

Parent and Caregiver Survey Results

Background

Every year the Family Resource Center (FRC) of Sheboygan County surveys families that have participated in Parents as Teachers (PAT) services. In 2021, we also disseminated a survey from the National Family Support Network (NFSN) in the fall.

Findings

- For each NFSN survey item, which ask about parent satisfaction of parenting support offered by FRC, over 90% of respondents indicated they strongly agree or agreed that these services were helpful to them and their family.
- The NFSN survey showed there were some opportunities for improvement:
 - Provide more opportunities to learn about Diversity, Equity and Inclusion (DEI).
 - Ask families more about their strengths.
 - Offer more opportunities for connecting families with peers and to develop leadership skills to use in the community
- Overall, 99% of respondents of the NFSN survey agree or strongly agreed that the FRC was a valuable experience.
- PAT surveys returned were from English speakers only and were all done by moms.
- According to the PAT survey, 100% of program participants were neutral, satisfied or very satisfied with how the program helped them handle stress.
- The PAT survey indicated that 16% said program didn't help with social connections and 40% were neutral. 44% of participants note feeling satisfied or very satisfied with the social connections offered. Several written comments also noted the desire for more opportunities for connections.
- Per the PAT survey, 73% said they were satisfied or very satisfied with video calls. 9% said they weren't satisfied with video calls, noting they were trying to keep computer, etc. away from a child, which made call difficult. Overall, families enjoyed in-person visits best.
- PAT survey indicated many positive comments about parents appreciating the staff being there to listen and offering resources. Many comments focused on appreciating talking about their child's milestones and doing activities to help their child with their development.



Results/Solutions

- PAT program plans to offer a class in 2022, open to the community, which highlights an aspect of DEI.
- The majority of the staff are registered for a Protective Factors training, which highlights strategies for discussing family strengths.
- The Parent Advisory Committee is restructuring, which will offer opportunities to hear parent perspectives and will offer leadership opportunities.
- Staff reviewed what written languages participants use, and through this information, the survey was translated to Burmese. The survey is now available to all participants in their native language for those that have a written language.
- Continue to remember to specifically invite dads to also complete survey.
- To increase the rate of return of surveys, in the fall 2022, we will also consider handing out paper surveys when meeting with families in person (as deemed appropriate, taking into consideration COVID protocols); we will also consider options for offering incentives (i.e. name entered in a drawing if return survey).
- In regards to social connections, it was noted that in general, 84% of participants responding noted feeling neutral, satisfied or very satisfied with the opportunities for social connections; indicating an overall positive response, with only 16% feeling dissatisfied or below.
- It was noted and recognized that COVID may currently be a barrier in attending social connection activities.
- Parent educators plan to continue to intentionally invite families, via text and/or verbally, to encourage group connection attendance and to make participants feel welcomed.
- To enhance participants' experience and to encourage connections, staff will intentionally encourage discussion among participants by using ice breakers (both when classes held in-person or virtually).
- Parent educators will discuss and consider starting a PAT family group text or FB group and will plan to implement this by the end of 2022, if decide to pursue.
- To address virtual visits concerns, FRC will follow COVID policies and when safe to offer in-person visits, and PEs and families are comfortable, visits will be offered. Individual PEs will also talk with supervisor to brainstorm solutions as needed; such as finding ways to involve child momentarily in a discussion/song/book/etc. and/or let touch button/screens, with a set amount of times allowed.

