



Project of the *Vermont Research Partnership* among the Vermont Agency of Human Services, Vermont Department of Education, Vermont Association of Regional Partnerships, and The University of Vermont

Project: Family, Infant, Toddler Program Parent Satisfaction Study

Outcome of Well-Being: *Pregnant women and young children thrive (# 2)*

Project Participants: All families with current telephone and address information who exited Parent to Parent's sponsored FITP (Chittenden County) from June 2004 to the present. Seventy two (72) families were invited by letter to participate in a 20 minute telephone interview to determine levels of parent satisfaction and identify potential areas for improvement.

Project Location(s): Chittenden County, VT

Project Description:

The Family, Infant & Toddler Program of Vermont (FITP) is a family-centered system of early intervention for children from birth to three who have, or may have, special health needs and/or delays in development. Parent to Parent of Vermont, the Host Agency for the FITP of Chittenden County, has plans underway to adopt a new service delivery model that strives to improve coordination of services.

The purpose of the study is to determine parent satisfaction levels and to identify areas for potential improvement. Findings from this Parent Satisfaction survey are intended to provide baseline information about the way that families who have exited the program perceived the previous service model. Parent to Parent staff felt that families would be more willing to discuss potential areas for improvement with an outside evaluator, and approached the Vermont Research Partnership to undertake this evaluation.

Indicators Used to Track Progress:

1. Parents report that FITP services are respectful, timely, and effective.
2. Parents report that their child's skills and relationships improve after participating in FITP programs.
3. Parents report that FITP services are well-coordinated.

Findings To-date / How this Project Contributes to Outcome of Well-Being #2:

- 100% of the parents felt that their child and family were treated with respect while they were a part of FITP.
- 94% of the parents felt staff encouraged them to be a partner in creating and carrying out their Individualized Family Service Plan (IFSP)
- 94% of parents reported that their child received the supports and services listed in their IFSP

- 85% of parents reported that the FITP Service Coordinator helped them find and coordinate services for their child.
- 97% of parents reported that the FITP supports and services were effective and valuable for their child.
- 74% of parents reported that FITP supports and services for their child were delivered in a timely manner.
- 82% of parents have acquired strategies for promoting their child's growth and development through FITP.
- 89% of parents observed that their child's skills improved because they were a part of FITP.
- 78% of parents felt that their child's relationships improved because they were a part of FITP.
- Overall, 91% of parents were pleased with the services they received through FITP.
- On all but one survey item, the average (mean) response ratings were in the "agree" range (>4 on a rating scale where 1=strongly disagree, 2=disagree, 3=neutral, 4=agree, 5=strongly agree)

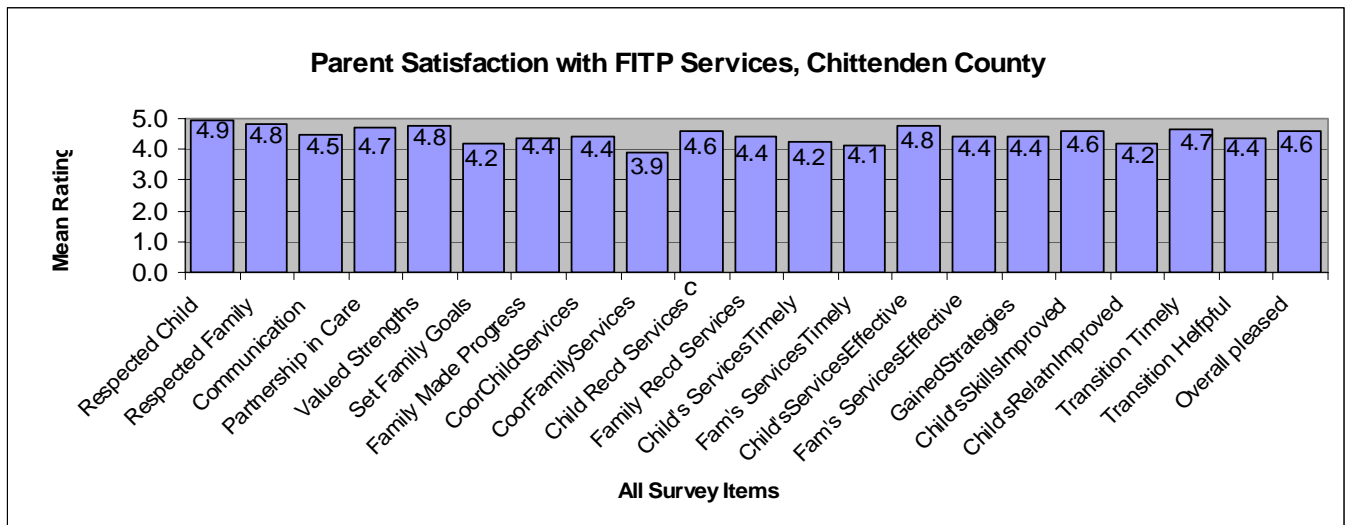


Figure 1. Mean Rating of Parent Satisfaction

Project Timeline / Status: 35 surveys were completed (49% of the sample) in February and March 2005. Telephone contact has been made with the 32 remaining families. A first year report will be completed in August, 2005.

Program Partners: VT Agency of Human Services, US Department of Education, and Parent to Parent of Vermont

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