

Table B

Connecticut Birth to Three System Evaluation Study —Year Two Overview

Question	Methodology	Results	Conclusions
<p>What is the relationship between costs and child/family outcomes?</p>	<p>Service providers and directors (N=128) from 36 Birth to Three provider agencies recorded their activities in 15-minute intervals for 10 consecutive days reflecting daily tasks in the categories of service coordination, administration, direct service, and supervision.</p>	<ul style="list-style-type: none"> ◆ Half of the Directors sampled had responsibilities outside of the birth to three population. ◆ Supervision accounted for 16% of director’s total time. ◆ Providers spend as much time traveling as they do providing direct service. 	<ul style="list-style-type: none"> ◆ Directors and providers have multiple demands on their time; these demands may influence the quality of services across a number of dimensions.
<p>Is service intensity related to family profile?</p>	<p>A total of 268 families participating within the phone interview were asked if they would provide a copy of their child’s most recent IFSP for use in the Connecticut Birth-to-Three System Evaluation Study. The Division of Child and Family Studies received 82 Individualized Family Service Plans from families and their provider agencies to make up the participant pool for the current study.</p>	<ul style="list-style-type: none"> ◆ The majority of IFSPs contained one family outcome. ◆ The Summary of Family’s Concerns, Priorities, and Resources section was often ambiguous as to what information/resources were offered, who was providing the assistance, and how the need was being met. ◆ Family outcomes were not found to relate to the IFSP service profile. 	<ul style="list-style-type: none"> ◆ There seems little emphasis on family needs as a component of the service model or service intensity, frequency, and duration.

Question	Methodology	Results	Conclusions
<p>What are family perceptions of service delivery model and provider practice?</p>	<p><u>Family Survey.</u> Families participating in Birth to Three Services (N=3400) were sent surveys asking about each family's perception related to delivery model and provider practices. A total of 1310 of the families sent family surveys had returned the family survey by April 2001.</p> <p><u>Telephone Interview.</u> Follow up telephone interviews to families were completed with 268 families expressing an interest in discussing their Birth to Three experiences from referral to transition out of the Birth to Three System.</p> <p><u>Focus Groups.</u> Of the 107 families indicating a willingness to participate, 85 were reached, 38 committed to participate in the focus group conference calls, and 20 families completed a conference call with 3 to 5 other families discussing their experience in the Birth to Three System.</p>	<ul style="list-style-type: none"> ◆ Overall parents were satisfied with their Birth to Three services. ◆ Parents reported receiving services from more than one provider, yet over 48% reported there were no team meetings among their providers. Only 34% of the families having a team who met outside of the IFSP meeting were included in those meetings. ◆ The use of family-centered principles and practices as reported by families was the strongest predictor of child and family outcomes. ◆ Greater than 40 percent of parents indicated that providers were little or no help in finding 1) resources and supports related to child care; 2) opportunities to talk with other parents; 3) opportunities for participating in community activities; 4) family social/recreational activities; and/or 5) financial assistance. ◆ Parents indicated that Birth to Three providers rarely or never provided early intervention within community and family settings such as 1) duck/fish pond or lake; 2) picnic or family gathering; 3) library/bookstore story hours; 4) car/bus ride; 5) food shopping; and 6) child's bathtime. ◆ Forty-four percent of families interviewed either reported that they didn't receive service coordination or that they didn't know if they received this service. ◆ Thirty percent of families report no involvement or only watching the provider work during the intervention sessions. ◆ Only 22% of families report receiving assistance to implement intervention outside of the intervention session without the help of the provider. 	<ul style="list-style-type: none"> ◆ Because parents are so positive about having access to an early intervention program, there was extensive participation in survey phone calls and focus group calls. The sample that participated was highly educated, and of higher social and economic levels than the population data in Connecticut. Nonetheless, these families identified shortcomings in the Birth to Three system in regard to team service delivery, parent involvement in intervention sessions, intervention in the community, assistance with supports and service coordination.