

Options & Advocacy for McHenry County Early Intervention Parent Survey

We are committed to providing quality services at Options & Advocacy. This survey is an opportunity for you to tell us how we performed our job and about your experiences in Early Intervention. Responses may be shared with Service Coordinators and/or therapists (without names or identifying information) in an effort to improve our practices. Please answer the questions as completely as possible. **When done, please email to susan.beckman@opad.org or you can mail it back in the self-addressed return envelope.** Thank you for your feedback.

Service Coordinator Name: _____

Date: _____

Referral Process: Did you find the process of referral options easy? (phone, fax, online)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Referral Process: Were your concerns heard/addressed?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Referral Process: Did you find the information provided during the referral process helpful?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Referral Process: Were you contacted in a timely manner?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: Did the Service Coordinator reach out in 1-2 business days?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: Did the Service Coordinator explain initial intake meeting, evaluations, and timeline?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: I feel that my Service Coordinator understood what I needed and wanted.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: I felt I was part of the team when creating my child's Individualized Family Service Plan (IFSP)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: My Service Coordinator clearly explained options available.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: I found it easy to work with my Service Coordinator when I had concerns.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: In the event I may have had to wait for services in the community, I received regular updates from my Service Coordinator.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Ongoing Service Coordination: Overall, I was pleased with the coordination of services I received.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

What have we (Options & Advocacy) done that you liked? (for example: referral process, Service Coordinator, support services)

What have we (Options & Advocacy) done that you disliked?

What can we (Options & Advocacy) improve upon?

Services: I was pleased with the services that I received in the Early Intervention system (therapies).

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Services: The therapists included me in sessions or if they took place in daycare or other location, I was kept informed of strategies that were being used.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Services: My child benefitted from receiving Early Intervention.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Services: My Early Intervention experience increased my knowledge about child development and how I could help my child with his/her development.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Services: If I participated in Live Video Visit sessions, I found them to be helpful.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Services: What have your therapists done that you have liked?

Services: What have your therapists done that you have disliked?

Transition (24+months): I was informed of transition process and satisfied with information received.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Transition (24+months): I participated in a transition meeting with my Service Coordinator and a School District representative.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Transition (24+months): I was satisfied with the transition process into Early Childhood.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

Transition (24+months): What about the transition process did you like?

Transition (24+months): What about the transition process did you dislike?

General Comments:

I would like to be contacted to discuss my experience with Options & Advocacy.

- Yes
- No

Name, Phone/Email
