



# Family Outcome Survey

Improving outcomes for children and families is the central focus of the Illinois Early Intervention Program (EI). To evaluate the effectiveness of EI in achieving family outcomes we send out a "Family Outcomes Survey" with questions focused on understanding children's strengths, abilities, and needs, and EI's ability to help them develop and learn. This infographic describes recent updates and your role in this important survey!



## Importance of the Survey

- Measures family outcomes and tells us about the changes experienced by families as a result of EI services and supports received.
- Determines the helpfulness of EI program for federal reporting.
- Helps determine program improvements for future EI families.



## New Delivery Method - Text Message

Beginning in September 2020, all families who exit the early intervention system will now receive an invitation to complete the Family Outcomes Survey via text message rather than in the mail. Sending this via text will allow the survey to be delivered in a more timely manner, closer to their exit from EI, and will allow reminders to be sent to families. The goal is to receive feedback from a representative group of families in order to improve Illinois' EI system and understand how EI has helped families!



## Service Coordinators' Role

Service Coordinators have a tremendous role in making sure that we get adequate feedback from families. Please take the following steps to ensure success:

- Enter family's active and most recent cell phone number.
- Document the family's primary language accurately in Cornerstone.
- Frequently verify the family's contact information and update Cornerstone with changes.
- Tell families to expect the survey via text after they exit the EI system.
- Explain to families why their feedback is important.
- Inform families that their information and responses are confidential.



## Providers' Role

- Encourage the families by letting them know that they are an essential partner in helping to measure their child's progress.
- Ask them to respond as soon as possible when they receive the survey via text message.



## Any Questions?

Thank you for your partnership in this effort! Please know that families can contact EITP with any questions or for assistance in completing the survey. Our contact information will be included in those texts. Spanish speaking staff are available to work with families as needed.