appointment; they just don't show up without informing me that they are unable to make. They don't even call me to reschedule. Even after I myself call to reschedule they still don't show up. It just didn't happen once, it happened a lot of times, they missed most of the appointments; They just visit my son once a month, they only ask basic questions and never made an effort to evaluate my son and did not make any kind of therapy; They have only seen my son about 4 times in a year; They haven't been helpful enough; I understand that this is a free service but the staff should be more professional and also responsible, they don't give importance - me and my husband are extremely dissatisfied.

No comments translated from Spanish

NEVADA EARLY INTERVENTION SERVICES NORTHEAST (NEIS NE)

- Would like to be able to have more appointments instead of it being limited to once a month.
- Our NEIS team is always accessible. We can have frank conversations regarding the development of our child. The team is trustworthy!
- The only reason Early Intervention providers don't increase my awareness of my community resources is because they travel from Elko and do not know my community well enough to know.
- I would like to say Thank You so much to all the ladies that help our son :)
- All nice people and have been excellent, so helpful and really have helped my children.
- *Our service providers* were amazing, ELKO
- Early Intervention has been a huge blessing to our family. My child is meeting new milestones all of the time with the help of early intervention. Thank You!

No comments translated from Spanish

NEVADA EARLY INTERVENTION SERVICES NORTHWEST (NEIS NW)

- Everyone is fantastic - very caring and supportive.
- NEIS has been a valuable asset to my son's growth and progress. Everyone has always helped in areas that I asked for and my son loves everyone.
- *Our service providers* are fabulous!! Thanks so much!
- Our service providers are wonderful!!! Thank you.
- The services and people are great! Very helpful.
- All the therapists have been wonderful, especially our speech therapist.
- NEIS has been great and a huge support and help with our son. We have seen so much progress and are so thankful for all the support.
- Don't remember what IFSP stands for.
- I love the program and truly believe it has been very beneficial to our son and our family. Thank you!
- *Our service providers* are so amazing! They taught me so much about compassion. They are knowledgeable and kind! We miss them already!
- *Our service providers* are the best! They kindly work around our schedule and are more than willing to help me with necessary services.
- *Our service providers* were very nice and helpful. Thank you very much for all your help with *my child!* Although we don't need these services anymore it was very appreciated and beneficial when we did. Thanks again.
- This program has helped my son tremendously! It is just amazing to see the progress he has made over past 8 months. *Our DS* has been such a huge part in his success-she is such an amazing person and we are truly thankful to have been paired with her and her team.
- Our time w/NEIS was wonderful. I wish Nevada's early intervention served children through the age of 5 like some other states.
- Question such as 9, 4, and 5 above are written in a way that describes the parent as incompetent. It is rather insulting. I do appreciate services but just because my child needs services does not mean his parents are ignorant.
- Love you guys!!!!
- I feel some service providers need to communicate better. Also, my daughter is thriving in some of the group and physical type settings in more than just physical ways. I wish more of this was offered.
- So very grateful and blessed to have these early intervention services offered. My 1st child is soaring in school because she received help early. I'm hoping the same for my son. I already see differences (significant) and it's only been 6 months! Thank you so much! NEIS is amazing.
- You guys are the best help my lil girl so much thank you will never be enough.
- Every visit seems lately to be the same almost pointless. Probably gonna end services soon. I just feel our child has progressed a ton and is already 14 months.
- The help we have received has been awesome! Our daughter wouldn't be where she is in her development without your help! Thank you!
- Too many appointments to get started with the program. My employer was not happy with how many times I had to take off for my child to be analyzed.
- Thank you NEIS! XOXO
- I am so thankful for *our service providers*. They help me understand my granddaughter- God Bless them both.
- The music therapist has a major role in the progress made by my child. It is a very valuable service and am very happy my child receives it through early intervention program.
- Some answers are "undecided" based on the fact our child did not have a lot of needs so we didn't need a lot of help/services. We were just staying on plan because he was a foster child.
- *Our DS* has been amazing for our family. The services provided by NEIS have been a great help to us when dealing with all the issues with having a super preemie. We always get assessments that keep us on track and tools to keep our daughter going in the right direction. Thank you!
- This program is absolutely amazing! We are so grateful for the services and guidance we received with this program. *My child* is doing so great and this program is part of the reason why!!! Thank you for everything :)

- NEIS has helped my child with his specific needs. They also help me understand and give me activities that help my child. As a result my child's speech has improved, his frustration level has dropped making for a great experience.
- Thanks NEIS for all you do for my child and my family.

Comments translated from Spanish to English

- Thank you for these services, which help our children[.] As a mother of a special child, I believe that it would be difficult for all mothers of children with a disability if we did not have these services available. I thank you so, so much for all those people who help us. Thank you.
- I just want to thank you for the services you have given my child. Thanks to those services, she is a more independent child [.] Everyone in the family sees the great progress she has made[.] Early intervention helps children to become better for the next stages. Thank you for giving us this service.

NEVADA EARLY INTERVENTION SERVICES SOUTH (NEIS SO)

- We have been very pleased with the services provided by the early intervention team. A very caring and knowledgeable group of people. Our son will definitely advance in his early stages due to the folks that have touched his life!!
- PT & OT are worthless! My child receives both from another provider on a weekly basis.
- Our DS is wonderful-she is caring, understanding, confident, compassionate and competent. She goes above and beyond every time I interact with her. I feel she genuinely cares about my son and my family. She is a diamond in the rough!
- Thoroughly enjoy working with *our service providers*. Our son has come such a long way and continues to grow with their support and encouragement.
- Some difficulty coordinating schedules. Also physical therapist unwilling to come more often even though daughter has moderate to severe gross motor delays. Our "developmental specialist" is very nice, but not sure exactly what she contributes. Rarely has advice or information to add.
- Our NEIS team are HEROES. Our son's life has been immeasurably improved by their work. Thank you so much for teaching us to support him!
- This has been a great program and resource for my son and family. Thank you!
- My wife and I are truly grateful for the services received for our son. *Our service providers* are truly exceptional for the outstanding work they provided our son with. Their excellent care and customer service should be rewarded. Thank you for all the staff as well. This program has truly made a difference in our son's life.
- Awesome Job!
- NEIS is an absolutely fabulous group of people. *Our DS* was particularly helpful with ways to appropriately challenge my child.
- *Our DS* is great and we were sad when she transferred our case. All our team is amazing. However, the PT while good at her job needs a lot of help with her bedside manner. She can be rude and over bearing at times. She needs some additional training.
- All of our NEIS service providers were professional and very helpful in helping our son reach his goals and progress. We had a great positive experience with our DS, speech therapist, and teacher of the deaf. I appreciate everyone's time and effort.
- Our son would never be where he is at this moment without NEIS. *Our DS* has been more than our case manager she is our family. Also *our PT* and speech *therapist* are amazing. With them helping us he has been growing so much. Even through surgeries he still does so well. I can always get a hold of *them* on the phone when I have any questions or I just want to update her after surgery. I can always ask them about anything concerning *my son* even if it is just something I know I am worrying about for no reason and I know I can trust them and they will tell me what to do. NEIS is a great service because I have an amazing team of people.
- Overall, I am very happy with all the help my family has been receiving from NEIS. My one and only complaint is the difficulty of scheduling with our speech therapist, only being able to do Saturdays is a huge inconvenience and I miss *our previous DSs*, but *Our new DS* is great too. We love you guys!

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- I love the way this "amazing" team is helping me with all that I need to help my child. I can't be more blessed to have them in our life, Thank you!!! And I will miss you a lot guys. Thank you!! Thanks for pushing hard for my son.
- *Our DS* does a great job coordinating with all the specialists. *Our service providers* do an awesome job the other turns. It's been a pleasure working with the team for over a year.
- *Our SLP* is very knowledgeable, patient and understanding of our needs. *Our Nutritionist* was also very helpful. *Our audiologist* helped us discover the true problem with our son's hearing and she was patient and helpful through the process.
- *Our DS* is amazing!! Sorry to lose her!
- I just don't want my child being stereotyped and called something based on what other children have experienced every situation is different.
- We are so grateful for the services that we are provided for our son through NEIS!
- 15, our child is not at this level of development yet, so I marked neutral. The providers we have are all awesome. They do wonderful work. I thank them very much for our grandson's development. We could never repay them for what they do. Thank you all!!
- Thank you for the hard work that was put in to help our family! Special thanks to *our DS*!
- We feel very fortunate to have NEIS for our family. Our little guy is doing better than expected @ birth, but we are so thankful for you guys to keep us on the right track. *Our DS* is excellent at what she does, so professional and loving.
- I feel we have a great team of service providers; they have been a great deal of help. Without NEIS my son would not be where he is developmentally and as parents-we would not have been as educated as we are now.
- All the people with whom I deal with were very friendly explained everything and made sure I understood, interacted very well and put up with some bad behavior with the children. They were great and I consider them to be my friends. That's how they make you feel like good friends.
- *Our DS* was my IFSP worker and she has moved to different employment. I hate seeing her move on because she was a life saver, friend, a great person. I don't know what I would have done without her and the whole staff. Thank you!
- I found that early intervention (EI) needs a lot of improvement in dealing with family and child with disability. In my case, I wanted more services to help my child to be more like a typical child since this is the goal of EI and the more you repeat the more the child would benefit from it. Also, changing therapists is not easy and get someone who would be experienced and know what to do and how to deal with the child. In addition, there's no communication between the system meaning that if I want doctors that is not how to treat children with special needs. The development support could not give such information which is frustrating because that will help better understanding and the child what they are going through. The therapists do not have the flexibility to reschedule as if they wait to cancel the appointment and that would be it. All over, I believe this was a bad experience for me and my child. I know that it can be way better than now. Our child is our treasure and we need to work with them more to be more effective to the society. I believe the more repeat it's the best result we will get. Thanks.
- *Our DS* has been a wonderful Service Coordinator. Since she has taken our case, we have started to understand our child's needs and get the proper care. Our OT has always been a huge advocate for our son. Our PT has been a great addition to our son's development team as well.
- We are grateful to have participated in services.
- We're happy w/all of our child's services (OT,PT) but not seeing much from our speech therapist. We've been working on the same 3 words for over 6 months. I think it's time to switch therapists. I will talk to my coordinator about this, but otherwise they have been helpful and respectful.
- I think my daughter would benefit even more from more appointments, such as speech, but they just keep her to 1x/month.
- I had not used NEIS before. I was very pleased, our last foster daughter had services and boy was I impressed. The techniques and services helped me to be more proactive. Our foster daughter came to us at 10 months not able to roll over, sit up, or crawl. With the services provided, I was able to help her and within a month she was rolling over, sitting up. Crawling was another month. The last month we had her she took couple of steps! Thank you to *our DS* for all your time. :)
- I'm very confident, comfortable and knowledgeable about my child. These services weren't needed to get me there.
- I love to work with *our service providers*. Thank you.

- I felt that most the activities at our "Play Group" were appropriate for a much older preschooler (4 years vs 2 years). The openness of the setting was a safety (traffic) hazard for my child who "runs".
- Our developmental specialist is the most excellent, skilled, and knowledgeable person that we have been honored to encounter. We feel that she truly cares for our child. She answers all questions and always gives additional information. We are very pleased with her, and cannot thank her enough. She is truly a godsend.

Comments translated from Spanish to English

- We have only words of gratitude for all your support for our child
- Thank you so much for your support and dedication.
- Thank you for all of your help and support for my child.
- I [would] like you to come see my child to know if she is doing well[.] Thank you.
- Changes have been requested for the good of the child but [you] seldom listen to those requests. Teachers make appointments then don't show up, don't cancel, and don't even bother to apologize. This is why I was going to take my child out of the program. I gave it a second chance and tried again, but things haven't changed.
- I am grateful for early intervention, for all of the time and patience that you give my daughter. Thank you for teaching me how to help her to continue to improve her learning and development. Thank you so much.
- I thank you for the support you have given me over the years, for accepting and caring for my child, and knowing how to care for him[,] and for my workers, as well as all of the people in the group, such as the doctors, audiologists, psychiatrists, speech language and genetic workers [sic], and everyone in the office[.] Really good job[!] Thank you for everything, and I hope you continue to help many people like me[.] I was lost and had no idea of what to do[.] All of *our service providers* helped me. Thank you for being such a great team. And carry on with your good work[!]
- Thank you so much for helping me with my child. I really thank you from the bottom of my heart and I fell very happy and content with everything you do for my child. Thank you. We are very pleased.
- I am happy with the services my daughter received from Early Intervention.
- We thank Early Intervention services for the progress we have seen in our baby. We would like to have more and more thorough information about IFSP, as well as more availability of Spanish-speakers [and] translators. We know you are very busy, a lot of work and a lot of children to care for[.] We understand a bit of English and we communicate with the teachers and understand the work we need to do at home with the child, but to understand more clearly, it would be good if you had more Spanish translators. Thank you!

POSITIVELY KIDS

- All of *my son's* therapists are passionate about how they work with him and they work persistently with him. He is always happy when they come. SO THANK YOU!
- You are all helping reach my child's goals! It is a wonderful program!
- How does one properly thank a team of angels for changing my small son's life for the better? No words can express how grateful we are for Positively Kids and what they've helped us become! Thank You!
- Thank you for all your help! Early intervention was the answer to my prayers for my child!
- My son sees 5 different therapists through early intervention and has improved vastly through each of them. I would love to thank early intervention for these very helpful services.
- The young women that came to our home were very nice, professional, friendly and did very well with the baby. I am fortunate to have met them and together we help the baby exceed and he's doing well! Thank you.
- *Our DS* is the best!
- Thank You! The biggest benefit was learning ways to play with and engage my autistic daughter.
- Very grateful for this program. My twins have developed a lot since being in it.
- *Our service providers* have been fabulous helping *my child* with development. Thanks!

Comments translated from Spanish to English

- I thank the therapists for all their help, advice, time and patience [so that] they made a lot of progress. Thank you!
- I am so grateful to this program for all the help that I received, [and] for the time the therapists take to come to my house. Thank you!
- My family is very grateful for this program and the therapists. *Our service providers* are really good at everything they have taught my child. *He* has improved so much thanks to their teaching. Thank you for everything.

THERAPY MANAGEMENT GROUP NORTH (TMG NO)

- I'm very pleased and grateful for the support I receive for my daughter!
- They are great; my son likes them.
- Our experience with Early Int. Services was wonderful! They were very positive, helpful and supportive and helped us meet our son's IFSP goals!!

Comments translated from Spanish to English

- Thanks to this early intervention foundation you have helped me and my husband to help *our child* and calm his nervous habit [anxiety] of eating paper, to know what to do when he has a tantrum, and [how to] play with toys like they really should be played with. I ask God to bless you, thank you so, so much for all that you have done for my family.

THERAPY MANAGEMENT GROUP SOUTH (TMG SO)

- We are so grateful for the support we receive from Therapy Mgmt Group. The entire team has been wonderful.
- Don't think this program help advance my child but it certainly didn't hurt.
- I am very grateful to have you guys a part of our life. They have helped and informed me more than any doctors I have ever had. They have taught me so much. Thank you *to our service providers* a great deal.
- I wish the therapists could visit more than once a month.
- We are very grateful for all services, advice, therapy, support provided to our son/family.
- Our therapists have been wonderful! I can say that they have positively changed our lives with our son, and I am so happy we are involved with TMG!
- We are so grateful for all the support, cares and services which are truly excellent that we continually receives from your group (TMG)
- Early intervention has helped our whole family.
- I was lost until NEIS started helping us. A true blessing. Thank you! I love our counselors from TMG.
- I have concerns with the coordinator also being the development specialist. I do not agree with them being the same person. I had issues with my DS but still had to work with her on my son's IFSP because she was dual-hatted. The follow-up reports were not done in a timely manner. The IFSP was outdated until I requested an update. My son and I enjoyed working *with our other service provider*.
- Our teams have been great. Thank you!
- Early intervention did a great job with my son, but I'm still having difficulty in how to best handle his outbursts, aggressiveness. We have seen great progress. Thank you!
- Thank you NEIS! (*Note: this family appears to be referencing the early intervention system*).

Comments translated from Spanish to English

- Thank you all for the help for my child, especially the therapists who come to my house to be with my child.
- The people were very kind to my child. God Bless.
- In my opinion, early intervention is a big help for our children and our entire family. Thank you for always there to help the family :-)

Appendices

Data Tables