



Infant & Toddler  
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To: Local System Managers  
From: Quality/Success/Compliance Work Group  
Date: November 14, 2011  
Subj: Revised Family Survey

The Quality/Success/Compliance Work Group, which formed during the April 2011 Statewide Meeting, is pleased to share with you the group's proposed revisions to Virginia's annual Part C Family Survey. We would appreciate you sharing this with other stakeholders (e.g., service coordinators, other providers and families) from your local system. There are 2 options for providing feedback to the Work Group:

- During regional meetings in late November and in December. Work Group members will be available at each regional meeting to listen to feedback; and/or
- In writing to Kyla Patterson ([kyla@alumni.duke.edu](mailto:kyla@alumni.duke.edu)) no later than 12/23/11.

During the April 2011 Statewide Meeting, participants identified three primary goals in reviewing and revising the statewide family survey: (1) to add N/A as a response option in order to improve the accuracy of results; (2) to shorten the survey and make it more family-friendly in order to improve response rate and response quality; and (3) to provide local systems with the family satisfaction information they want and need in order to inform local practices. In addition, the Work Group felt strongly that the revised survey must remain valid and reliable and that the results of the new survey must be comparable to results of the old survey.

With these goals in mind, the Work Group is proposing the following changes:

- Add N/A as a response option for all questions.
- Continue to use the NCSEAM survey so our results will be comparable across years and because the NCSEAM survey was originally chosen by a stakeholder group over the other national survey because of its stronger research base.
- Use only the Impact on Families Scale (page 2) of the existing survey since those are the only questions needed to respond to Indicator 4 of the State Performance Plan/Annual Performance Report. Please note that Virginia already uses the minimum number of questions allowed on this scale (22).
- Using the small bank of substitution items available from NCSEAM, replace some items on the Impact on Families Scale that either do not apply to many families or are offensive to some/many families.
- Revise the wording of items that refer to "special needs."
- Add a small number of family satisfaction questions that will give local systems a starting point in understanding issues that may be affecting their performance on Indicator 4 and may assist in improvement planning.

Please note that the Work Group is working closely with evaluation experts as we discuss and propose changes and that the survey will be formatted more formally once we have finalized the changes. If you would like to read more about the Work Group's discussions and recommendations, please access the meeting minutes available at <http://www.infantva.org/wkg-PartnerC.htm> or contact a Work Group member (a membership list is available at the same link). We look forward to receiving your feedback.