

APPENDIX D:

Parent Phone Survey

This survey was developed to obtain information from parents who had participated in developmental screenings in which delays were identified, and the child was referred for early intervention services. It can be modified to fit the needs of an individual agency. This survey takes approximately 30 minutes to complete.

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Hello, my name is [xx] and I am calling from [name of agency]. May I speak with the parent of [child's name]?

We are calling to learn about parents' experiences when their child's development is screened, and when children are referred for early intervention services.

1. How old is your child? (If more than one child, choose the child that is less than 3 years old).
2. Have you ever filled out a form at your child's doctor's appointment that asked questions about your child's development?

[If not sure:] It asks about things like walking, talking, playing, dressing himself/herself, etc. Doctors use the results of the screening to learn about how your child is growing and to see if they might need more help with learning and developing.

Do you remember filling out a form like that?

[If no:] Do you have any concerns about your child's development?

[If no: survey is over. Thank parent for participating.]

[If yes: skip to question #4]

3. We would like to know about the results of your child's developmental screening. I'm going to read some questions to you, and please answer "yes," "no," or "not sure" for each one. You are welcome to share more information with me about any of these questions if you'd like.

- a) Did the screening help you understand your child's development?

- b) Did the doctor or another person in the office give you anything in writing to help you understand your child's development?

- c) After the screening, did the doctor tell you that your child might have a delay in his/her development?

- d) After the screening, did the doctor tell you that your child needed further evaluation?

- e) Did your child receive any further evaluation for developmental needs?

4. Was your child referred to a regional center for evaluation?

[If yes:] Which one?

[If not sure: read list of regional centers and the street they are on to help parent remember]

- Eastern Los Angeles Regional Center on South Fremont in Alhambra
- Harbor Regional Center on Hawthorne in Torrance
- Frank D. Lanterman Regional Center on Wilshire in Los Angeles
- North Los Angeles County Regional Center on Sherman Way in Van Nuys
- San Gabriel/Pomona Regional Center on Rancho Camino Dr in Pomona
- Westside Regional Center on Green Valley Circle in Culver City

5. Now I'd like to ask about your experience getting the evaluation for your child at the regional center.

- a) Did you have any problem making or scheduling appointments?



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- b) Did you have any problem with transportation?
- c) Did you have any problem scheduling the evaluation at a time that would work for you?
- d) How long did it take to get an appointment for the evaluation?

[If no evaluation done: skip to question #8]

6. Now, I'd like to ask about your experience when your child was evaluated.

- a) Did the person who did the evaluation speak your home language?

[If not:] Did they use a translator?

- b) Did you have any trouble talking with the evaluator about your child or understanding the evaluator's questions?
- c) Did you feel that the evaluator understood your child and got accurate information?
- d) How much time did the evaluator spend with you and your child?
- e) Did you feel that the evaluator spent enough time to do a thorough evaluation?
- f) Did the evaluator get an accurate picture of your child, both strengths and concerns?
- g) Did they talk to you about your child's social-emotional development and behavior?
- h) Did you understand the results of the evaluation?
- i) Did you have an opportunity to get all your questions answered about your child's development or to review the results of the evaluation?
- j) Did you understand what to do next to get help for your child after the evaluation?

7. Now I'd like to ask about your experience getting early intervention services for your child.

- a) After the evaluation, was your child eligible for early intervention services?

[If no:] How did you find out that he/she was not eligible?

(For example, did you receive a letter, or did the person doing the evaluation tell you in person?)

- b) Did you meet with a team at the regional center to talk about what services your child would need or about the results of the evaluation?
- c) Was the meeting in your home language?
- d) Did you start receiving early intervention services yet?
(For example, this might include someone coming to the home to work with your child on their speech, walking, or other areas of development.)
- e) Is the person (or are the people) providing early intervention services able to speak to you and your child in your home language?
- f) Do you feel that the early intervention services have been helping your child with his/her development?
- g) Do you feel that you are included in the early intervention services?
(For example, can you stay in the room, and is the early intervention staff helping you to work with your child on his or her development?)

We really appreciate you answering all of these questions. This is very helpful to us in understanding how to help families like yours to support their children's development.

Do you have any questions before we end?

Thank you for participating!

