



Part C OSEP Parent Survey: Continuous Improvement Visit Survey Report

Michigan Alliance PTI, November 2, 2011

Between July and September 2011, we asked families to take part in our survey. One hundred twenty two (122) families kindly agreed to complete the survey. The following is a summary of the completed surveys.

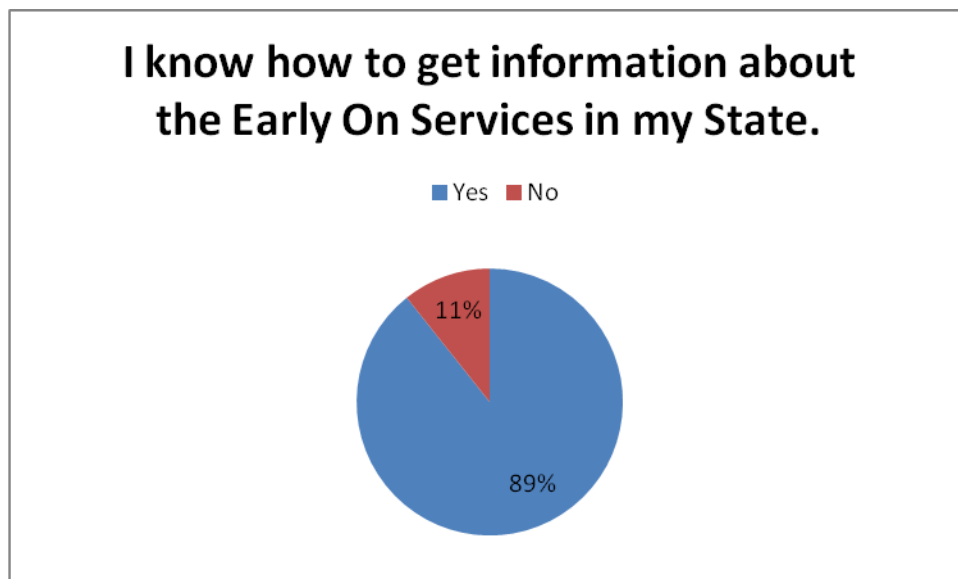
The Office of Special Education Programs (OSEP) at the United States Department of Education is coming to Michigan later this year to examine the delivery of special education services in our state. The Michigan Alliance Parent Training and Information Center is responsible for providing feedback to OSEP from parents in Michigan. Please fill out this survey so that your voice can be heard and share it with any other parents/parent groups. If you have any questions, please call 1-800-552-4821.

The Individuals with Disabilities Education Act or IDEA is a federally funded special education and early intervention program law. Part C is the section of IDEA that defines how infant and toddler early intervention services should be provided; this section of IDEA also defines your role as a parent in this process.

1) I know how to get information about the **Early On Services** in my State (child find and referral, timely services, natural environments, transition, Individual Family Service Plan development, etc.).

89% (n=100) Yes

11% (n=12) No



1a) If yes above, I can obtain that information from: (Select all that apply)

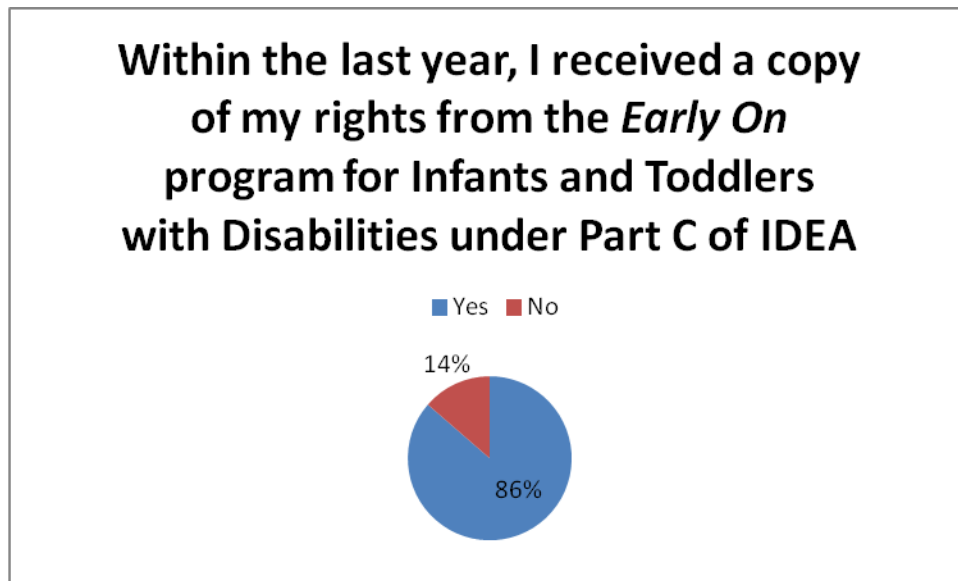
If yes above, I can obtain that information from: (Select all that apply)			
Website		29	29%
State Agency		26	26%
Local <i>Early On</i> Staff		81	82%
Parent Training and Information Center (PTI)		31	31%
Advocacy Group		17	17%
Other		18	18%
If you chose "Website" or "Other", please specify (below):		27	27%
<ul style="list-style-type: none"> • Hospital, Doctor (11) • Internet Search (3) • Oakland County's website • michigan.gov • my mother in law • my local school district • Arc Kent County (3) • Great Start • <i>Early On</i> Michigan (4) • schoolrack/aderoo • Teachers (2) • WIC Office • MAF website (3) 			

The next question asks you about “your rights” that are also called “parent rights” and “procedural safeguards” under Part C of IDEA.

2) Within the last year, I received a copy of my rights from the *Early On* program for Infants and Toddlers with Disabilities under Part C of IDEA, the Federal special education law for providing early intervention services to infants and toddlers with disabilities and their families.

86% (n=95) Yes

14% (n=15) No



2a) If yes above, who gave you this information? (Please select all that apply)

If yes above, who gave you this information? (Please select all that apply)			
Service Coordinator		62	64%
Service Provider		44	45%
Parent Center (Michigan Alliance)		25	26%
Lead Agency		0	0%
Other, please specify (below)		6	6%

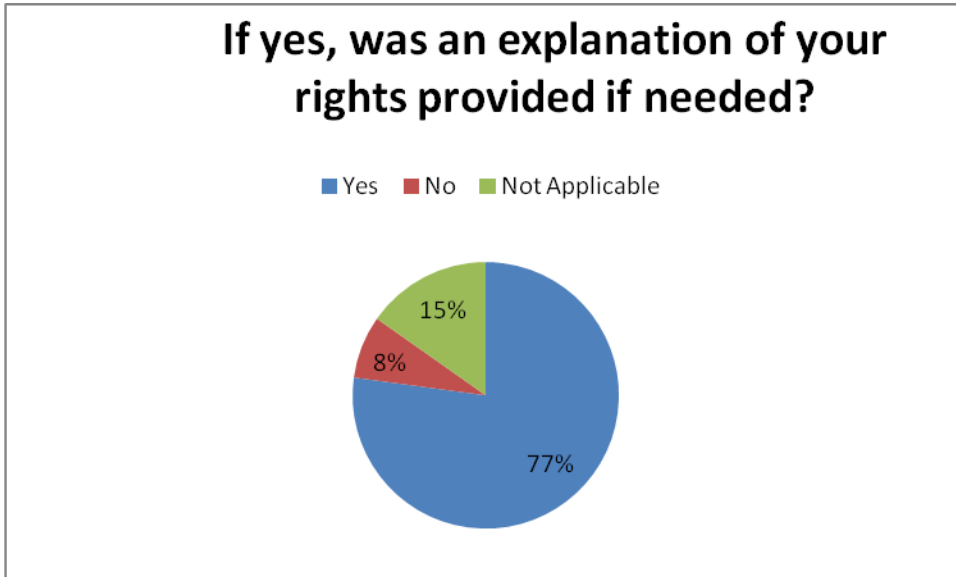
- Hospital (1)
- Ken-O-Sha (2)
- School Staff (4)

2b) If yes above, was an explanation of your rights provided if needed?

77% (n=81) Yes

8% (n=8) No

15% (n=16) Not Applicable



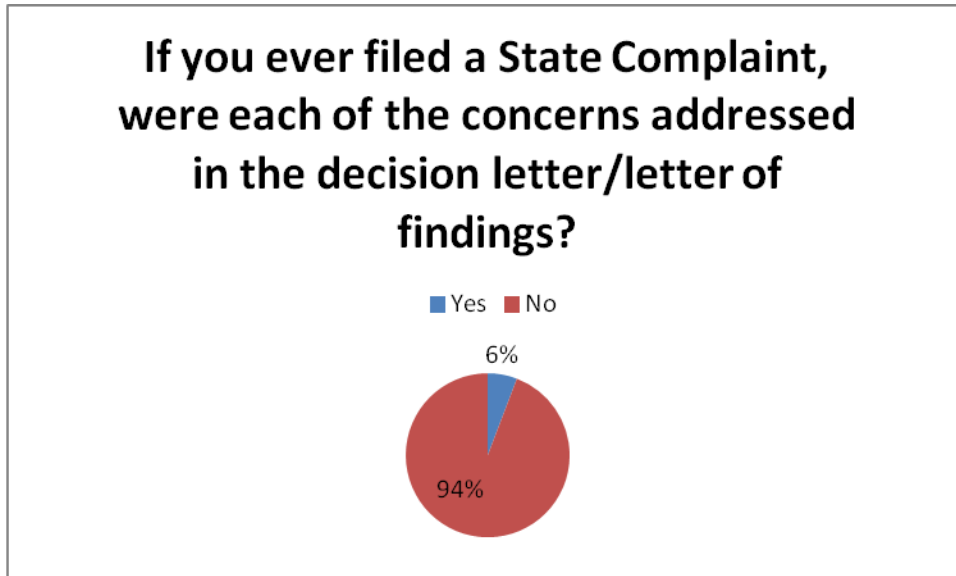
3) Within the past year I have asked for: (Select all that apply)

Within the past year I have asked for: (Select all that apply)		
Mediation	2	33%
State Complaint	0	0%
Due Process Hearing	1	17%
Resolution Session (if applicable in your state)	1	17%
Other Dispute Resolution applicable to the State, including facilitated IFSPs	3	50%

4) If you ever filed a State Complaint, were each of the concerns addressed in the decision letter/letter of findings?

6% (n=4) Yes

94% (n=65) No

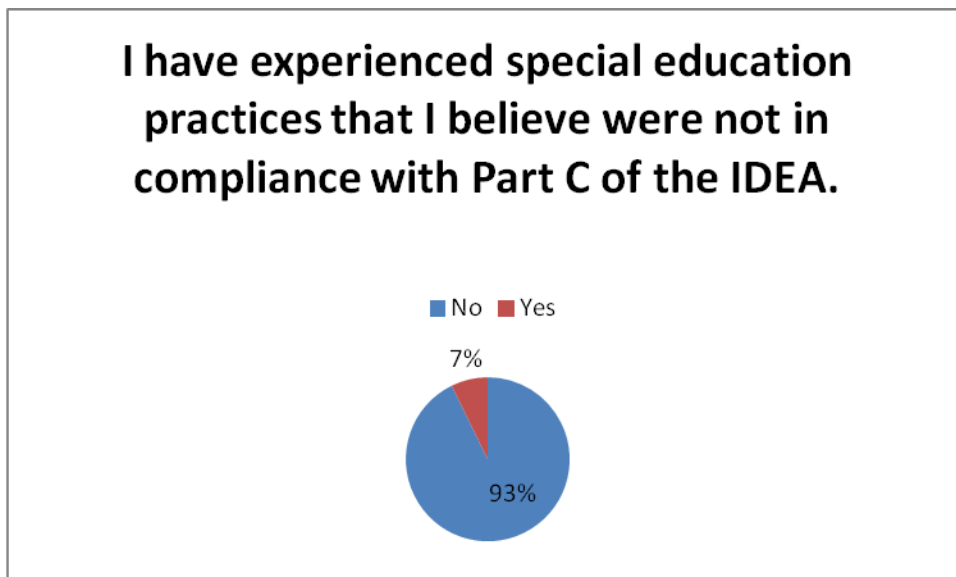


The next question asks about “non-compliance,” which means that the early intervention program or provider is not providing the services or accommodations as described in the IFSP or as required by any part of IDEA.

5) I have experienced or observed special education practices that I believe were not in compliance with Part C of the IDEA.

93% (n=102) No

7% (n=8) Yes



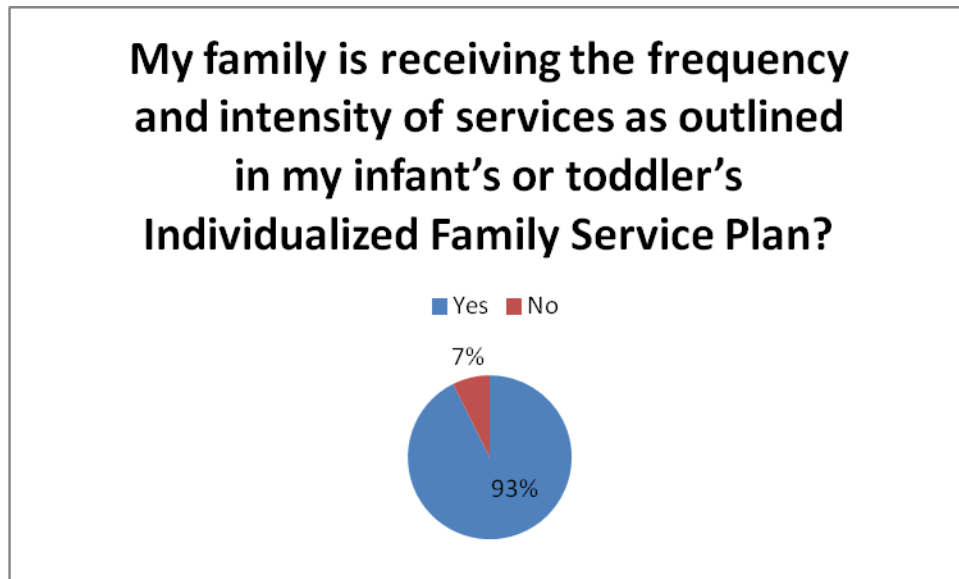
Comments:

- *Zero Tolerance policy should not apply w/o first testing for disability.*

6) My family is receiving the frequency and intensity of services as outlined in my infant's or toddler's Individualized Family Service Plan?

93% (n=100) Yes

7% (n=8) No



Comments:

- *My child's IFSP is intentionally kept vague*
- *There were a few sessions that were missed because the therapist was ill, but not made up.*
- *summer vacation; services start in September*
- *Many cancellations and missed home visits for one reason or another. Sometimes a sub is sent out, other times not offered. We must be pro-active about getting a sub if our normal service provider will be absent.*

7) Based on my experiences with the early intervention services in my State, I feel the areas that are most effective are: (Please select the top three)

Based on my experiences with the early intervention services in my State, I feel the areas that are most effective are: (Please select the top three)			
Child Find and Referral (the process for finding children who qualify for services)		25	23%
Evaluation/Assessment	#1	66	59%
Individualized Family Service Plans	#3	55	50%
Timely Early Intervention Services	#2	57	51%
Qualified Service Providers		44	40%
Services in the Natural Environment		39	35%
Other Community Based Services		28	25%
Transition from Part C to Part B (transition from the infant/toddler program to preschool or other community-based settings)		25	23%
Materials in Native Language		10	9%
Don't Know		14	13%
Other, please explain briefly:		6	5%

Comments:

- *I don't feel the services offered/received are effective. We have been forced to seek private services.*
- *The commitment of the individual provider to assist and work with infant.*
- *Great Start*
- *Child and parent support is outstanding!*
- *Dependability and reliability of scheduled services*
- *Assistance in areas I needed help with, very informative.*

8) Based on my experiences with the early intervention services in my State, I feel the areas that need most improvement are: (Select the top three.)

Based on my experiences with the early intervention services in my State, I feel the areas that need most improvement are: (Select the top three.)			
Child Find and Referral (the process for finding children who qualify for services)		18	17%
Evaluation/Assessment	#1	26	24%
Individualized Family Service Plans		19	18%
Timely Early Intervention Services		15	14%
Qualified Service Providers		13	12%
Services in the Natural Environment		4	4%
Other Community Based Services		16	15%
Transition from Part C to Part B (transition from the infant/toddler program to preschool or other community-based settings)	#1	26	24%
Materials in Native Language		15	14%
No Improvement Needed		17	16%
Don't Know	#3	20	19%
Other, please explain briefly:		16	15%

Comments:

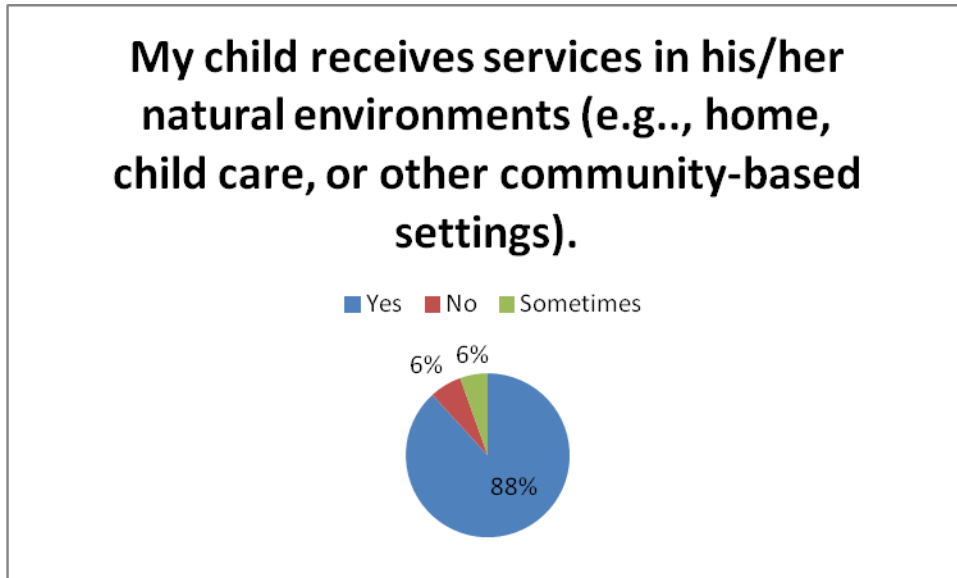
- *funded supportive services to home care provider for children*
- *Information on Social Security benefits for minors with disabilities.*
- *Better services in various districts (not equivalent)*
- *It's my understanding that the Jackson area Early On lost funding (grant ran out) for its physical therapist. I think this is a big problem. We found the physical therapist very helpful.*
- *Explaining rights, more than just handing a booklet*
- *There is always room for improvement but Sanilac is doing an excellent job.*
- *My child's service providers have large caseloads and I know that they work above and beyond the school day in order to be sure my child gets their service time. Their caseloads need to be capped so they do not burn out.*
- *speech and word sounds*
- *more help*
- *more support groups; transportation service; help getting special equipment*
- *More therapists to allow for weekly in home visits*
- *It should be a given that a substitute is provided and parents should not have to seek this out. It should always be offered.*
- *They ARE continually improving :)*
- *None, you guys are doing a wonderful job.*
- *Transportation*
- *Nothing*

9) My child receives services in his/her natural environments (e.g., home, child care, or other community-based settings).

88% (n=97) Yes

6% (n=7) No

5% (n=6) Sometimes



Comments:

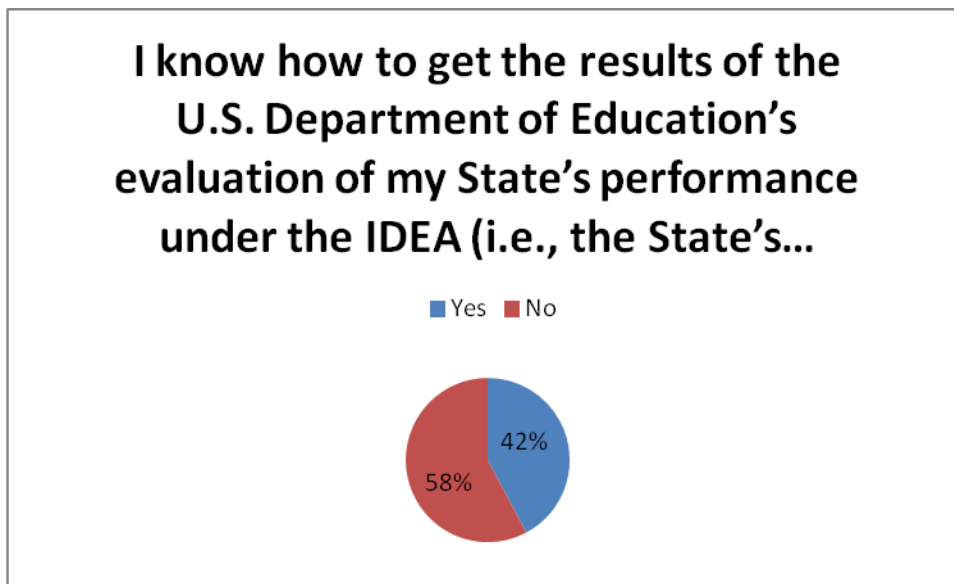
- *he did, not in a school setting*
- *Receives services in natural environment and in the community*
- *One session at home and one at school*
- *occupational therapy will be outside the home*
- *Early Head Start*
- *School Early Head Start*

Your State is required to develop and submit an Annual Performance Report describing their plan to improve results for infants and toddlers with developmental delays and disabilities. The Office of Special Education Programs, within the U.S. Department of Education, reviews and evaluates the report.

10) I know how to get the results of the U.S. Department of Education's evaluation of my State's performance under the IDEA (i.e., the State's Determination).

42% (n=46) Yes

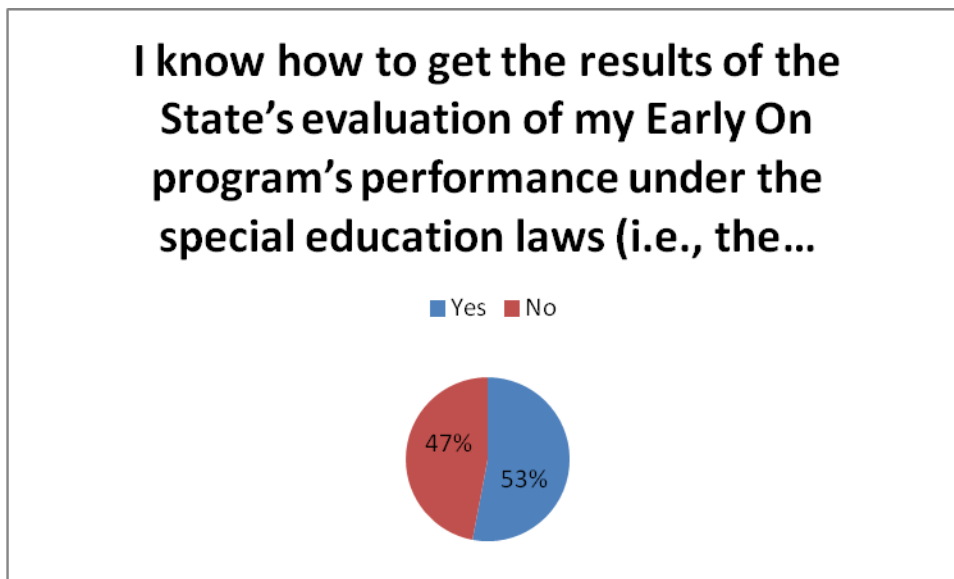
58% (n=63) No



11) I know how to get the results of the State's evaluation of my *Early On* program's performance under the special education laws (i.e., the EIS's Determination).

53% (n=59) Yes

47% (n=52) No



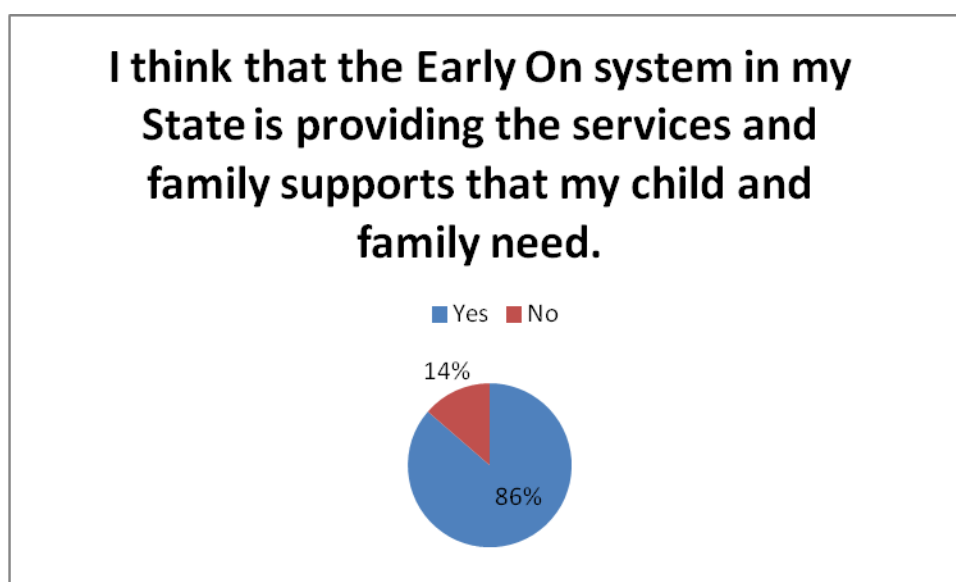
Comments:

- *I haven't tried, I don't know about this.*
- *Didn't know I was entitled to such information.*
- *Are they available upon request?*
- *don't know where to look*
- *Not sure about EIS*
- *I don't know how to receive that information.*
- *Never knew this was an option and do not know how to access this info. If it was in the "fine print", I did not take note of it.*

12) I think that the *Early On* system in my State is providing the services and family supports that my child and family need.

86% (n=95) Yes

14% (n=15) No



Comments:

- *Need more promotion of services for *Early On*, target services in more low income areas and increase more local partnership with nonprofit.*
- *Seems like the services are really spread thin and they only provide the bare minimum, not what you actually need.*
- *Assessments have not been accurate; therapies are therefore not effectively targeted. Services provided are brief and unfocused. Additionally, both parents work full-time. Services are not offered early morning, during a lunch time or even after typical business hours. There is an expectation that we will bring our child to services 2 times per week (at 1 hour each) in the middle of the day. With commuting time, the expectation is that we will miss almost 6-7 hours of work weekly. This is an unrealistic expectation.*
- *They are understaffed and are bound by restrictions. My son was clearly behind, but would have to fall further behind before getting service. Even when he got a diagnosis, it took several months to get service.*
- *my daughter needs to show significant delay before she qualifies? Why not start before delays begin?*
- *It seems services are cut every time there is a budget cut*

- *i think my son needs more time. I appreciate the service we get but would prefer it MORE often than once a month. i think he needs that.*
- *I feel like because my son does so well with his cerebral palsy due to Early On that the he doesn't qualify for special education yet there is no other help for him. I have him in a regular preschool and it is too much for him.*
- *I feel there should be more ancillary staff coming to the home not just one person trying to do the job of several*