

The Family Resource Center's Parents as Teachers (PAT) program again surveyed the families involved in the program last fall, utilizing two surveys, (the PAT Annual Satisfaction Survey and National Family Support Network's [NFSN] Participant Survey.)

THE SURVEYS ASKED A VARIETY OF QUESTIONS TO LEARN HOW PARTICIPANTS FELT ABOUT THE PAT PROGRAM. QUESTIONS WERE AIMED AT LEARNING IF PARTICIPANTS FELT THEY WERE BEING RESPECTED, VALUED, APPROACHED IN A STRENGTH-BASED MANNER, SUPPORTED IN THEIR PARENTING AND IN HELPING THEIR CHILD DEVELOP, CONNECTED TO THEIR COMMUNITY, AND SUPPORTED IN THEIR OVERALL WELL-BEING.

OF THOSE THAT PARTICIPATED, 71%- 100% GENERALLY EITHER STRONGLY AGREED OR AGREED POSITIVELY WITH QUESTIONS THAT WERE ASKED. PARTICIPANTS WERE GIVEN SPACE TO PROVIDE A VARIETY OF TEXTUAL RESPONSES, WHICH WERE GENERALLY POSITIVE, BUT ALSO PROVIDED SOME CONSTRUCTIVE SUGGESTIONS. STAFF REVIEWED THESE AND THE FOLLOWING CHANGES ARE PLANNED:

- WE'VE HAD A WAITING LIST FOR SEVERAL MONTHS THAT HAS BEEN A BARRIER FOR FAMILIES TO BEGIN SERVICES BEFORE OR IMMEDIATELY FOLLOWING BIRTH. A NEW PE HAS BEEN HIRED AND THIS WILL HELP IN REDUCING A FAMILY'S WAIT TIME TO BEGIN THE PROGRAM. THOSE THAT ARE ON THE WAITING LIST, ARE ALSO PROVIDED WITH A CHECK-IN PHONE CALL, APPROXIMATELY ONCE A MONTH, WHERE RESOURCES AND SUPPORT ARE OFFERED.
- STAFF ENCOURAGED TO OFFER FAMILIES HANDOUTS AS A PAPER OR AN ELECTRONIC VERSION.
- PES WERE ASKED TO BEGIN, (IF NOT ALREADY DOING THIS), TO TEXT REMINDERS FOR HOME VISIT TO ALL CAREGIVERS THAT ARE GENERALLY EXPECTED AT THE VISIT, RATHER THAN JUST ONE

STAFF EXPRESSED SATISFACTION WITH THE RESULTS AND HAVE PLANS TO CONTINUE DELIVERING SERVICES TO FAMILIES THAT WILL HELP THE AGENCY WITH THEIR OVERALL MISSION OF "PROVIDING FAMILIES AND INDIVIDUALS OF SHEBOYGAN COUNTY WITH EDUCATIONAL PROGRAMMING AND RESOURCES TO SUPPORT A CONNECTED AND THRIVING COMMUNITY."