



2001 State of California Department of Developmental Services

2001 Early Start Program: Family Satisfaction Survey

Building Partnerships, Supporting Choices

“Nearly all (97.4 percent) stated that the support and services they received enhanced their child’s quality of life....”

“...96.4 percent of respondents stated that early intervention services increased their families’ capacity to enhance their child’s development....”

“...survey respondent ratings of services, the regional centers, and outcomes were above average to excellent....”

User's Guide

This report provides a detailed look at Early Start program services. The report addresses the following:

- 1) Effective communication with families;
- 2) Individualized Family Service Plan processes;
- 3) Service coordination;
- 4) Service delivery;
- 5) Quality, timeliness and quantity of services; and
- 6) Transition planning.

The report is organized as follows:

- 1) Executive Summary
- 2) Background
- 3) Detailed Results
 - a) By Ethnicity
 - b) By Age
 - c) By Regional Center
- 4) Summary of Results
- 5) Appendix
 - a) Methodology
 - b) Data Demographics
 - c) Questionnaire

The report templates are separated into three categories: ethnicity, age, and regional center. The ethnicity breakdown consists of (white, Spanish/Latin/Hispanic, African American, unknown, and all others). Age is represented from birth to 60 months in 12 month increments. Age is calculated by computing the difference between the date of birth and December 1, 2001 (when data collection was completed). Regional centers include all 21 centers located throughout California.

Each of the categories (ethnicity, age, and regional center) follow a specific order derived from the Early Start survey. Report templates begin with the Overall Satisfaction (OSAT), followed by regional center performance, Early Start services, effective communication, IFSP and personal outcomes, and analysis by ethnicity. The final template represents the number of responses by question.

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Executive Summary

“Nearly all (97.4 percent) stated that the support and services they received enhanced their child’s quality of life....”

“...96.4 percent of respondents stated that early intervention services increased their families’ capacity to enhance their child’s development....”

“...survey respondent ratings of services, the regional centers, and outcomes were above average to excellent....”

Background

The Early Start program provides early intervention services to infants and toddlers (birth to 36 months of age) with developmental delays. The program also serves infants and toddlers that may have an established risk or high risk condition for developing substantial developmental disabilities. The Department of Developmental Services (DDS) administers an interagency system of services that includes the California Early Start program. The *2001 Early Start Program: Family Satisfaction Survey* was designed to measure family satisfaction regarding services provided by California's 21 regional centers. Regional Centers are private not-for-profit organizations that provide services to children and families with developmental disabilities. DDS secured the services of XenologiX, an independent contractor, to conduct this survey.

The primary purpose of this satisfaction survey was to collect and analyze data on program performance not routinely or previously available. The information gathered covers:

- 1) Effective communication with families;
- 2) Individualized Family Service Plan processes;
- 3) Service coordination;
- 4) Service delivery;
- 5) Quality, timeliness and quantity of services; and
- 6) Transition planning.

Information from this survey will assist DDS in meeting three major objectives:

- 1) Ascertaining family satisfaction with Early Start program services;
- 2) Identifying technical assistance needs; and
- 3) Establishing baseline satisfaction levels for future survey efforts.

The Survey

Early Start services are based on a child's assessed developmental need and the family's concerns and priorities as determined by an Individualized Family Service Plan (IFSP) team. Early Start program services were provided to 31,585 children between September 1, 2000 and August 31, 2001.

The survey instrument was designed and reviewed by DDS program management and research staff, Family Resource Center Network, and two subcommittees of the Interagency Coordinating Council: 1) the Quality Assurance and Program Standards Subcommittee and 2) the Family Services and Supports Subcommittee, and by XenologiX.

The total number of telephone interviews conducted was 1,706. The interviews were conducted between November 5, 2001 and December 22, 2001¹. Interviews were conducted by professionally trained staff. All interviewers were monitored for quality and respondent confidentiality was maintained.

Population Description

The following illustrates, by specific category, the degree to which the demographic data for the survey respondents was similar to the demographic data for the total population of children in the California Early Start program².

- 1) Regional Center: the respondents from each regional center represented 4.5 to 5.1 percent of the total Early Start program population.
- 2) Residential Type: the respondent distribution by residential type was within 0.8 percent of the total Early Start population.
- 3) Ethnicity: the distribution by ethnicity was within 7.0 percent of the total Early Start program population's ethnic ratio, and included all ethnicities that represented at least one percent of the total Early Start population.
- 4) Primary Language: the distribution by primary language was within 4.3 percent and included all primary languages that represented at least one percent of the total Early Start population.
- 5) Status: the distribution by status code was within 18.0 percent and included all status codes that represented at least one percent of the total Early Start population.
- 6) Gender: the distribution by gender was within 2.0 percent of the total Early Start population.

¹ A more detailed discussion regarding methodology is addressed in the "Appendix" section of this report.

² For a more detailed description of the similarities of the sample and total Early Start populations, see the "Data Demographics" tables in the "Appendix."

2001 Early Start Program: Family Satisfaction Survey

Respondent Profile Results

Relationship of Respondent to Child		
Respondent	Survey Participants	
	Count	Percent
Mother	1312	76.9%
Father	211	12.4%
Foster parent	83	4.9%
Sibling	4	0.2%
Grandparent	73	4.3%
Other family (aunt/uncle)	13	0.8%
Other	10	0.6%
Total	1,706	100%

A total of 1,706 respondents participated in the 2001 Early Start Program: Family Satisfaction Survey. Most respondents (76.9 percent) were the mothers of the children participating in the Early Start program.

Status of Child		
Client Status	Survey Participants	
	Count	Percent
Intake and Assessment	1	0.1%
Prevention (High Risk Infant)	1283	75.2%
Active Client	264	15.5%
Genetics (at Risk Person)	1	0.1%
Inactive	29	1.7%
Closed Transfer	5	0.3%
Closed Not DD	70	4.1%
Closed Deceased	0	0.0%
Closed Not Determined	33	1.9%
Closed Out of State	1	0.1%
Closed Other	19	1.1%
Total	1,706	100%

The vast majority (90.8 percent) of respondents reported eligibility for regional center services, while 9.2 percent of respondents reported that they were not currently receiving services: their cases were listed as "inactive" or "closed."

Number of Services Family/Child Receives		
Number of Services	Survey Participants	
	Count	Percent
1	796	46.7%
2	448	26.3%
3	244	14.3%
4	138	8.1%
5	40	2.3%
6	25	1.5%
7	11	0.6%
8	4	0.2%
Total	1,706	100%

Nearly half (46.7 percent) of respondents received only one Early Start service.

Summary of Results

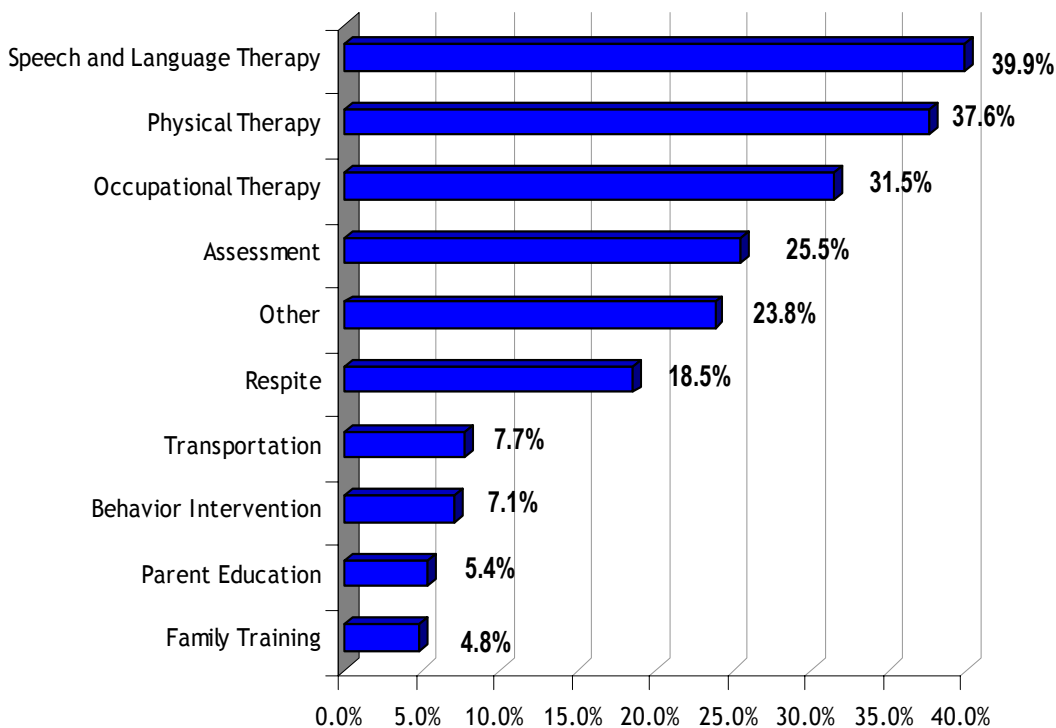
In general, *survey respondent ratings of services, the regional centers, and outcomes were above average to excellent.* This held true when subpopulations based on age and ethnicity/race were examined. As shown in the table below, levels of satisfaction with services and regional centers tended to be somewhat higher than satisfaction with outcomes¹.

RANK ORDER OF SELECTED RATINGS		
10 = OUTSTANDING	5 = AVERAGE	1 = UNACCEPTABLE
AREA RATED	AVERAGE WEIGHTED	
	RATING ¹	RANK
Overall satisfaction w ith the services you receive(d)	8.77	1
Overall satisfaction w ith the regional center	8.67	2
Cognitive outcomes	8.65	3
Services have been designed to fit into your everyday family routine	8.65	3
Overall satisfaction in meeting your IFSP outcomes	8.54	5
Overall quality of life outcomes	8.49	6
Physical/motor outcomes	8.40	7
Social and emotional outcomes	8.33	8
Overall satisfaction w ith the amount of services	8.28	9
Overall satisfaction w ith the information to plan for your child's needs	8.26	10
Cognitive outcomes	8.19	11
Adaptive skill outcomes	7.99	12
Satisfaction w ith the help from regional center w hen your child turned three years old	7.97	13

¹ The sampling method was based on having sufficient numbers to examine satisfaction at the regional center level. This resulted in overrepresentation of small centers, and under representation of large centers. To create comparable numbers would require weighting of individual respondents' data (e.g., if regional center A's white, status 1, age birth through 12 months account for two percent of the total population, but only one percent of the sample, such answers would count as if it were for two families; similarly, if they accounted for one percent of the population, but two percent of the sample each answer would count as one-half of a response). Such weighting was beyond the resources of this project. However, averaging regional centers' scores for comparing to comparable data (e.g., other such averages) can function to highlight relative strengths and weaknesses.

Summary of Results

As the chart shows, the Early Start services most commonly received were speech and language, physical therapy and occupational therapy¹.



Most respondents reported that their family received services provided by the regional center (71.3 percent). Other providers of services reported, in order of frequency, were: private/non-profit providers (16.5 percent), other providers (10.9 percent), education agencies (8.1 percent), physician/medical staff (4.4 percent), and Family Resource Centers (1.9 percent).

The majority (86.0 percent) of respondents stated that they received all services specified in the IFSP. The majority (78.9 percent) also reported that the services were delivered on time. Of the respondents that stated that the services did not start on time, 73.3 percent reported a delay of over one month.

¹ The percents here are regional center average percents to provide an indication of relative statewide patterns.

Summary of Results

Nearly all (97.4 percent) stated that the support and services they received enhanced their child's quality of life. Overall, 96.4 percent of respondents stated that early intervention services increased their families' capacity to enhance their child's development. Most respondents reported that culturally relevant information was fully available and that all important issues were discussed during their child's IFSP meeting (83.4 and 83.0 percent, respectively). Eighty-two percent of respondents also reported that family needs and wants were discussed during the planning meeting. A clear majority stated all services identified on the IFSP had been received by their child's third birthday (81.7 percent)¹.

Smaller majorities reported that all services began on time (78.9 percent), that all special education services identified on the IFSP had been received by their child's third birthday (70.9 percent), and that they had received all appropriate services identified on the IFSP by their child's third birthday (70.5 percent). The smallest majority stated they knew what to do if they disagreed with a regional center decision (68.7 percent)¹.

RANK ORDER OF SELECTED YES ANSWERS		
	Average Percent ¹	RANK
Family's support, services and resources have enhanced child's quality of life	97.4	1
Early intervention services received increased family's capacity to enhance child's development? ²	96.4	2
When first looking for assistance, culturally relevant information was fully available ²	83.4	3
All important things discussed at most recent IFSP	83.0	4
Service coordinator discussed all family's needs and wants at planning team meeting	82.1	5
Received all of the services identified on child's IFSP by his or her third birthday? ²	81.7	6
Services began on time	78.9	7
Received all of the special education services identified on child's IFSP by child's 3rd birthday? ²	70.9	8
Received all appropriate services identified on child's IFSP by child's 3rd birthday? ²	70.5	9
Know what to do if disagree with a regional center decision	68.7	10

¹The sampling method was based on having sufficient numbers to examine satisfaction at the regional center level. This resulted in over-representation of small centers, and under representation of large centers. To create comparable numbers would require weighting of individual respondents' data (e.g., if regional center A's white, status 1, age birth through 12 months account for two percent of the total population, but only one percent of the sample, such answers would count as if it were for two families; similarly, if they accounted for one percent of the population, but two percent of the sample each answer would count as one-half of a response). Such weighting was beyond the resources of this project. However, averaging regional centers' scores for comparing to comparable data (e.g., other such averages) can function to highlight relative strengths and weaknesses.

²Do not know/remember responses are not factored into the percent calculations.

Summary of Results

Ethnicity

More survey participants responded on behalf of children who were white (30.6 percent) and Spanish/Latin/Hispanic (30.5 percent) than other ethnic groups.

Child's Ethnicity	Survey Participants	
	Count	Percent
White	522	30.6%
Spanish/Latin/Hispanic	520	30.5%
African American	96	5.6%
Unknown	408	23.9%
All Others ¹	160	9.4%
Total	1,706	100%

One of the more notable differences regarding ethnicity was that while the majority of respondents were the mother of the child (76.9 percent), for African Americans only 57.3 percent of the respondents were the mother of the child. Interestingly, as compared to the total group (5.1 percent), an increased percentage of respondents (19.8 percent) were foster parents among African American children.

Can you tell me what your relationship to the child is?					
Relationship	White	Spanish/ Latin/ Hispanic	African American	Unknown	All Others ¹
Mother	75.9%	83.5%	57.3%	76.2%	72.5%
Father	15.5%	9.2%	7.3%	13.7%	11.9%
Foster Parent	3.4%	3.1%	19.8%	5.1%	5.6%
Residential Care Provider	0.0%	0.0%	0.0%	0.0%	0.0%
Sibling	0.0%	0.6%	1.0%	0.0%	0.0%
Grandparent	3.6%	2.9%	9.4%	3.7%	9.4%
Other Family (Aunt/Uncle)	0.6%	0.8%	3.1%	0.7%	0.0%
Other	1.0%	0.0%	2.1%	0.5%	0.6%
Total	100%	100%	100%	100%	100%

¹ All others includes Asian, Pacific Islander and Native Americans.

Summary of Results

Age

The highest percentage of survey respondents were responding on behalf of children between 25 and 36 months of age (39.3 percent).

Age of Children		
Age of Children	Survey Participants	
	Count	Percent
0-12 Months	126	7.4%
13-24 Months	413	24.2%
25-36 Months	671	39.3%
37-48 Months	426	25.0%
49-60 Months	70	4.1%
Total	1,706	100%

All age groups showed satisfaction ratings in the “good” to “excellent” range on virtually all items. Participants responding on behalf of children ages 13 through 24 months of age reported the highest level of satisfaction with services received (8.96), with the regional center (8.90), and finding information about available services (8.02).

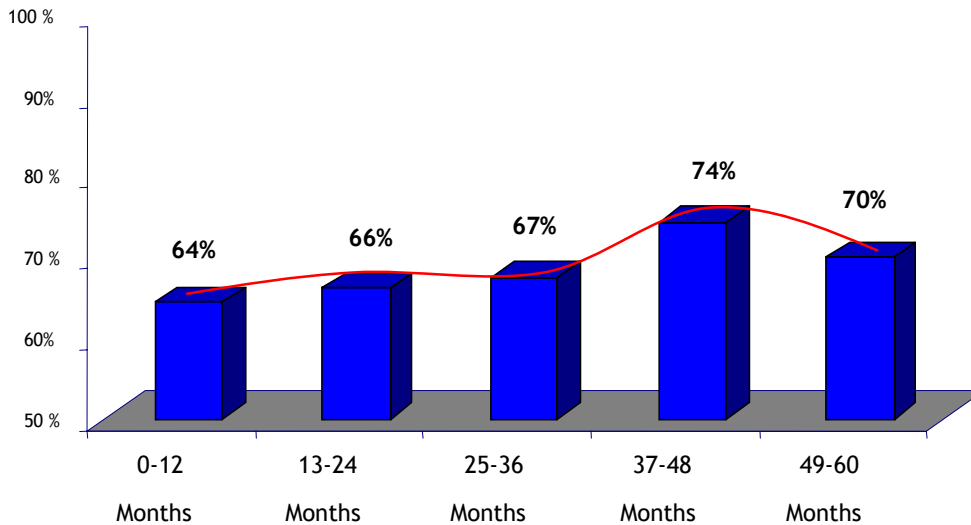
Average ratings increased with age across the age groups on some items, like “knowing whom to contact in the event of a disagreement.” However, the average ratings decreased with age across the age groups for the following items:

- Satisfaction with the amount of services
- Satisfaction with the information to plan their child’s need
- Social and emotional outcomes
- Quality of life outcomes

The proportions giving the highest ratings also varied with age group. For example, ratings tended to decrease across age groups for physical/motor and adaptive skills outcomes.

Summary of Results

Do you know what to do if you disagree with the regional center?



As compared to all the other age groups, those responding on behalf of children ages 37 through 48 months reported a greater knowledge of what to do if they disagreed with a regional center decision. The least knowledgeable in this regard were those responding on behalf of children ages birth through 12 months of age.

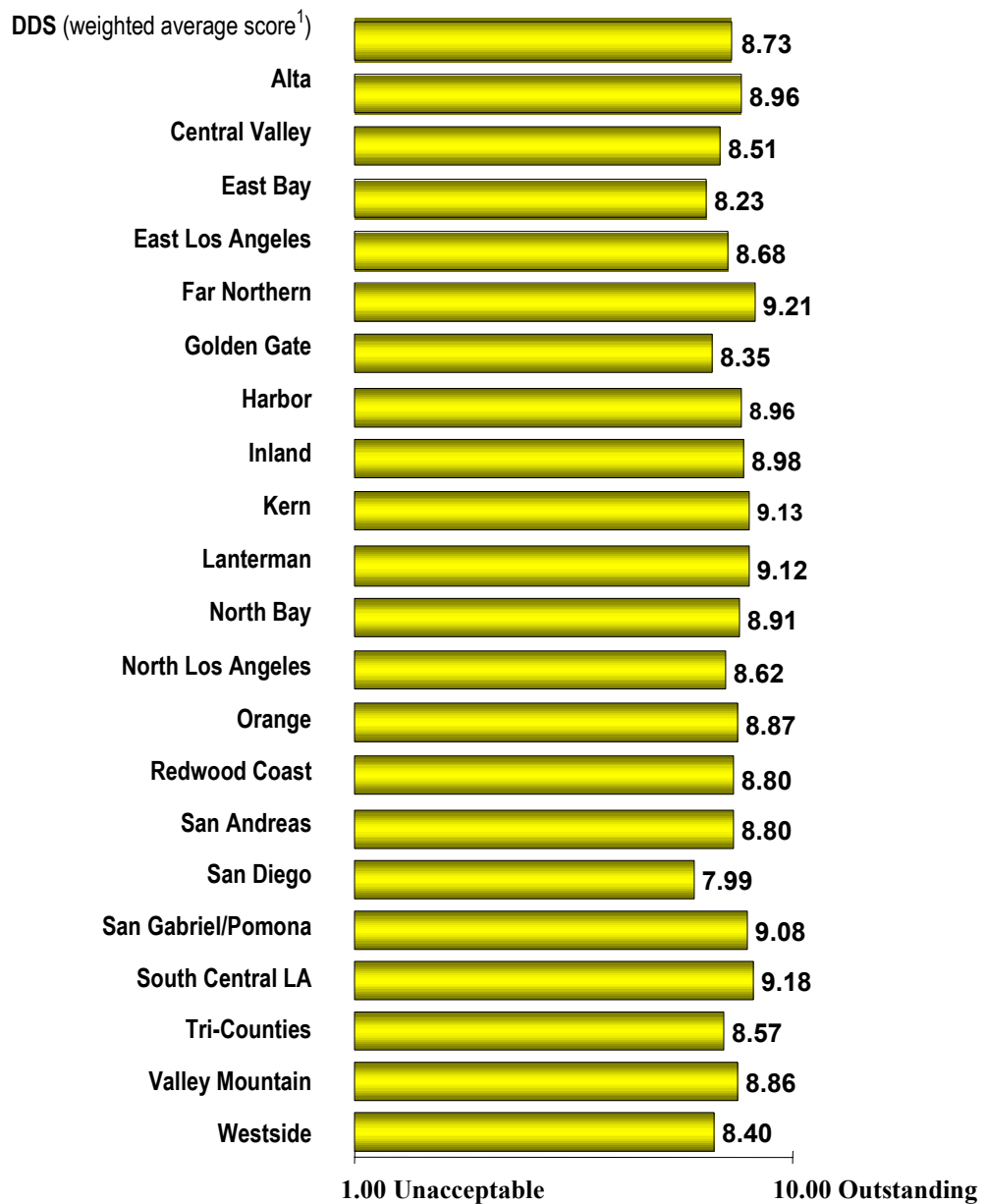
As the child of the respondent aged, the mother or primary caregiver tended to be better informed. Respondents of children in the 49 through 60 months age group reported a slight decline with regard to knowing what to do when disagreements occurred.

Summary of Results

Regional Center

The average overall satisfaction rating for all regional centers was 8.73¹. The majority (62.0 percent) of regional centers were rated above the average, while more than one-third of the regional centers (38.0 percent) were rated below the average. However, the range between the highest rated center and the lowest rated center was just 1.22.

Q13 - Overall Satisfaction



¹See the methodology section in the "Appendix" for more detail about need for weighting.

Conclusions

The primary purpose of this satisfaction survey was to collect and analyze data on how well the program is performing in the following areas: communication with families, Individualized Family Service Plans (IFSP), service coordination, service delivery, quality, timeliness and quantity of services, and transition planning.

The results suggest that, *for the most part, the system performs well across all regional centers, age groups, and ethnicities for most families.* However, there are few areas that apparently have worked less smoothly for a sizeable number of respondents. Among these areas worthy of attention are timeliness of services, transition planning, and knowledge of what the family can do if they disagree with a regional center decision.

Background

“Early Intervention services for infants and toddlers with disabilities or at risk represent an investment in resources, in that these services reduce the ultimate costs to our society, by minimizing the need for special education and related services in later school years and by minimizing the likelihood or institutionalization. These services also maximize the ability of families to better provide for the special needs of their child.

“Early intervention services for infants and toddlers with disabilities maximize the potential to live independently, and exercise the full rights of citizenship.”

- Title 14, Government Code Section 95001(a)(2)

The U.S. Department of Education, Office of Education Programs (OSEP) makes supplemental funding available to provide early intervention services for infants and toddlers with disabilities and their families through Part C of the Individuals with Disabilities Act (IDEA). In California, these services are provided pursuant to the California Early Intervention Services Act (Title 14, Government Code Sections 95000 through 95029). OSEP monitors states and their lead agencies, which is the Department of Developmental Services (DDS) in California. For DDS, OSEP looks for Part C requirements providing the strongest links to improved results for infants and toddlers with disabilities, and their families. Improved results for families include:

- 1) *Effective general supervision of the implementation of Part C;*
- 2) *All infants and toddlers with developmental delays, disabilities, and/or risk conditions are identified, evaluated, and referred for services;*
- 3) *Outcomes for infants and toddlers and their families are accomplished through family-centered supports and systems of services;*
- 4) *Eligible infants and toddlers and their families receive early intervention services in natural environments; and*
- 5) *Transition planning results in needed supports and services.*

Early Start Program Description

Early Start services are provided to infants and toddlers from birth to 36 months of age who have a developmental delay, an established risk condition, or are at high risk for a developmental disability. In addition to Early Start programs, DDS services, such as genetic screening, may be available to families who are at risk of giving birth to an infant with developmental disabilities.

Between September 1, 2000 and August 31, 2001, the California regional centers provided early start services to 31,585 children and their families. Services are based on an assessment of each child’s developmental needs. The display on the next page identifies many early intervention services.

Early Start Program Description

EARLY INTERVENTION SERVICES:

- | | |
|---|---|
| Assistive technology | Physical therapy |
| Audiology | Psychological services |
| Family training, counseling/
home visits | Respite services |
| Health Services | Service coordination (case management) |
| Medical Services for
diagnostic | Social work services |
| Nursing Services | Special instruction |
| Nutrition Services | Speech and language services |
| Occupational therapy | Transportation and related costs |
| | Vision services |

This survey looks at the Early Start program and family perceptions about how the program meets family needs. In total, 1,706 families participated in this effort.

Purpose and Objectives

The primary purpose of this satisfaction survey was to collect and analyze data on the program not routinely or previously available. The survey and analyses establishes how well the program is performing in the following areas:

- 1) **Communication with families:** Is information given to families in a way that is understandable and consistent with statutory and regulatory requirements? Is information communicated in the family's language of choice?
- 2) **Individualized Family Service Plans (IFSP):** Do families have an opportunity to discuss concerns and priorities during the IFSP process? Further, does the IFSP contain goals that respond to family concerns and priorities?
- 3) **Service coordination:** Does the service coordinator facilitate the accomplishment of outcomes identified in the IFSP? Are services monitored and issues addressed?
- 4) **Service delivery:** Are families, infants, and toddlers receiving the services they need?
- 5) **Quality, timeliness and quantity of services:** Are quality services being delivered? Are services delivered in a timely fashion? Are sufficient services being delivered?
- 6) **Transition planning:** Are families, infants and toddlers assisted in making a smooth transition from receiving Early Start services to the next appropriate phase of service delivery?

Results

Analysis by Primary Ethnicity

“The majority (87.7 percent) of those responding reported that all services identified on the IFSP were received by the child’s third birthday.”

“The majority of respondents, ranging from 93.9 to 100.0 percent of each ethnic group, stated that the support, services, and resources received enhanced their child’s quality of life.”

“...from 92.7 to 97.3 percent of each [ethnic] group reported improvements in their child’s overall development.”

“... the majority (82.8 percent) of respondents reported that all important issues were discussed [at their last IFSP meeting].”

“When asked if the service coordinator discussed family needs and wants during this meeting, the majority (82.1 percent) responded positively.”

Introduction

The results by primary ethnicity are distributed across the following categories: white (522), Spanish/Latin/Hispanic (520), African American (96), unknown (408), and “all others” (160).

“All others” includes Asian Indian, Cambodian, Chinese, Filipino, Guamanian, Hmong, Japanese, Korean, Laotian, Native American, Native Hawaiian, Samoan, Thai, Vietnamese, other Asian, other Pacific Islander, and all others not classified; each of these groups represents less than one percent of the total population.

As indicated by the table below, the distribution of ethnicities among Family Satisfaction Survey respondents is similar to the distribution of ethnicities among the total Early Start program population.

Since the Early Start program requirements include both 1) outreach to historically underserved populations, such as minorities; and 2) that services be culturally appropriate, the identification of differences, if any, in satisfaction levels within ethnicities can be of value in the program planning process.

Primary Ethnicity	Population		Survey Participants	
	Count	Percent	Count	Percent
African American	2,176	6.9%	96	5.6%
Spanish/Latin/Hispanic	10,457	33.1%	520	30.5%
White	7,386	23.4%	522	30.6%
Unknown	8,278	26.2%	408	23.9%
All Others	3,288	10.4%	160	9.4%
Total	31,585	100%	1,706	100%

Analysis

Areas of similar satisfaction across ethnic groups:

The majority (87.7 percent) of those responding reported that all services identified on the IFSP were received by the child’s third birthday. Comparatively, the response by ethnicity regarding receipt of services by the child’s third birthday was as follows: **white (88.6 percent), African American (88.5 percent), unknown (87.0 percent), “all others” (87.0 percent), and Spanish/Latin/Hispanic (85.9 percent).**

When respondents were asked if their family received **all** of the appropriate services identified on the IFSP by the child’s third birthday, a slight decrease to 69.0 percent is observable. Comparatively, the response by ethnicity for “all others” was 81.9 percent, for white was 79.2 percent, African American was 75.0 percent, unknown was 67.2 percent, and Spanish/Latin/Hispanic was 61.4 percent.

Analysis

Areas of similar satisfaction across ethnic groups (continued):

In regards to receiving appropriate services, almost one-third (31.0 percent) of respondents reported that their family did not receive all of the appropriate services. Of note, more of the individuals responding on behalf of Spanish/Latin/Hispanic children reported not receiving all of their appropriate services - 38.6 percent.

The majority of respondents, ranging from 93.9 to 100.0 percent of each ethnic group, stated that the support, services, and resources received enhanced their child's quality of life. In addition, when asked if early intervention services have enhanced their child's development, from 92.7 to 97.3 percent of each group reported improvements in their child's overall development.

Non-white ethnicities rated their level of satisfaction as outstanding more often than the white ethnic group. In addition, more than one-half of the Spanish/Latin/Hispanic respondents rated three out of six outcome areas as outstanding.

When asked to rate whether services were designed to fit into the families' daily routine, the majority (52.0 percent) of respondents gave an outstanding rating. Individuals responding on behalf of Spanish/Latin/Hispanic children reported the highest rating more often (60.0 percent); "all others" did so far less frequently (38.0 percent) .

A score of one (unacceptable) was rarely present for more than one to three percent of total responses. However, when asked to rate their level of satisfaction with the help received from the regional center when their child turned three years old, about six percent of the respondents reported a rating of unacceptable. The unacceptable rating among all ethnic groups ranged from five to 20.0 percent. Compared to other ethnicities, approximately 20.0 percent of those responding on behalf of African American children reported being least satisfied with services when their child turned three years old.

Analysis

Areas where differences in satisfaction across ethnic groups were noted:

Compared to other ethnic groups, individuals responding on behalf of Spanish/Latin/Hispanic children reported higher levels of satisfaction for nearly every question with the exception of adaptive skill outcomes.

In terms of receiving Early Start services that were specified in their IFSP, a higher percentage of those responding on behalf of African American children (90.9 percent) and white children (89.3 percent) reported receiving their services as compared to the total group of respondents (85.5 percent).

As compared to all respondents (78.7 percent), a higher percentage of individuals responding on behalf of white children (80.9 percent) reported that their services started on time. Fewer individuals responding on behalf of children in the "all others" category reported that their services started on time (76.0 percent).

Of the respondents that reported a delay in service, 36.4 percent of those responding on behalf of African American children reported that their services were delayed two to four weeks, as compared to all respondents (18.1 percent). Respondents whose child's ethnicity was unknown reported a delay in service (12.8 percent) as compared to all the other ethnic groups.

When asked if all important issues were discussed at their last IFSP meeting, the majority (82.8 percent) of respondents reported that all important issues were discussed. Slightly more individuals responding on behalf of white children (88.2 percent) reported that all important issues were discussed at their IFSP meeting than individuals responding on behalf of Spanish/Latin/Hispanic children (77.5 percent).

When asked if the service coordinator discussed family needs and wants during this meeting, the majority (82.1 percent) responded positively. Comparatively, more respondents representing white children (87.1 percent) reported that their needs and wants were discussed at their last IFSP meeting than individuals responding on behalf of Spanish/Latin/Hispanic children (76.9 percent).

Summary

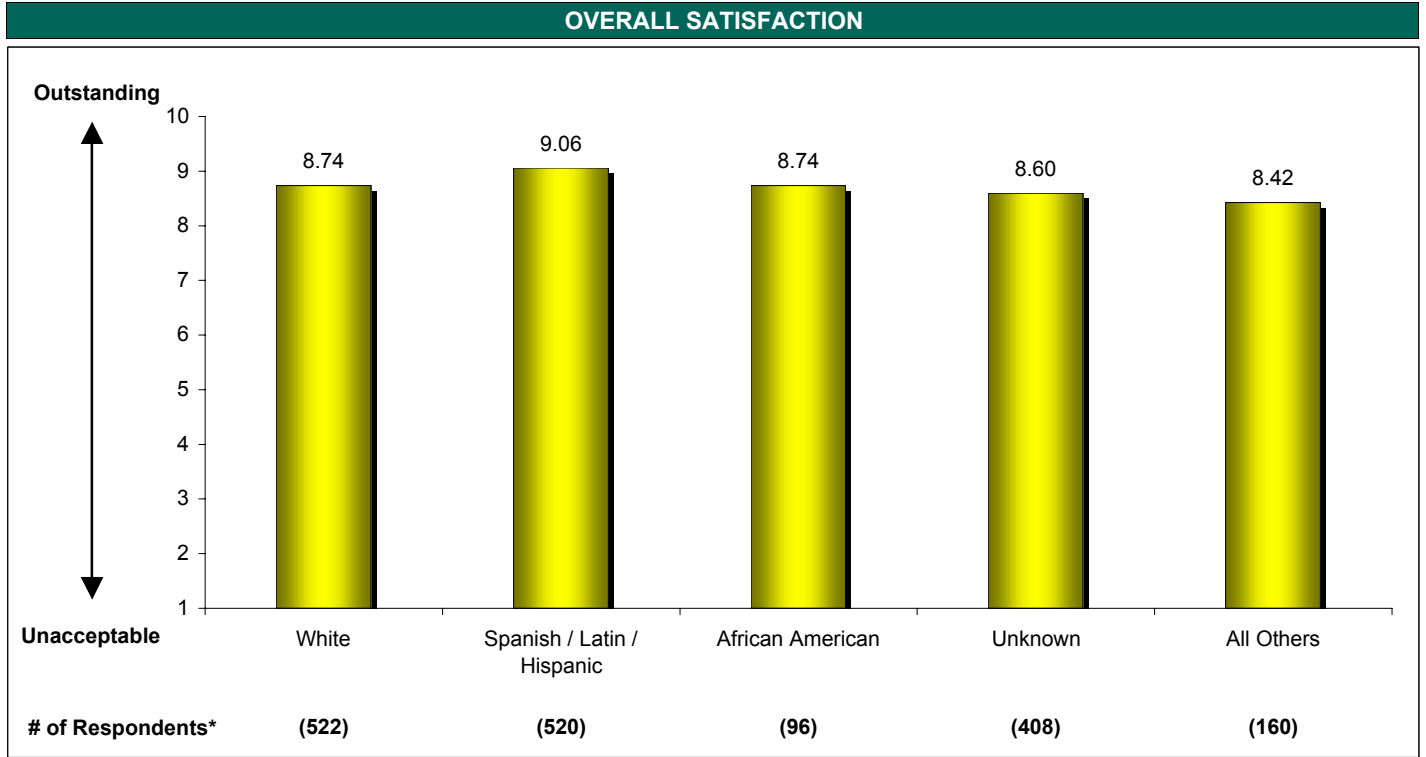
Based on the table below, individuals responding on behalf of Spanish/Latin/Hispanic children rated services significantly higher than others; only the adaptive skills and speech and language outcome items were rated lower by this group than by some other ethnic groups.

Individuals responding on behalf of children in the "all others" category rated their satisfaction with services lower than other ethnic groups for every question.

In general, respondents rated their level of satisfaction relatively high (8.73). However, areas that have the highest proportion of unacceptable ratings may be candidates for further investigation. For example, nearly one third of the respondents stated that they did not receive all of the special education and appropriate services by the child's third birthday.

AREA OF SATISFACTION RATED	White	Spanish/ Latin/ Hispanic	African American	Unknown	All Others
Overall satisfaction with the services you receive(d)	8.74	9.06	8.74	8.60	8.42
Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35
Overall satisfaction in meeting your IFSP outcomes	8.53	8.81	8.32	8.43	8.08
Overall satisfaction with the amount of services	8.32	8.41	8.46	8.15	7.95
Overall satisfaction with the quality of services	8.66	8.77	8.72	8.58	8.41
Satisfaction with the help from regional center when your child turned three years old	7.57	8.53	7.36	7.93	7.80
Services have been designed to fit into your everyday family routine	8.68	8.80	8.59	8.57	8.26
Overall satisfaction with the information to plan for your child's needs	7.92	8.66	8.54	8.24	7.88
Ease of finding information about available services	7.15	7.97	7.83	7.44	7.21
Social and emotional outcomes	8.27	8.58	8.24	8.23	8.03
Cognitive outcomes	8.12	8.32	8.14	8.24	7.91
Speech and language outcomes	7.62	7.48	7.56	7.51	7.18
Physical/motor outcomes	8.31	8.63	8.40	8.26	8.24
Adaptive skill outcomes	8.14	7.89	8.16	7.97	7.78
Overall quality of life outcomes	8.51	8.68	8.30	8.41	8.12

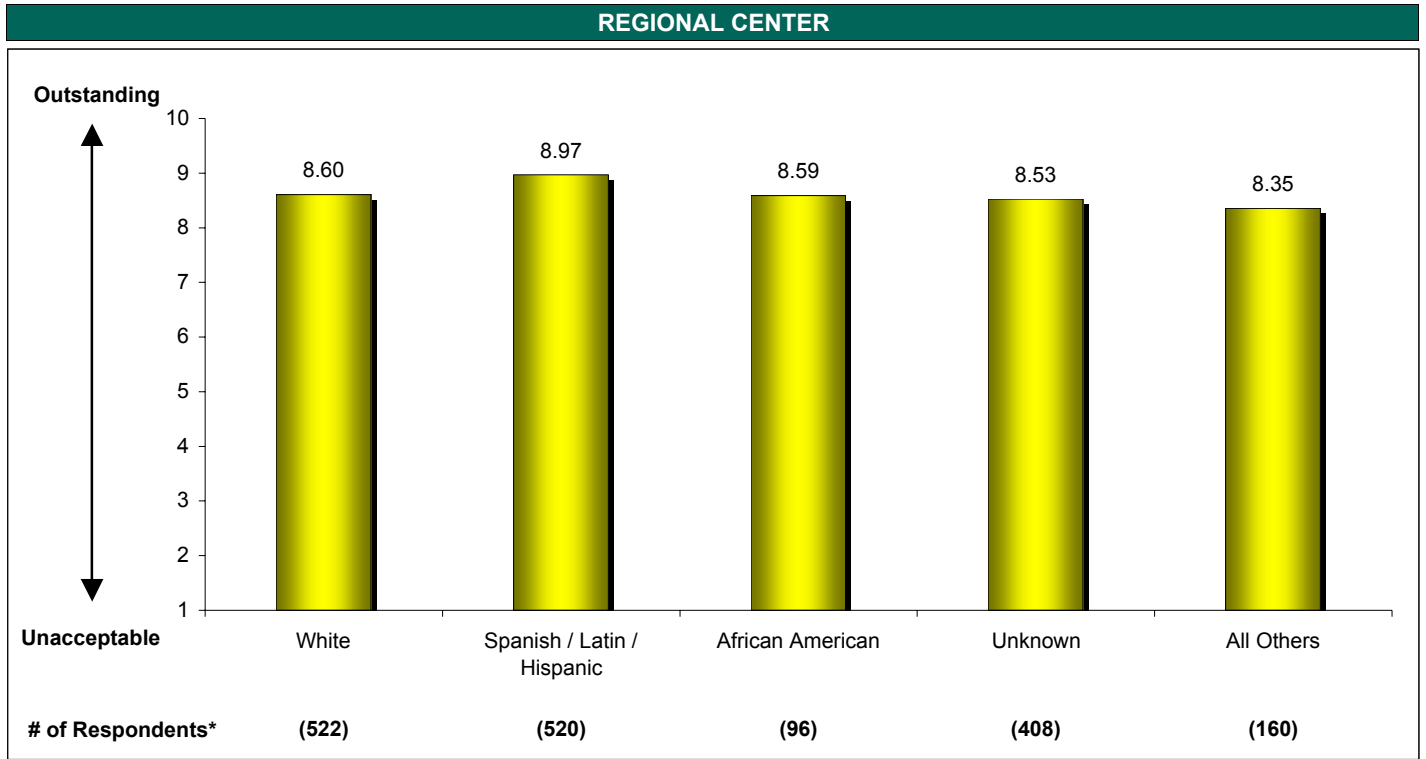
ANALYSIS OF EARLY START SERVICES BY ETHNICITY



	White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q13. Overall satisfaction with the services you receive(d)	8.74	9.06	8.74	8.60	8.42
Q32. Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35
Q12. Overall satisfaction in meeting your IFSP outcomes	8.53	8.81	8.32	8.43	8.08
Q5. Overall satisfaction with the amount of services	8.32	8.41	8.46	8.15	7.95
Q6. Overall satisfaction with the quality of services	8.66	8.77	8.72	8.58	8.41
Q10. Services have been designed to fit into your everyday family routine	8.68	8.80	8.59	8.57	8.26

* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others	
Q32.	Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35	
Q31.	Satisfaction with the help from regional center when your child turned three years old	7.57	8.53	7.36	7.93	7.80	
Q28.	Did your child receive all of the services identified on his or her IFSP by his or her third birthday? ¹	Yes	88.6%	85.9%	88.5%	87.0%	87.0%
		No	11.4%	14.1%	11.5%	13.0%	13.0%
Q29.	Did your child receive all of the special education and related services identified on his or her IFSP by his or her third birthday? ¹	Yes	78.5%	65.4%	80.4%	66.3%	79.5%
		No	21.5%	34.6%	19.6%	33.7%	20.5%
Q30.	Did your child receive all of the appropriate services identified on his or her IFSP by his or her third birthday? ¹	Yes	79.2%	61.4%	75.0%	67.2%	81.9%
		No	20.8%	38.6%	25.0%	32.8%	18.1%

* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

EARLY START SERVICES			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
QA.	Can you tell me what your relationship to the child is?	Mother	75.9%	83.5%	57.3%	76.2%	72.5%
		Father	15.5%	9.2%	7.3%	13.7%	11.9%
		Foster Parent	3.4%	3.1%	19.8%	5.1%	5.6%
		Residential Care Provider	0.0%	0.0%	0.0%	0.0%	0.0%
		Sibling	0.0%	0.6%	1.0%	0.0%	0.0%
		Grandparent	3.6%	2.9%	9.4%	3.7%	9.4%
		Other Family (Aunt/Uncle)	0.6%	0.8%	3.1%	0.7%	0.0%
		Other	1.0%	0.0%	2.1%	0.5%	0.6%
Q1.	What services are you and your family currently receiving? (multiple responses allowed) ²	Speech and Language Services	43.7%	38.1%	30.2%	37.7%	43.8%
		Physical Therapy	30.5%	49.2%	32.3%	34.1%	35.0%
		Occupational Therapy	34.5%	30.4%	25.0%	30.6%	31.3%
		Development/Psychological Assessment	25.9%	23.7%	35.4%	24.5%	26.9%
		Other	28.2%	17.5%	30.2%	26.2%	20.6%
		Respite	24.3%	13.7%	10.4%	17.6%	20.6%
		Transportation	6.5%	11.0%	8.3%	5.1%	5.6%
		Behavior Intervention	6.9%	8.7%	10.4%	4.4%	7.5%
		Parent Education/Family Support/Counseling	7.3%	3.3%	4.2%	4.7%	8.1%
		Family Training and Education	4.6%	6.0%	4.2%	4.2%	3.8%
Q2.	Who provides these services? (multiple responses allowed) ^{1 2}	Regional Center	65.5%	80.0%	72.9%	64.0%	78.1%
		Family Resource Center	1.7%	1.7%	1.0%	2.0%	3.1%
		Private or Non-Profit Provider	22.2%	11.0%	16.7%	18.1%	12.5%
		Local Education Agencies	11.1%	3.8%	6.3%	10.0%	8.1%
		Physician/Medical Staff	5.6%	2.7%	4.2%	4.7%	5.6%
		Other	14.8%	7.1%	9.4%	13.7%	5.0%
Q3.	Who had the most say in choosing these services?	My Family	53.4%	55.4%	47.9%	48.8%	46.9%
		The IFSP Planning Team	7.7%	3.1%	5.2%	6.1%	6.3%
		Regional Center/Service Coordinator	18.4%	23.1%	25.0%	20.8%	26.9%
		Service Provider/Program	5.7%	2.5%	2.1%	5.9%	3.1%
		Physician/Medical Staff	9.6%	11.3%	10.4%	11.8%	12.5%
		Other	3.3%	1.7%	5.2%	2.5%	1.3%
		Do Not Know	1.3%	1.5%	3.1%	2.9%	1.3%
		We Did Not Have a Choice	0.6%	1.3%	1.0%	1.2%	1.9%

¹ Do not know/remember responses are not factored into the percent calculations

² Multiple Response question; total may not equal sum of categories



2001 Early Start Program: Family Satisfaction Survey

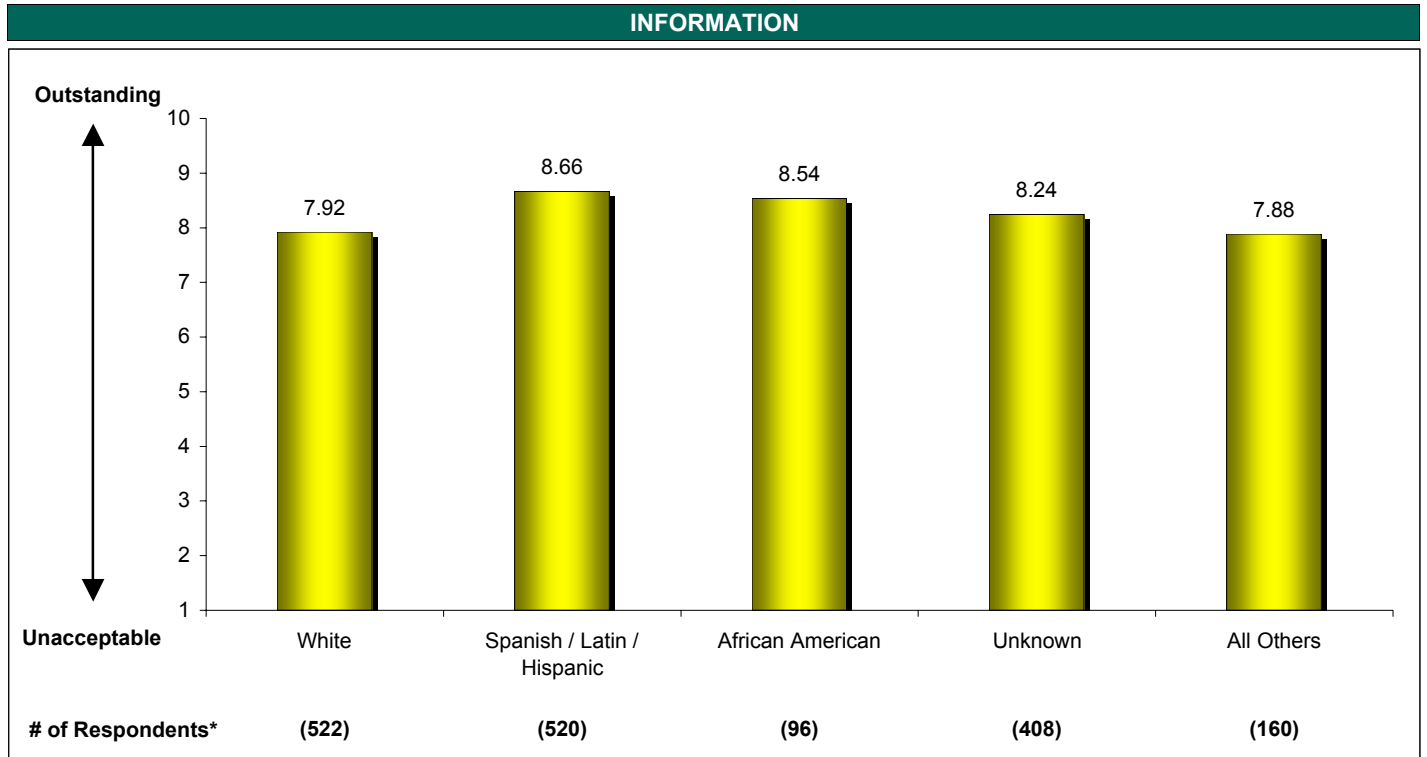
ANALYSIS OF EARLY START SERVICES BY ETHNICITY

EARLY START SERVICES							
			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q4.	Did your family receive Early Start services that were specified in your IFSP? ¹	Received all of the services	89.3%	83.7%	90.9%	83.7%	85.0%
		Received most of the services	4.1%	4.1%	3.4%	6.5%	4.8%
		Received half of the services	2.5%	4.9%	2.3%	3.5%	4.8%
		Received quarter of the services	2.1%	3.7%	1.1%	2.4%	2.7%
		Received none of the services	2.1%	3.5%	2.3%	3.8%	2.7%
Q7.	Did the services outlined in your family's IFSP start on time? ¹	All of the services were on time	80.9%	79.1%	76.6%	77.5%	76.0%
		Most of the services were on time	13.2%	11.0%	14.9%	10.9%	15.6%
		Very few services were on time	2.9%	4.9%	2.1%	4.6%	4.5%
		None of the services were on time	2.9%	4.9%	6.4%	7.1%	3.9%
Q8.	What services were delayed? (multiple responses allowed) ^{1 2}	Speech and Language Services	27.0%	25.0%	20.8%	29.2%	27.9%
		Physical Therapy	19.7%	27.3%	4.2%	20.0%	25.6%
		Occupational Therapy	18.0%	18.2%	12.5%	17.5%	14.0%
		Development/Psychological Assessment	1.6%	1.5%	16.7%	3.3%	0.0%
		Other	21.3%	11.4%	33.3%	12.5%	27.9%
		Respite	8.2%	7.6%	4.2%	10.8%	0.0%
		Transportation	0.8%	2.3%	8.3%	0.0%	0.0%
		Behavior Intervention	3.3%	6.1%	0.0%	6.7%	2.3%
		Parent Education/Family Support/Counseling	0.0%	0.8%	0.0%	0.0%	2.3%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%		
Q9.	Approximate delay in start of services ^{1 2}	Less than one week	2.2%	1.0%	9.1%	0.0%	8.8%
		Between 1-2 weeks	7.7%	4.0%	9.1%	7.0%	8.8%
		Between 2-4 weeks	14.3%	14.9%	36.4%	12.8%	23.5%
		Between 1-2 months	25.3%	21.8%	13.6%	23.3%	17.6%
		Between 2-3 months	15.4%	22.8%	18.2%	23.3%	8.8%
		Between 3-4 months	13.2%	8.9%	4.5%	4.7%	2.9%
		Between 4-5 months	4.4%	5.0%	4.5%	7.0%	5.9%
		Between 5-6 months	7.7%	7.9%	0.0%	8.1%	8.8%
		More than six months	9.9%	13.9%	4.5%	14.0%	14.7%
Q11.	Have service providers demonstrated how you can work with your child between sessions?	Yes	89.8%	87.7%	85.4%	89.2%	92.5%
		No	10.2%	12.3%	14.6%	10.8%	7.5%

¹ Do not know/remember responses are not factored into the percent calculations

² Numbers/percents are based on respondents that reported that their services did not start on time based on question #7

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others	
Q14.	Overall satisfaction with the information to plan for your child's needs	7.92	8.66	8.54	8.24	7.88	
Q16.	Ease of finding information about available services	7.15	7.97	7.83	7.44	7.21	
Q17.	When you were first looking for assistance, was culturally relevant information available to you? ¹	All information was available	91.1%	80.3%	77.8%	80.9%	81.0%
		Most information was available	2.0%	8.0%	4.4%	5.9%	5.4%
		Some information was available	0.9%	5.7%	1.1%	2.7%	3.4%
		No information was available	6.0%	6.1%	16.7%	10.6%	10.2%
Q15.	Do you know what to do if you disagree with a decision made by the regional center? ¹	Yes	73.4%	65.6%	71.9%	66.7%	66.3%
		No	26.6%	34.4%	28.1%	33.3%	33.8%

* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

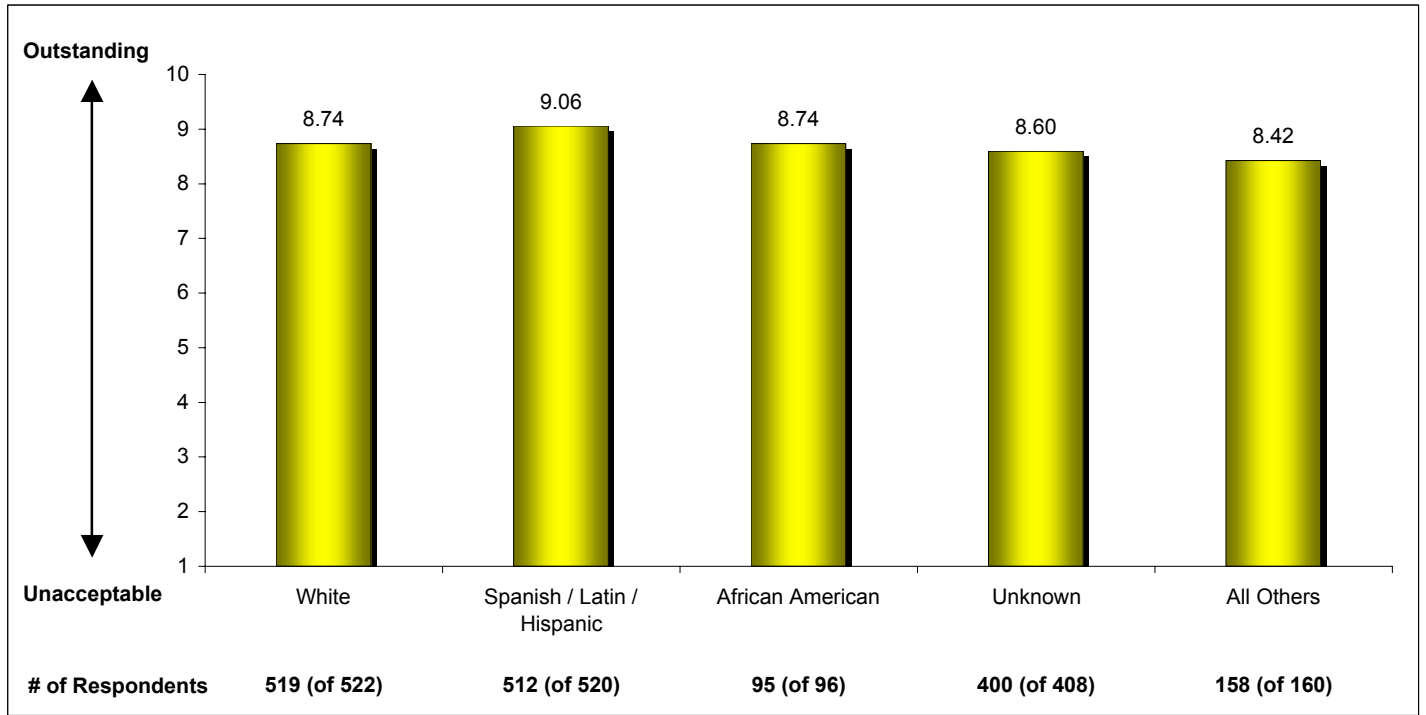
IFSP & PERSONAL OUTCOMES

			White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q18.	Were things that are important to you discussed at your most recent planning team meeting (IFSP)? ¹	Discussed all issues	88.2%	77.5%	78.8%	85.3%	79.7%
		Discussed most issues	7.9%	14.6%	14.1%	11.0%	15.4%
		Discussed only a few issues	1.1%	4.1%	1.2%	1.4%	2.8%
		Discussed none	2.8%	3.8%	5.9%	2.3%	2.1%
Q19.	During the planning team meeting, did the regional center service coordinator discuss with you, your family's needs and wants? ¹	All were discussed	87.1%	76.9%	81.7%	83.8%	78.9%
		Most were discussed	7.8%	14.6%	11.0%	9.5%	15.0%
		A few were discussed	1.9%	4.2%	1.2%	3.4%	2.7%
		None were discussed	3.2%	4.2%	6.1%	3.4%	3.4%
Rate your child's progress towards meeting...							
Q20.	Social and Emotional Outcomes		8.27	8.58	8.24	8.23	8.03
Q21.	Cognitive Outcomes		8.12	8.32	8.14	8.24	7.91
Q22.	Speech and Language Outcomes		7.62	7.48	7.56	7.51	7.18
Q23.	Physical/Motor Outcomes		8.31	8.63	8.40	8.26	8.24
Q24.	Adaptive Skill Outcomes		8.14	7.89	8.16	7.97	7.78
Q25.	Overall Quality of Life Outcomes		8.51	8.68	8.30	8.41	8.12
Q26.	Do you believe that support, services, and resources for your family have enhanced your child's quality of life? ¹	Yes	98.2%	95.3%	100%	93.9%	100%
		No	1.8%	4.7%	0.0%	6.1%	0.0%
Q27.	Overall, do you feel that the early intervention services you have received have increased your family's capacity to enhance your child's development? ¹	Yes	96.0%	97.3%	92.7%	96.3%	96.9%
		No	4.0%	2.7%	7.3%	3.7%	3.1%

¹ Do not know/remember responses are not factored into the percent calculations

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

OVERALL SATISFACTION WITH THE SERVICES YOU RECEIVE(D)



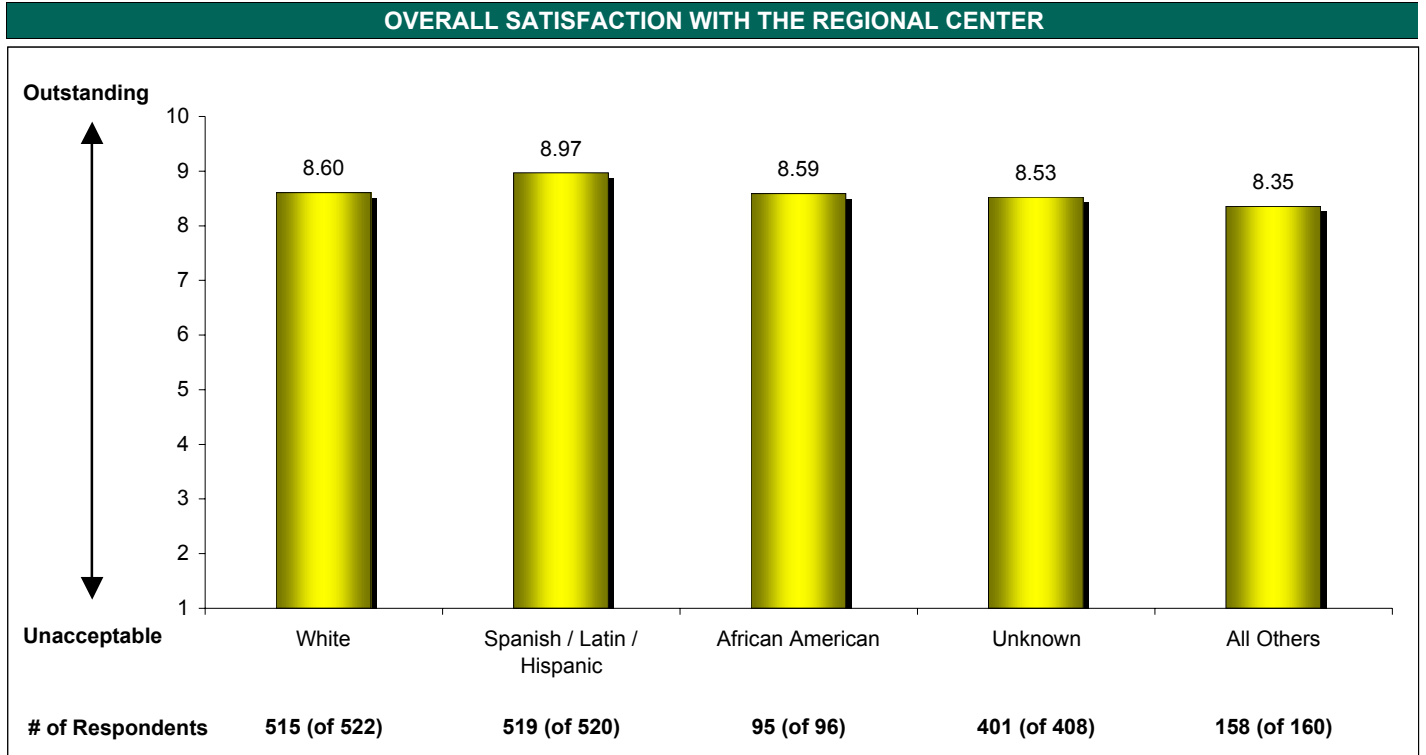
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q13.	Overall satisfaction with the services you receive(d)	8.74	9.06	8.74	8.60	8.42

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	247	47.6%	328	64.1%	50	52.6%	192	48.0%	60	38.0%
	Score of 9	95	18.3%	70	13.7%	12	12.6%	64	16.0%	29	18.4%
	Score of 8	94	18.1%	47	9.2%	16	16.8%	59	14.8%	33	20.9%
	Score of 7	36	6.9%	19	3.7%	10	10.5%	40	10.0%	18	11.4%
	Score of 6	14	2.7%	4	0.8%	1	1.1%	11	2.8%	6	3.8%
Average	Score of 5	16	3.1%	35	6.8%	3	3.2%	18	4.5%	8	5.1%
	Score of 4	4	0.8%	2	0.4%	0	0.0%	3	0.8%	0	0.0%
	Score of 3	4	0.8%	2	0.4%	0	0.0%	3	0.8%	0	0.0%
Unacceptable	Score of 2	4	0.8%	0	0.0%	0	0.0%	4	1.0%	0	0.0%
	Score of 1	5	1.0%	5	1.0%	3	3.2%	6	1.5%	4	2.5%

Total respondents answering item ¹		519	100%	512	100%	95	100%	400	100%	158	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



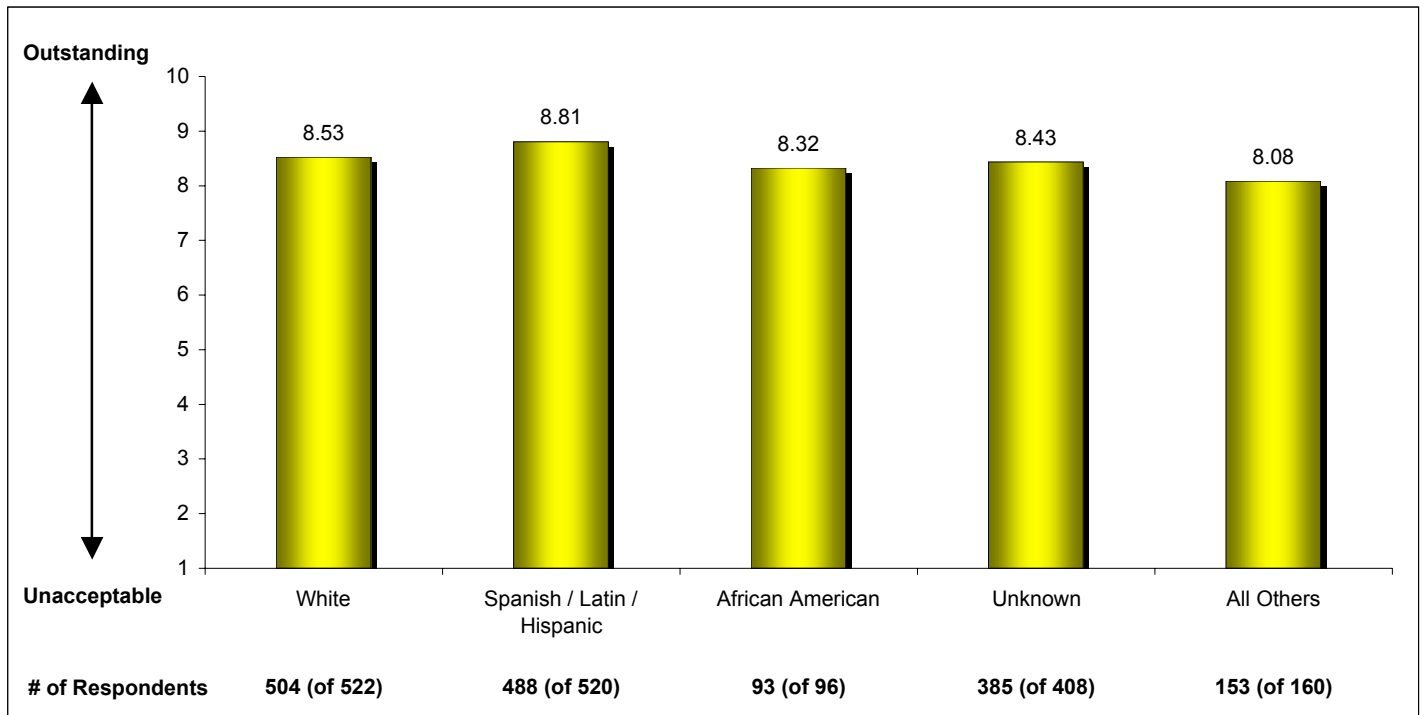
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q32.	Overall satisfaction with the regional center	8.60	8.97	8.59	8.53	8.35

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	255	49.5%	336	64.7%	47	49.5%	196	48.9%	57	36.1%
	Score of 9	75	14.6%	65	12.5%	17	17.9%	49	12.2%	28	17.7%
	Score of 8	84	16.3%	43	8.3%	12	12.6%	67	16.7%	42	26.6%
	Score of 7	39	7.6%	14	2.7%	8	8.4%	36	9.0%	11	7.0%
	Score of 6	17	3.3%	7	1.3%	3	3.2%	15	3.7%	3	1.9%
Average	Score of 5	23	4.5%	40	7.7%	3	3.2%	19	4.7%	9	5.7%
	Score of 4	3	0.6%	2	0.4%	1	1.1%	7	1.7%	3	1.9%
	Score of 3	1	0.2%	3	0.6%	0	0.0%	2	0.5%	2	1.3%
Unacceptable	Score of 2	11	2.1%	1	0.2%	0	0.0%	1	0.2%	1	0.6%
	Score of 1	7	1.4%	8	1.5%	4	4.2%	9	2.2%	2	1.3%
Total respondents answering item ¹		515	100%	519	100%	95	100%	401	100%	158	100%

¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

OVERALL SATISFACTION IN MEETING YOUR IFSP OUTCOMES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q12.	Overall satisfaction in meeting your IFSP outcomes	8.53	8.81	8.32	8.43	8.08

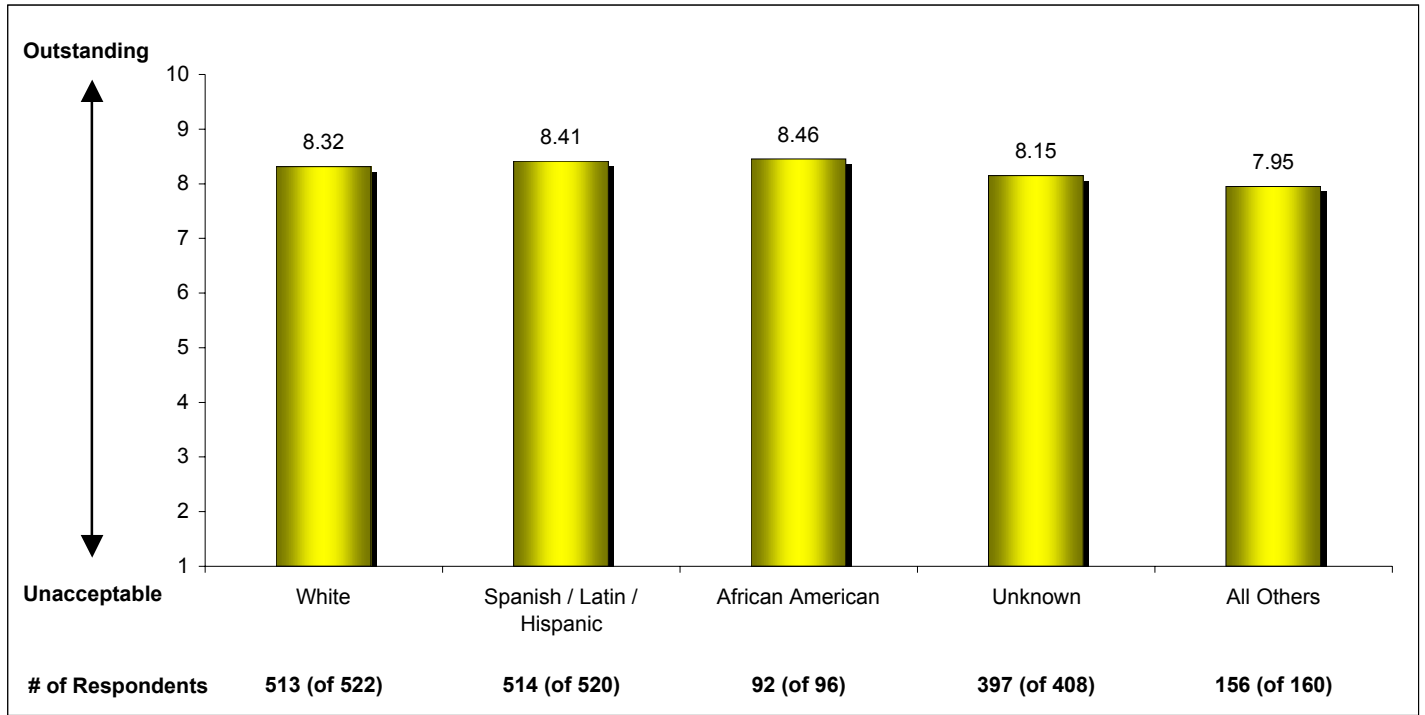
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	218	43.3%	277	56.8%	42	45.2%	171	44.4%	50	32.7%
	Score of 9	83	16.5%	62	12.7%	11	11.8%	58	15.1%	25	16.3%
	Score of 8	97	19.2%	57	11.7%	20	21.5%	66	17.1%	28	18.3%
	Score of 7	50	9.9%	33	6.8%	7	7.5%	35	9.1%	22	14.4%
	Score of 6	13	2.6%	12	2.5%	2	2.2%	13	3.4%	10	6.5%
Average	Score of 5	24	4.8%	36	7.4%	5	5.4%	26	6.8%	12	7.8%
	Score of 4	3	0.6%	6	1.2%	1	1.1%	4	1.0%	2	1.3%
	Score of 3	5	1.0%	1	0.2%	0	0.0%	1	0.3%	1	0.7%
Unacceptable	Score of 2	8	1.6%	0	0.0%	0	0.0%	4	1.0%	0	0.0%
	Score of 1	3	0.6%	4	0.8%	5	5.4%	7	1.8%	3	2.0%

Total respondents answering item ¹		504	100%	488	100%	93	100%	385	100%	153	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

OVERALL SATISFACTION WITH THE AMOUNT OF SERVICES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q5.	Overall satisfaction with the amount of services	8.32	8.41	8.46	8.15	7.95

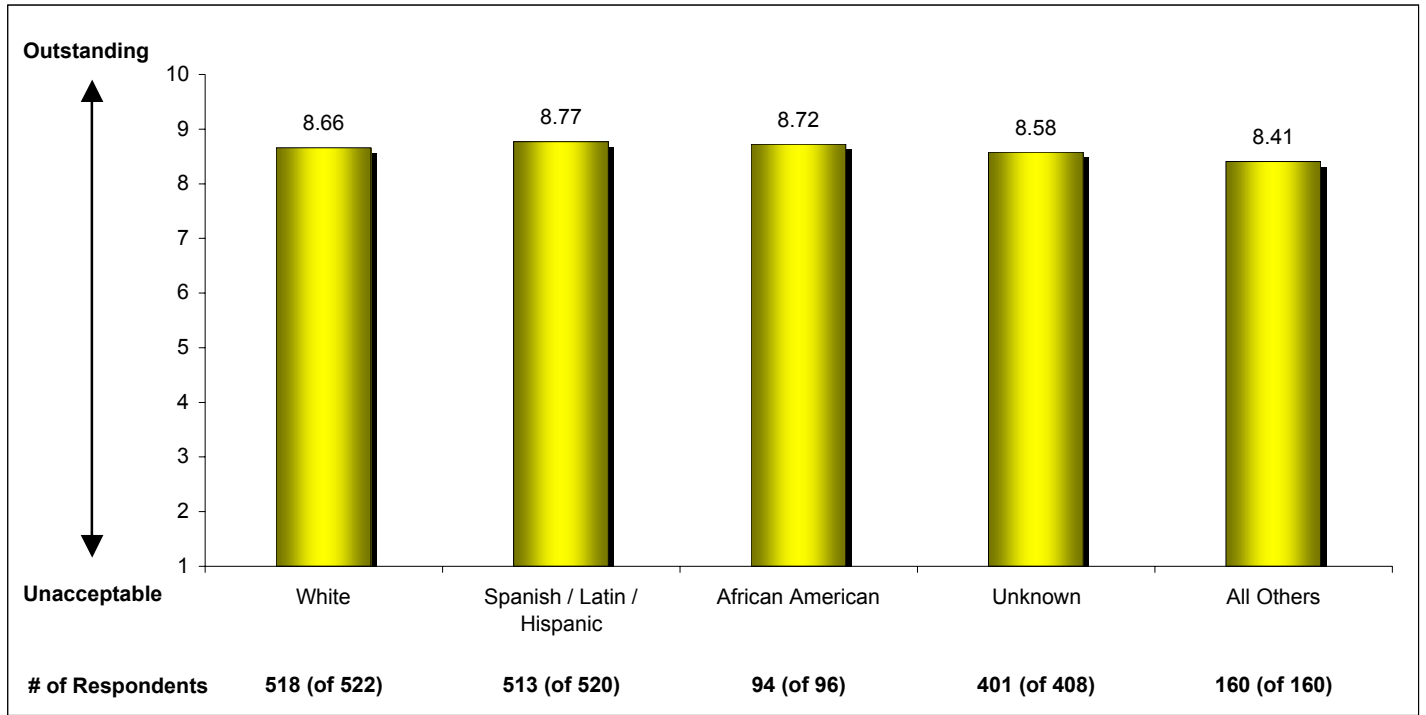
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	200	39.0%	259	50.4%	41	44.6%	159	40.1%	49	31.4%
	Score of 9	71	13.8%	62	12.1%	14	15.2%	45	11.3%	20	12.8%
	Score of 8	110	21.4%	66	12.8%	14	15.2%	69	17.4%	30	19.2%
	Score of 7	55	10.7%	27	5.3%	8	8.7%	46	11.6%	25	16.0%
	Score of 6	19	3.7%	11	2.1%	6	6.5%	17	4.3%	9	5.8%
Average	Score of 5	40	7.8%	71	13.8%	7	7.6%	41	10.3%	18	11.5%
	Score of 4	6	1.2%	4	0.8%	0	0.0%	7	1.8%	1	0.6%
	Score of 3	4	0.8%	2	0.4%	0	0.0%	9	2.3%	1	0.6%
Unacceptable	Score of 2	4	0.8%	3	0.6%	1	1.1%	0	0.0%	1	0.6%
	Score of 1	4	0.8%	9	1.8%	1	1.1%	4	1.0%	2	1.3%

Total respondents answering item ¹		513	100%	514	100%	92	100%	397	100%	156	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

OVERALL SATISFACTION WITH THE QUALITY OF SERVICES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q6.	Overall satisfaction with the quality of services	8.66	8.77	8.72	8.58	8.41

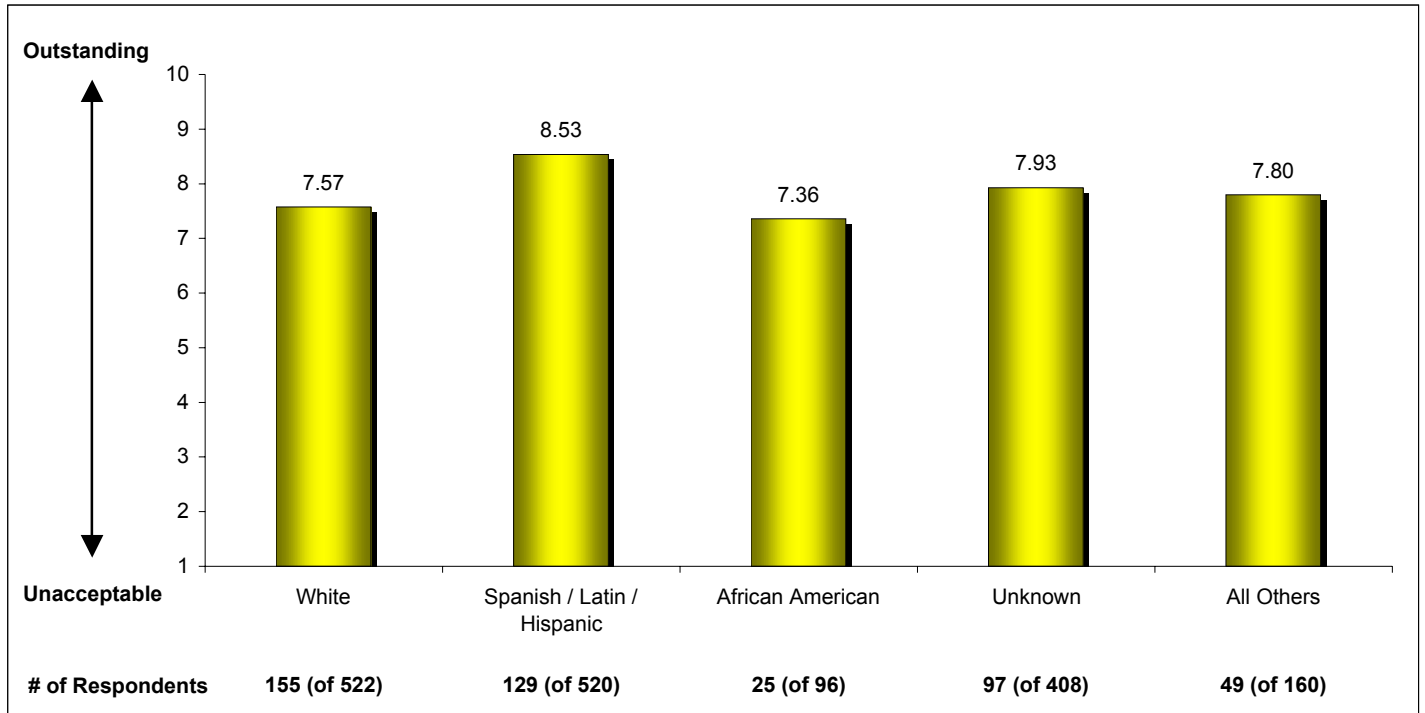
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	252	48.6%	301	58.7%	51	54.3%	201	50.1%	65	40.6%
	Score of 9	85	16.4%	63	12.3%	12	12.8%	55	13.7%	22	13.8%
	Score of 8	85	16.4%	56	10.9%	11	11.7%	55	13.7%	36	22.5%
	Score of 7	36	6.9%	20	3.9%	9	9.6%	36	9.0%	15	9.4%
	Score of 6	16	3.1%	14	2.7%	4	4.3%	16	4.0%	5	3.1%
Average	Score of 5	26	5.0%	44	8.6%	5	5.3%	21	5.2%	13	8.1%
	Score of 4	3	0.6%	3	0.6%	0	0.0%	3	0.7%	1	0.6%
	Score of 3	5	1.0%	3	0.6%	0	0.0%	6	1.5%	1	0.6%
Unacceptable	Score of 2	5	1.0%	1	0.2%	0	0.0%	3	0.7%	0	0.0%
	Score of 1	5	1.0%	8	1.6%	2	2.1%	5	1.2%	2	1.3%

Total respondents answering item ¹		518	100%	513	100%	94	100%	401	100%	160	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

SATISFACTION WITH THE HELP FROM REGIONAL CENTER WHEN YOUR CHILD TURNED THREE YEARS OLD



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q31.	Satisfaction with the help from regional center when your child turned three years old	7.57	8.53	7.36	7.93	7.80

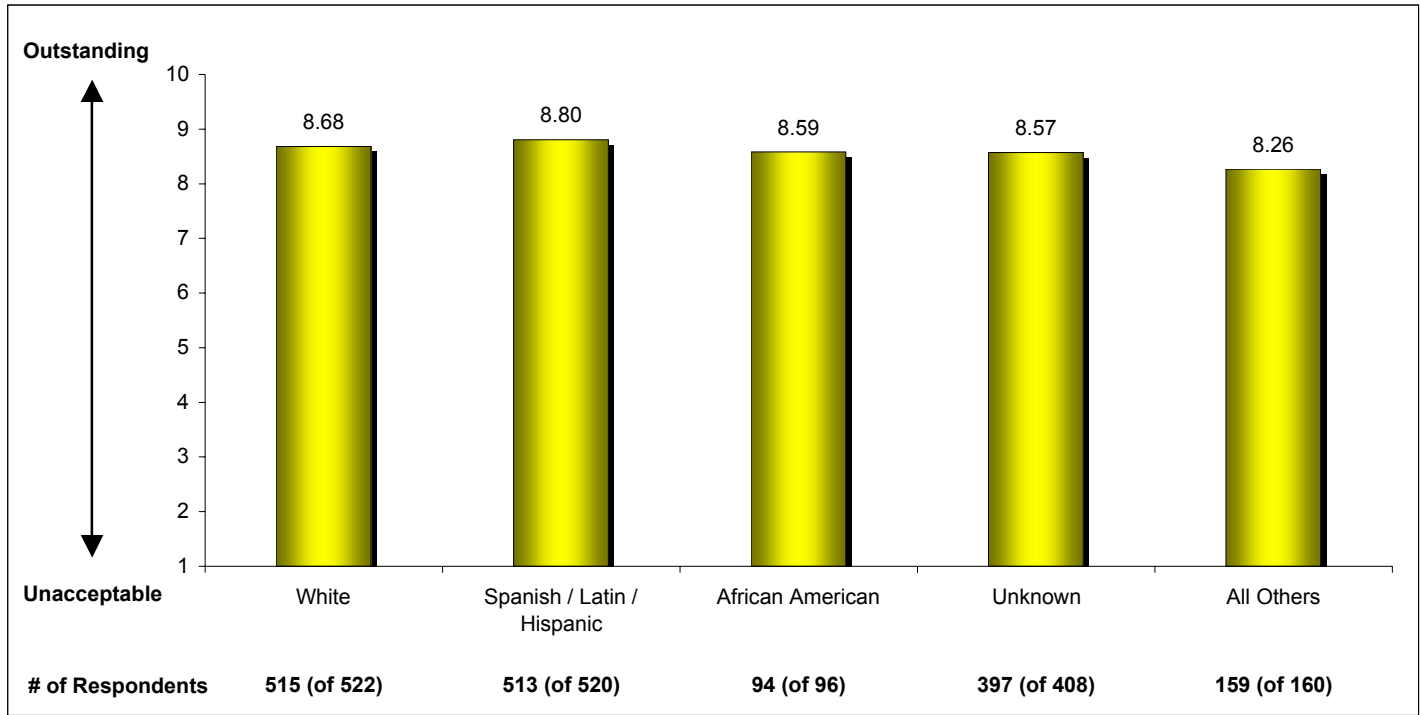
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	57	36.8%	83	64.3%	11	44.0%	39	40.2%	19	38.8%
	Score of 9	18	11.6%	10	7.8%	2	8.0%	11	11.3%	7	14.3%
	Score of 8	19	12.3%	8	6.2%	3	12.0%	12	12.4%	7	14.3%
	Score of 7	17	11.0%	6	4.7%	3	12.0%	13	13.4%	2	4.1%
	Score of 6	7	4.5%	1	0.8%	1	4.0%	4	4.1%	2	4.1%
Average	Score of 5	18	11.6%	11	8.5%	0	0.0%	11	11.3%	8	16.3%
	Score of 4	2	1.3%	1	0.8%	0	0.0%	0	0.0%	1	2.0%
	Score of 3	5	3.2%	0	0.0%	0	0.0%	3	3.1%	0	0.0%
Unacceptable	Score of 2	4	2.6%	1	0.8%	0	0.0%	1	1.0%	0	0.0%
	Score of 1	8	5.2%	8	6.2%	5	20.0%	3	3.1%	3	6.1%

Total respondents answering item ¹		155	100%	129	100%	25	100%	97	100%	49	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

SERVICES HAVE BEEN DESIGNED TO FIT INTO YOUR EVERYDAY FAMILY ROUTINE



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q10.	Services have been designed to fit into your everyday family routine	8.68	8.80	8.59	8.57	8.26

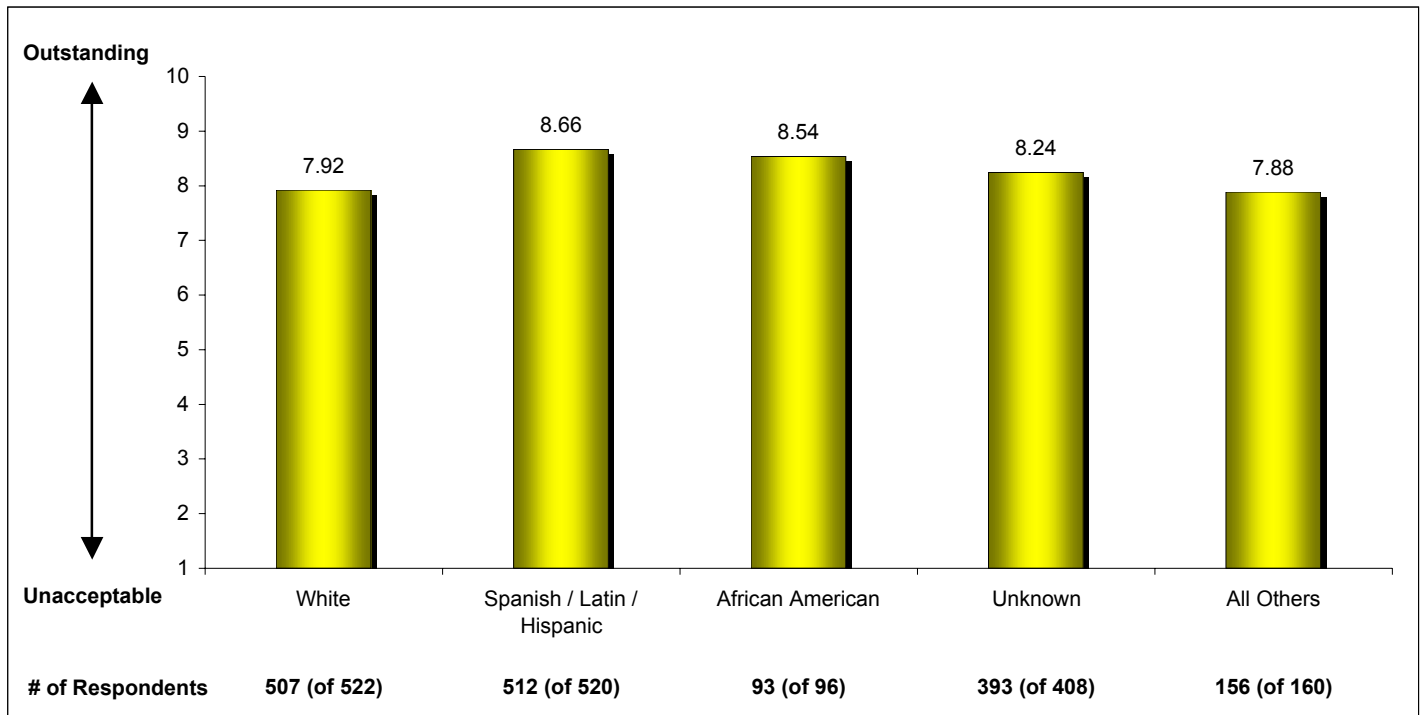
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	258	50.1%	307	59.8%	47	50.0%	199	50.1%	61	38.4%
	Score of 9	71	13.8%	59	11.5%	11	11.7%	50	12.6%	25	15.7%
	Score of 8	84	16.3%	46	9.0%	16	17.0%	56	14.1%	32	20.1%
	Score of 7	40	7.8%	31	6.0%	8	8.5%	37	9.3%	15	9.4%
	Score of 6	19	3.7%	10	1.9%	3	3.2%	12	3.0%	6	3.8%
Average	Score of 5	27	5.2%	47	9.2%	6	6.4%	30	7.6%	13	8.2%
	Score of 4	9	1.7%	6	1.2%	1	1.1%	3	0.8%	1	0.6%
	Score of 3	3	0.6%	1	0.2%	0	0.0%	4	1.0%	3	1.9%
Unacceptable	Score of 2	1	0.2%	2	0.4%	0	0.0%	3	0.8%	1	0.6%
	Score of 1	3	0.6%	4	0.8%	2	2.1%	3	0.8%	2	1.3%

Total respondents answering item ¹		515	100%	513	100%	94	100%	397	100%	159	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

OVERALL SATISFACTION WITH THE INFORMATION TO PLAN FOR YOUR CHILD'S NEEDS



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q14.	Overall satisfaction with the information to plan for your child's needs	7.92	8.66	8.54	8.24	7.88

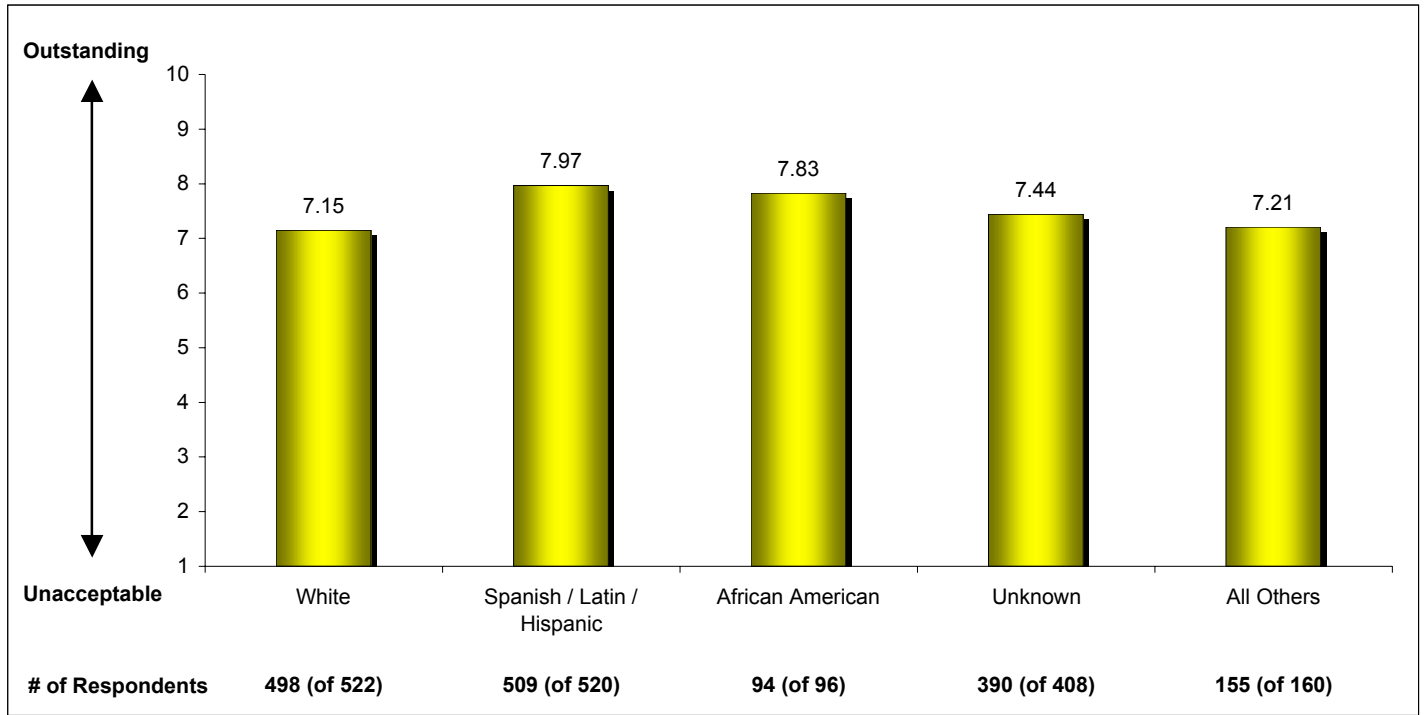
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	185	36.5%	292	57.0%	43	46.2%	164	41.7%	52	33.3%
	Score of 9	63	12.4%	61	11.9%	19	20.4%	52	13.2%	20	12.8%
	Score of 8	86	17.0%	54	10.5%	13	14.0%	60	15.3%	36	23.1%
	Score of 7	58	11.4%	14	2.7%	4	4.3%	44	11.2%	15	9.6%
	Score of 6	27	5.3%	9	1.8%	3	3.2%	17	4.3%	3	1.9%
Average	Score of 5	48	9.5%	71	13.9%	7	7.5%	41	10.4%	17	10.9%
	Score of 4	10	2.0%	4	0.8%	1	1.1%	4	1.0%	4	2.6%
	Score of 3	13	2.6%	2	0.4%	0	0.0%	3	0.8%	4	2.6%
Unacceptable	Score of 2	8	1.6%	0	0.0%	1	1.1%	3	0.8%	1	0.6%
	Score of 1	9	1.8%	5	1.0%	2	2.2%	5	1.3%	4	2.6%

Total respondents answering item ¹		507	100%	512	100%	93	100%	393	100%	156	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

EASE OF FINDING INFORMATION ABOUT AVAILABLE SERVICES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q16.	Ease of finding information about available services	7.15	7.97	7.83	7.44	7.21

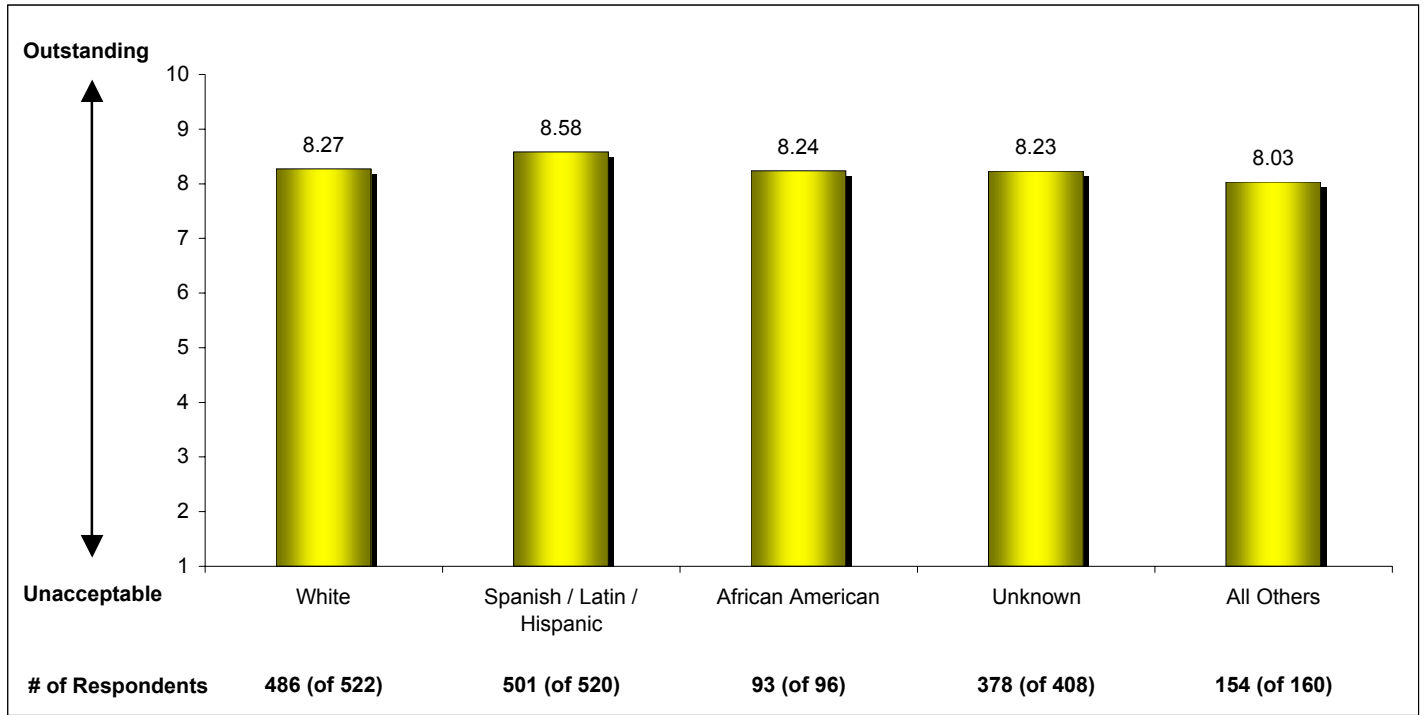
		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	145	29.1%	213	41.8%	35	37.2%	138	35.4%	37	23.9%
	Score of 9	41	8.2%	61	12.0%	12	12.8%	35	9.0%	15	9.7%
	Score of 8	70	14.1%	65	12.8%	15	16.0%	56	14.4%	33	21.3%
	Score of 7	60	12.0%	39	7.7%	8	8.5%	35	9.0%	15	9.7%
	Score of 6	39	7.8%	15	2.9%	5	5.3%	20	5.1%	10	6.5%
Average	Score of 5	66	13.3%	81	15.9%	10	10.6%	47	12.1%	27	17.4%
	Score of 4	23	4.6%	14	2.8%	3	3.2%	20	5.1%	7	4.5%
	Score of 3	19	3.8%	4	0.8%	1	1.1%	13	3.3%	3	1.9%
Unacceptable	Score of 2	12	2.4%	4	0.8%	2	2.1%	13	3.3%	3	1.9%
	Score of 1	23	4.6%	13	2.6%	3	3.2%	13	3.3%	5	3.2%

Total respondents answering item ¹		498	100%	509	100%	94	100%	390	100%	155	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

SOCIAL AND EMOTIONAL OUTCOMES



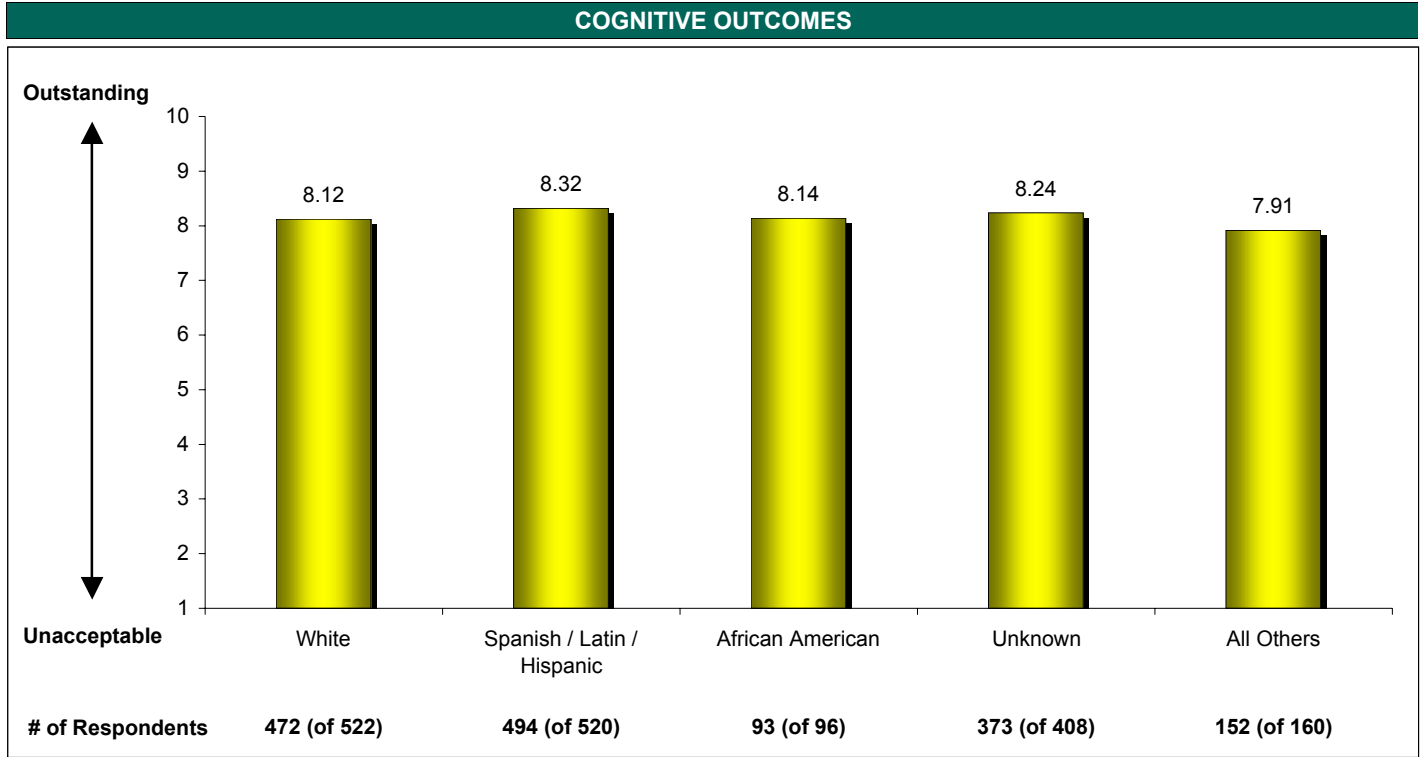
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q20.	Social and emotional outcomes	8.27	8.58	8.24	8.23	8.03

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	206	42.4%	283	56.5%	44	47.3%	175	46.3%	52	33.8%
	Score of 9	57	11.7%	32	6.4%	9	9.7%	25	6.6%	17	11.0%
	Score of 8	80	16.5%	64	12.8%	13	14.0%	59	15.6%	36	23.4%
	Score of 7	51	10.5%	34	6.8%	5	5.4%	41	10.8%	15	9.7%
	Score of 6	27	5.6%	21	4.2%	7	7.5%	20	5.3%	6	3.9%
Average	Score of 5	51	10.5%	56	11.2%	10	10.8%	47	12.4%	26	16.9%
	Score of 4	3	0.6%	2	0.4%	2	2.2%	2	0.5%	1	0.6%
Unacceptable	Score of 3	4	0.8%	4	0.8%	1	1.1%	2	0.5%	0	0.0%
	Score of 2	3	0.6%	0	0.0%	1	1.1%	1	0.3%	0	0.0%
	Score of 1	4	0.8%	5	1.0%	1	1.1%	6	1.6%	1	0.6%

Total respondents answering item ¹		486	100%	501	100%	93	100%	378	100%	154	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



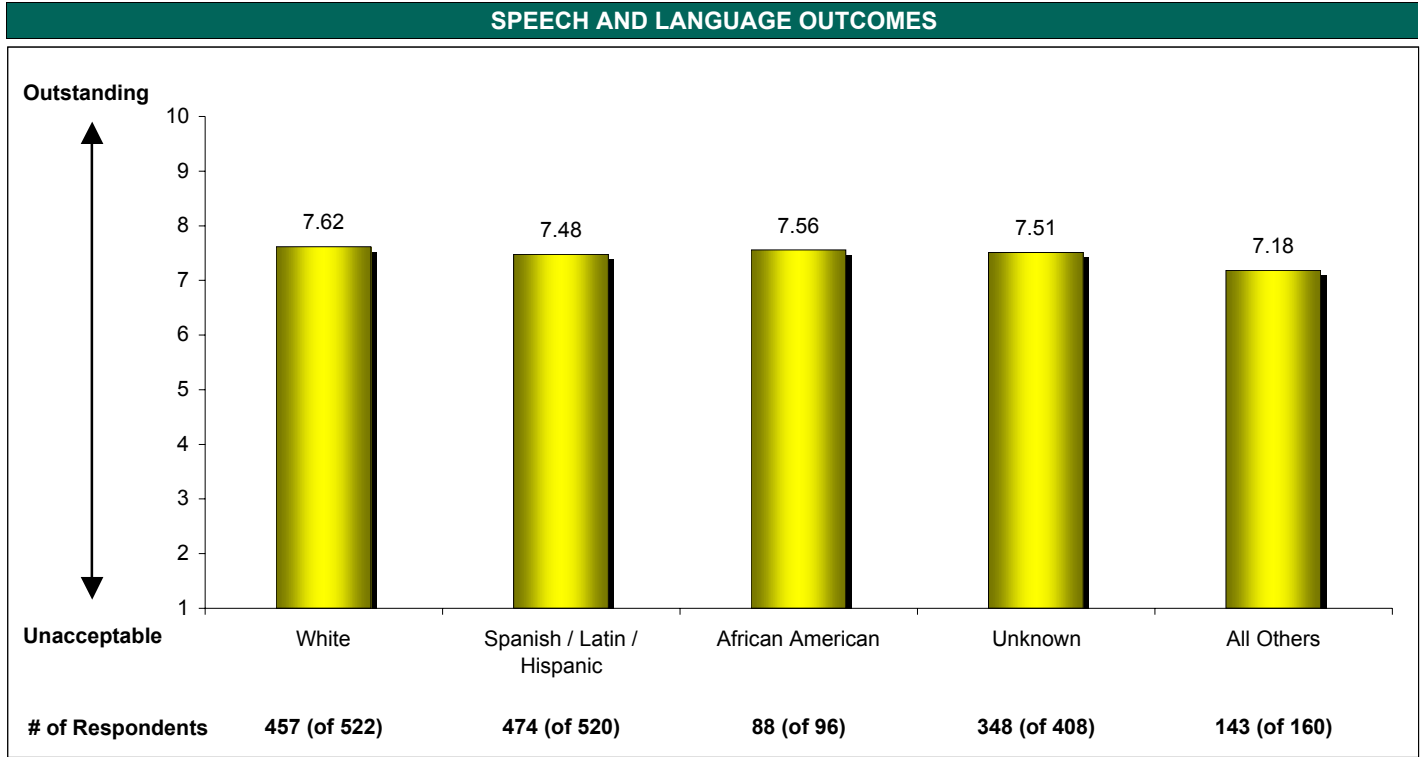
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q21.	Cognitive outcomes	8.12	8.32	8.14	8.24	7.91

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	176	37.3%	237	48.0%	43	46.2%	170	45.6%	44	28.9%
	Score of 9	56	11.9%	47	9.5%	6	6.5%	30	8.0%	16	10.5%
	Score of 8	90	19.1%	63	12.8%	14	15.1%	51	13.7%	39	25.7%
	Score of 7	61	12.9%	48	9.7%	8	8.6%	49	13.1%	22	14.5%
	Score of 6	21	4.4%	23	4.7%	6	6.5%	17	4.6%	9	5.9%
Average	Score of 5	50	10.6%	62	12.6%	12	12.9%	43	11.5%	18	11.8%
	Score of 4	6	1.3%	3	0.6%	1	1.1%	5	1.3%	1	0.7%
	Score of 3	5	1.1%	2	0.4%	0	0.0%	3	0.8%	1	0.7%
Unacceptable	Score of 2	1	0.2%	2	0.4%	2	2.2%	1	0.3%	0	0.0%
	Score of 1	6	1.3%	7	1.4%	1	1.1%	4	1.1%	2	1.3%

Total respondents answering item ¹		472	100%	494	100%	93	100%	373	100%	152	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



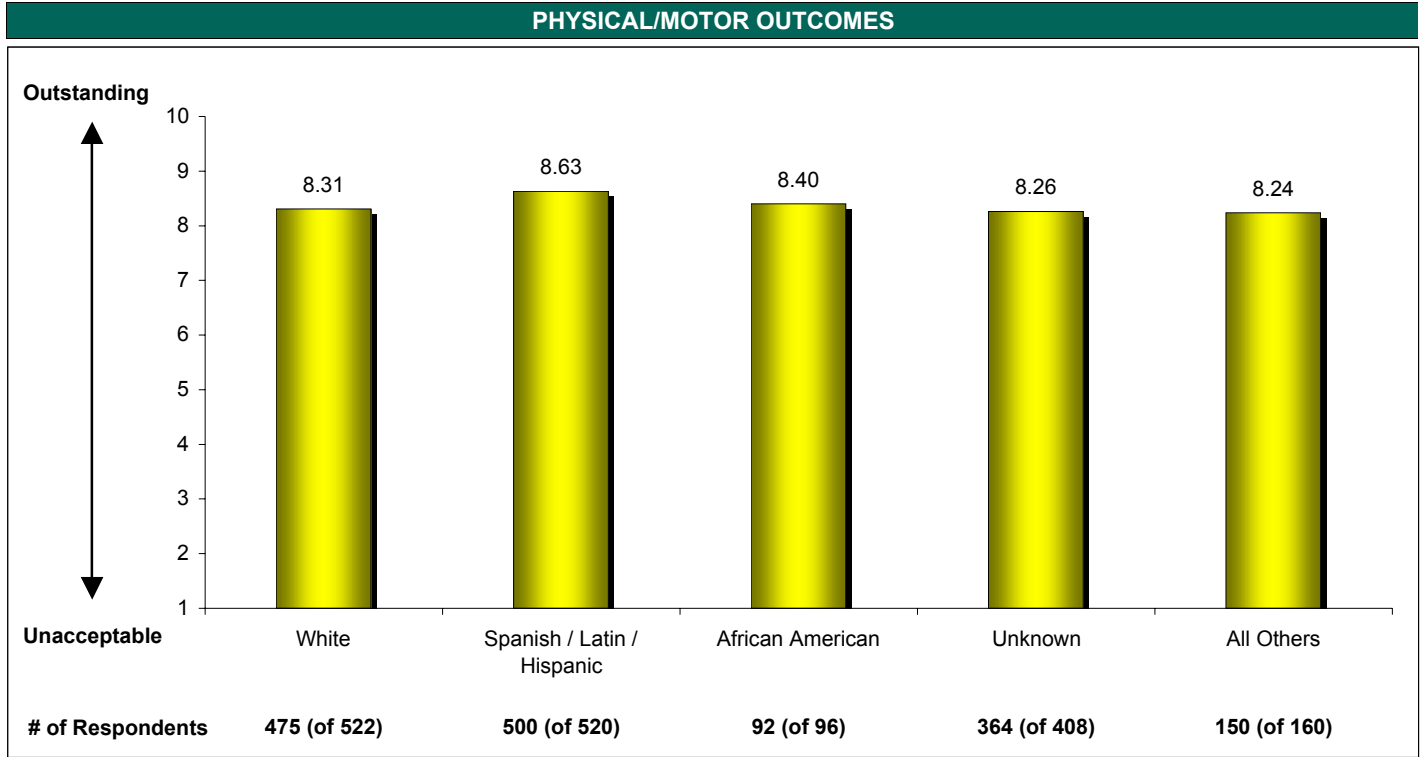
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q22.	Speech and language outcomes	7.62	7.48	7.56	7.51	7.18

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	155	33.9%	184	38.8%	35	39.8%	121	34.8%	40	28.0%
	Score of 9	39	8.5%	31	6.5%	6	6.8%	28	8.0%	8	5.6%
	Score of 8	69	15.1%	43	9.1%	5	5.7%	36	10.3%	24	16.8%
	Score of 7	52	11.4%	37	7.8%	8	9.1%	45	12.9%	14	9.8%
	Score of 6	33	7.2%	25	5.3%	10	11.4%	29	8.3%	11	7.7%
Average	Score of 5	79	17.3%	120	25.3%	19	21.6%	59	17.0%	33	23.1%
	Score of 4	7	1.5%	8	1.7%	1	1.1%	10	2.9%	4	2.8%
	Score of 3	7	1.5%	5	1.1%	1	1.1%	6	1.7%	4	2.8%
Unacceptable	Score of 2	6	1.3%	5	1.1%	0	0.0%	7	2.0%	1	0.7%
	Score of 1	10	2.2%	16	3.4%	3	3.4%	7	2.0%	4	2.8%

Total respondents answering item ¹		457	100%	474	100%	88	100%	348	100%	143	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



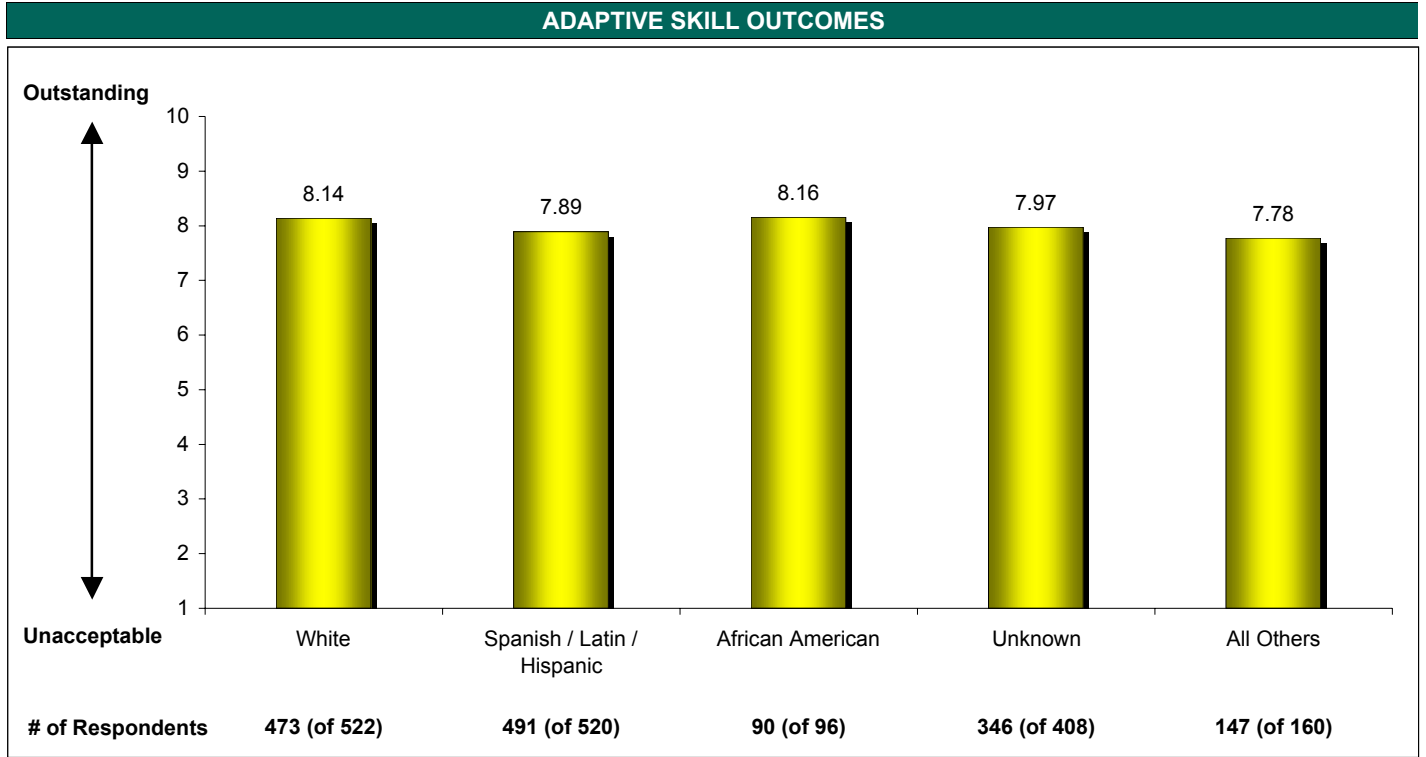
		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q23.	Physical/motor outcomes	8.31	8.63	8.40	8.26	8.24

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	208	43.8%	280	56.0%	46	50.0%	167	45.9%	49	32.7%
	Score of 9	60	12.6%	48	9.6%	10	10.9%	32	8.8%	21	14.0%
	Score of 8	80	16.8%	61	12.2%	11	12.0%	55	15.1%	40	26.7%
	Score of 7	38	8.0%	31	6.2%	11	12.0%	35	9.6%	20	13.3%
	Score of 6	26	5.5%	13	2.6%	2	2.2%	22	6.0%	6	4.0%
Average	Score of 5	41	8.6%	53	10.6%	7	7.6%	41	11.3%	9	6.0%
	Score of 4	10	2.1%	4	0.8%	0	0.0%	3	0.8%	3	2.0%
	Score of 3	3	0.6%	5	1.0%	3	3.3%	3	0.8%	1	0.7%
Unacceptable	Score of 2	1	0.2%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	Score of 1	8	1.7%	5	1.0%	2	2.2%	6	1.6%	1	0.7%

Total respondents answering item ¹		475	100%	500	100%	92	100%	364	100%	150	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q24.	Adaptive skill outcomes	8.14	7.89	8.16	7.97	7.78

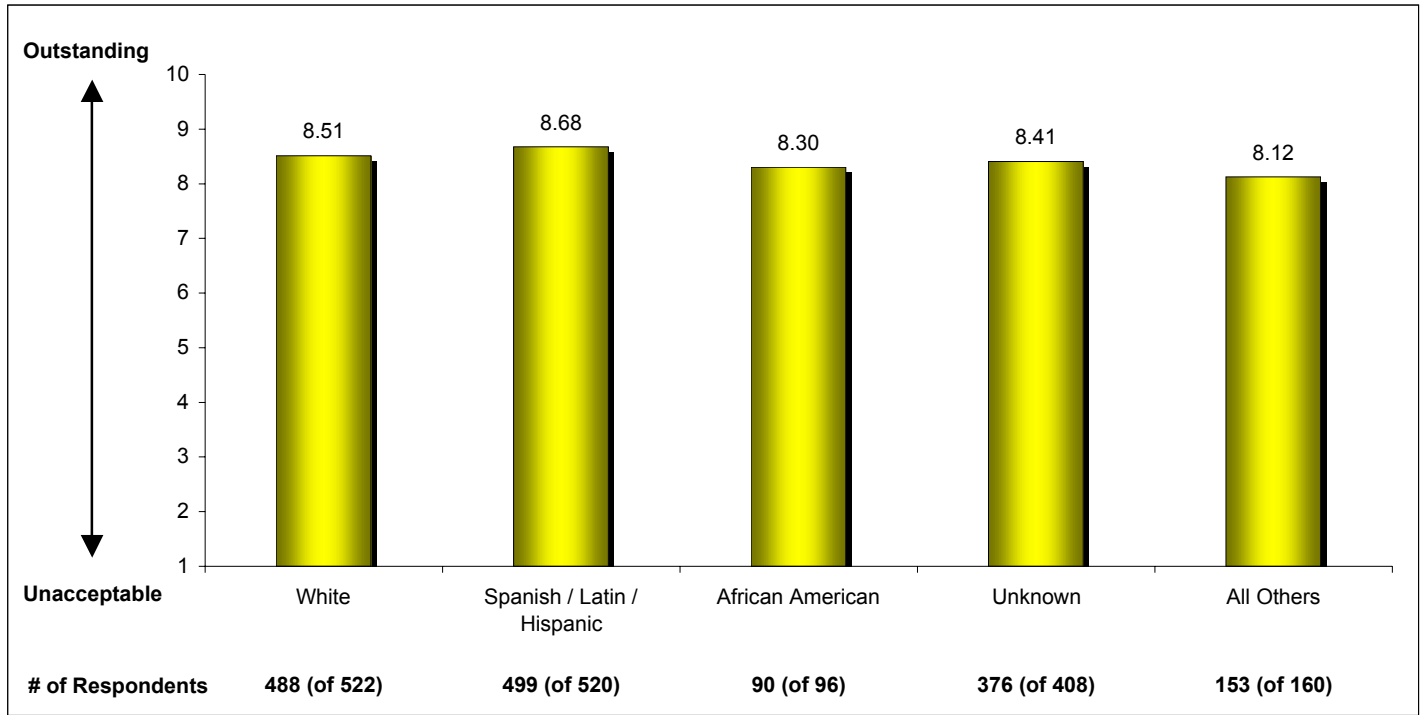
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	190	40.2%	201	40.9%	38	42.2%	139	40.2%	44	29.9%
	Score of 9	53	11.2%	39	7.9%	7	7.8%	39	11.3%	15	10.2%
	Score of 8	86	18.2%	69	14.1%	15	16.7%	49	14.2%	29	19.7%
	Score of 7	47	9.9%	40	8.1%	14	15.6%	35	10.1%	22	15.0%
	Score of 6	23	4.9%	28	5.7%	4	4.4%	17	4.9%	8	5.4%
Average	Score of 5	53	11.2%	95	19.3%	8	8.9%	48	13.9%	23	15.6%
	Score of 4	8	1.7%	2	0.4%	0	0.0%	5	1.4%	3	2.0%
	Score of 3	3	0.6%	6	1.2%	2	2.2%	2	0.6%	2	1.4%
Unacceptable	Score of 2	1	0.2%	2	0.4%	1	1.1%	0	0.0%	0	0.0%
	Score of 1	9	1.9%	9	1.8%	1	1.1%	12	3.5%	1	0.7%

Total respondents answering item ¹		473	100%	491	100%	90	100%	346	100%	147	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY ETHNICITY

OVERALL QUALITY OF LIFE OUTCOMES



		White	Spanish / Latin / Hispanic	African American	Unknown	All Others
Q25.	Overall quality of life outcomes	8.51	8.68	8.30	8.41	8.12

		White		Spanish / Latin / Hispanic		African American		Unknown		All Others	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	220	45.1%	272	54.5%	36	40.0%	167	44.4%	53	34.6%
	Score of 9	62	12.7%	54	10.8%	9	10.0%	43	11.4%	17	11.1%
	Score of 8	84	17.2%	69	13.8%	18	20.0%	75	19.9%	39	25.5%
	Score of 7	55	11.3%	34	6.8%	14	15.6%	32	8.5%	14	9.2%
	Score of 6	20	4.1%	8	1.6%	4	4.4%	15	4.0%	9	5.9%
Average	Score of 5	39	8.0%	49	9.8%	7	7.8%	34	9.0%	16	10.5%
	Score of 4	4	0.8%	6	1.2%	0	0.0%	2	0.5%	3	2.0%
	Score of 3	2	0.4%	4	0.8%	1	1.1%	2	0.5%	1	0.7%
Unacceptable	Score of 2	0	0.0%	1	0.2%	1	1.1%	1	0.3%	0	0.0%
	Score of 1	2	0.4%	2	0.4%	0	0.0%	5	1.3%	1	0.7%

Total respondents answering item ¹		488	100%	499	100%	90	100%	376	100%	153	100%
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¹ Columns may not sum to 100% due to rounding.

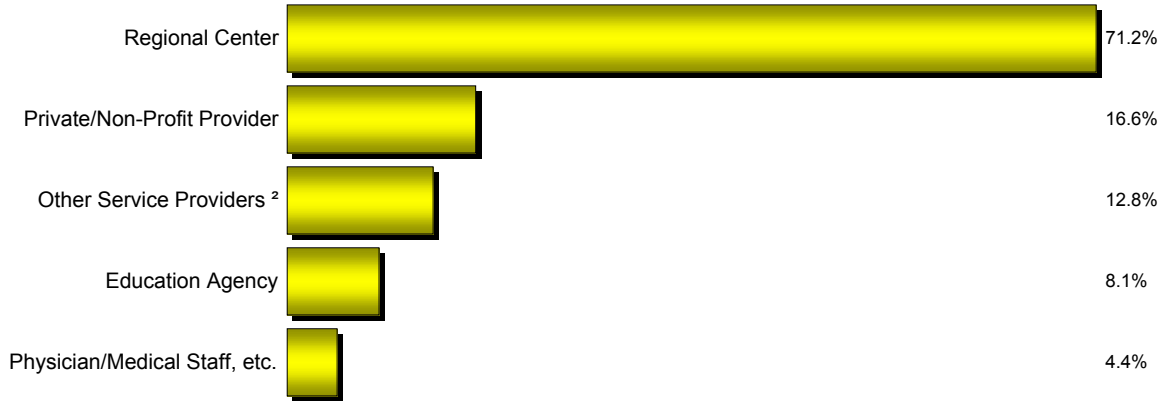


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR TOTAL DDS RESPONDENTS

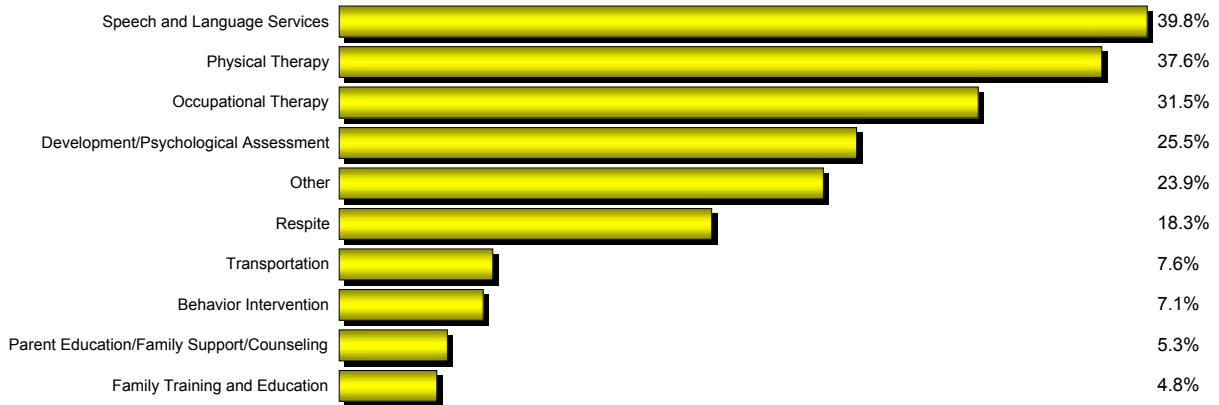
SERVICE PROVIDER ¹

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES ¹

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER ¹

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ²
Physical Therapy	64.7%	18.1%	4.1%	4.1%	9.2%
Parent Education/Family Support/Counseling	56.8%	15.3%	7.6%	5.9%	14.4%
Development/Psychological Assessment	63.7%	14.8%	6.3%	6.7%	8.5%
Transportation	60.8%	15.8%	8.8%	6.4%	8.2%
Respite	61.6%	16.2%	8.1%	4.5%	9.6%
Occupational Therapy	61.5%	17.7%	6.1%	4.9%	9.7%
Speech and Language Services	59.6%	16.3%	9.0%	4.2%	10.9%
Family Training and Education	58.4%	15.9%	6.2%	9.7%	9.7%
Behavior Intervention	63.3%	14.6%	7.6%	4.4%	10.1%
Other	53.2%	15.4%	8.7%	4.2%	18.5%

¹ The percents here are regional center average percents to provide an indication of relative statewide patterns these are multiple response items so sum of the percents may not equal sum of the categories and do not total 100 percent

² Family Resource Centers account for 1.9 percent; balance of other providers was 10.9 percent

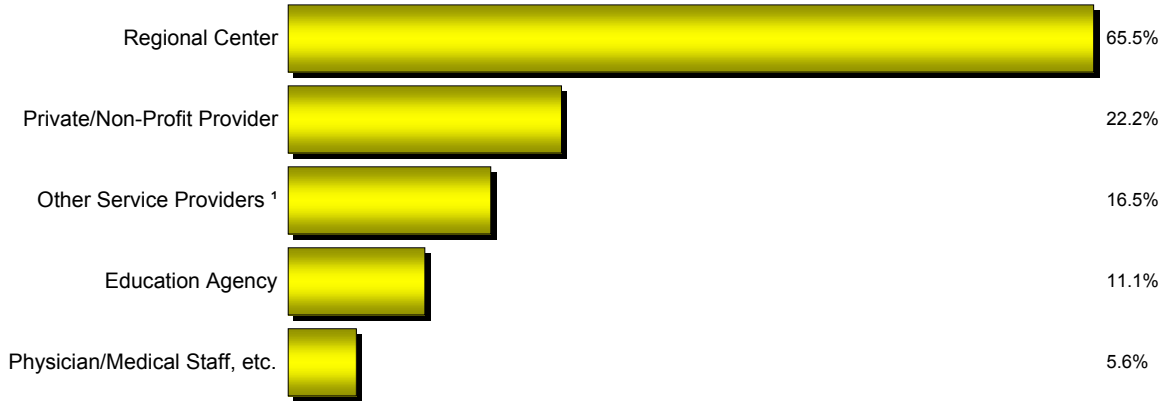


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR WHITE GROUP

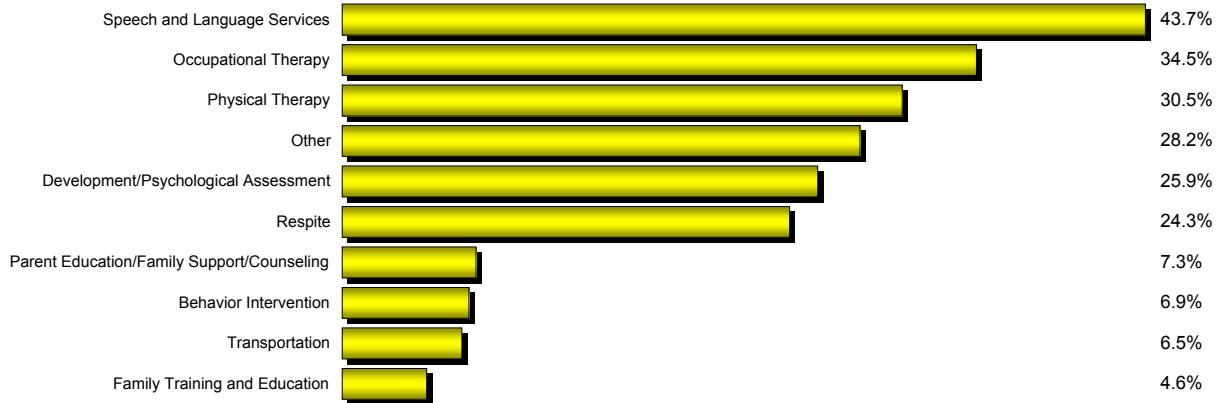
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	54.5%	21.5%	5.7%	5.3%	12.9%
Parent Education/Family Support/Counseling	50.0%	21.4%	8.9%	5.4%	14.3%
Development/Psychological Assessment	56.3%	19.1%	9.8%	7.1%	7.7%
Transportation	51.8%	19.6%	14.3%	5.4%	8.9%
Respite	58.1%	19.2%	9.9%	4.7%	8.1%
Occupational Therapy	53.4%	19.9%	8.5%	6.8%	11.4%
Speech and Language Services	52.7%	21.1%	10.9%	4.4%	10.9%
Family Training and Education	44.1%	26.5%	8.8%	2.9%	17.6%
Behavior Intervention	51.9%	20.4%	13.0%	7.4%	7.4%
Other	51.2%	16.3%	9.3%	3.5%	19.8%

¹ Family Resource Centers are included in other service providers.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR SPANISH / LATIN / HISPANIC GROUP

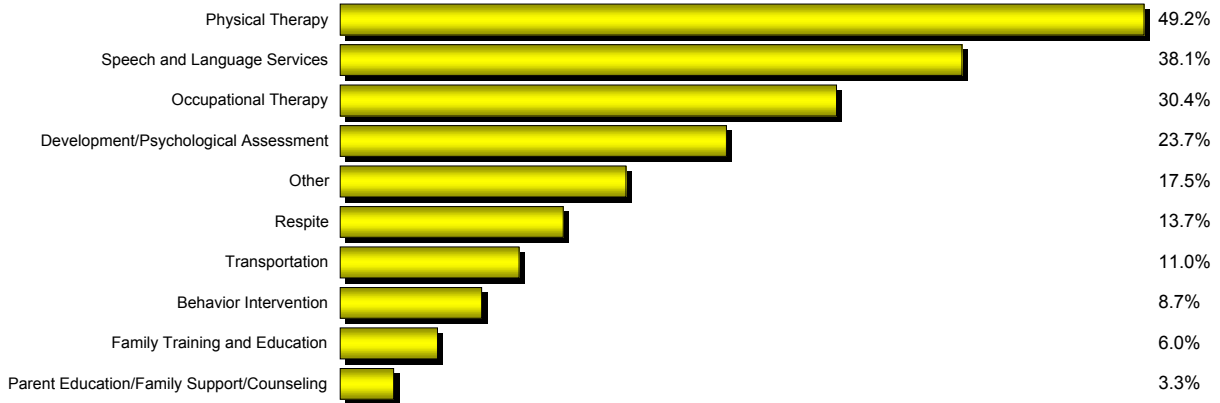
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	76.3%	13.8%	1.4%	2.5%	6.0%
Parent Education/Family Support/Counseling	64.7%	0.0%	5.9%	5.9%	23.5%
Development/Psychological Assessment	74.3%	9.6%	0.7%	5.9%	9.6%
Transportation	62.7%	17.9%	3.0%	6.0%	10.4%
Respite	68.2%	12.9%	3.5%	3.5%	11.8%
Occupational Therapy	73.1%	12.4%	3.8%	3.8%	7.0%
Speech and Language Services	71.0%	13.4%	3.1%	3.1%	9.4%
Family Training and Education	77.8%	11.1%	0.0%	5.6%	5.6%
Behavior Intervention	72.0%	10.0%	0.0%	4.0%	14.0%
Other	56.4%	11.7%	11.7%	4.3%	16.0%

¹ Family Resource Centers are included in other service providers.

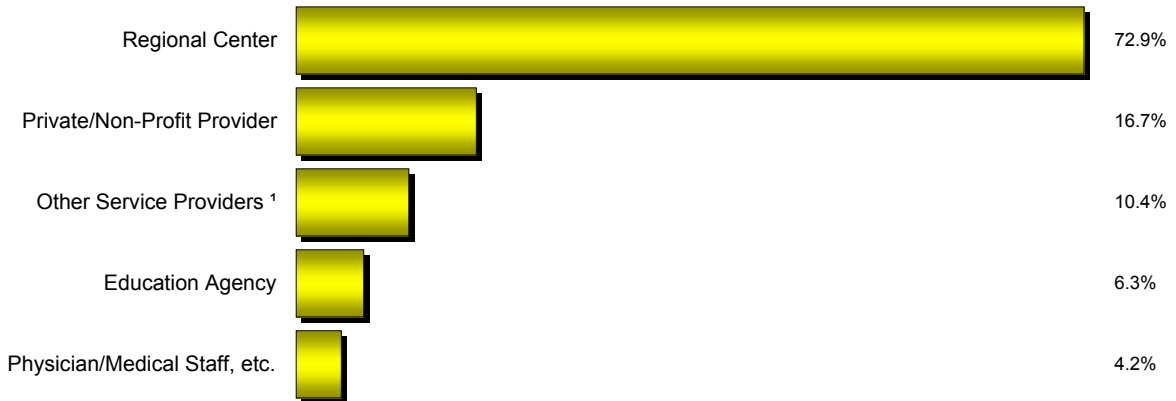


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR AFRICAN AMERICAN GROUP

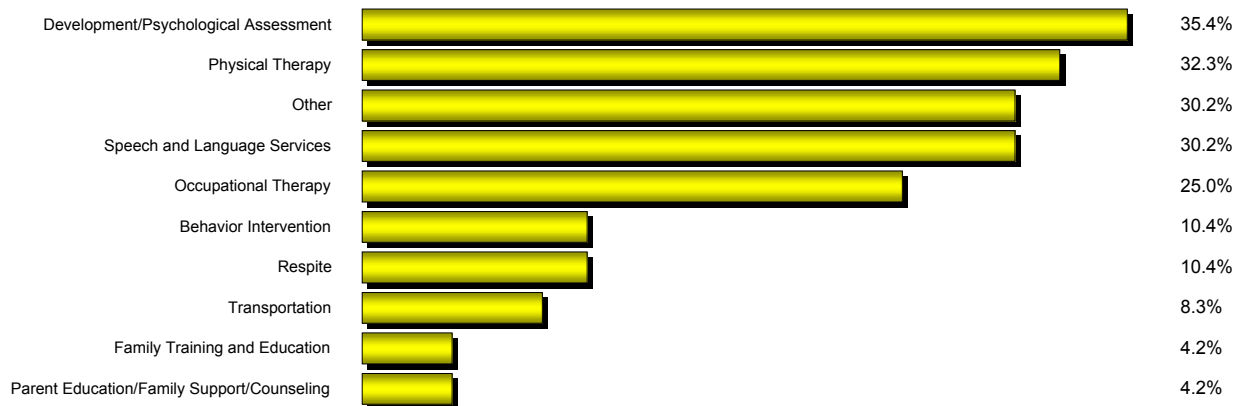
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	64.9%	21.6%	5.4%	2.7%	5.4%
Parent Education/Family Support/Counseling	42.9%	28.6%	0.0%	14.3%	14.3%
Development/Psychological Assessment	68.2%	18.2%	4.5%	6.8%	2.3%
Transportation	77.8%	0.0%	11.1%	11.1%	0.0%
Respite	64.3%	7.1%	7.1%	7.1%	14.3%
Occupational Therapy	64.3%	21.4%	7.1%	3.6%	3.6%
Speech and Language Services	66.7%	16.7%	5.6%	2.8%	8.3%
Family Training and Education	50.0%	12.5%	0.0%	25.0%	12.5%
Behavior Intervention	66.7%	13.3%	6.7%	6.7%	6.7%
Other	60.7%	14.3%	0.0%	3.6%	21.4%

¹ Family Resource Centers are included in other service providers.

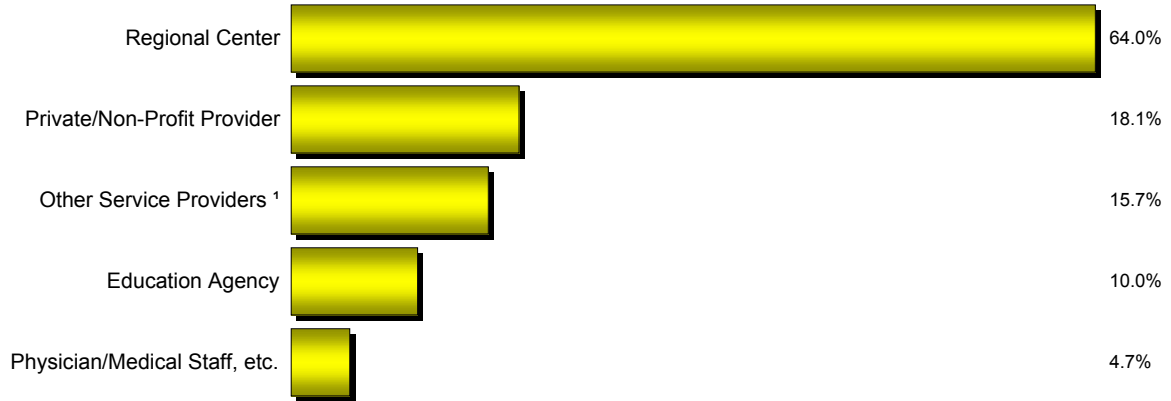


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ANALYSIS OF EARLY START SERVICES FOR UNKNOWN GROUP

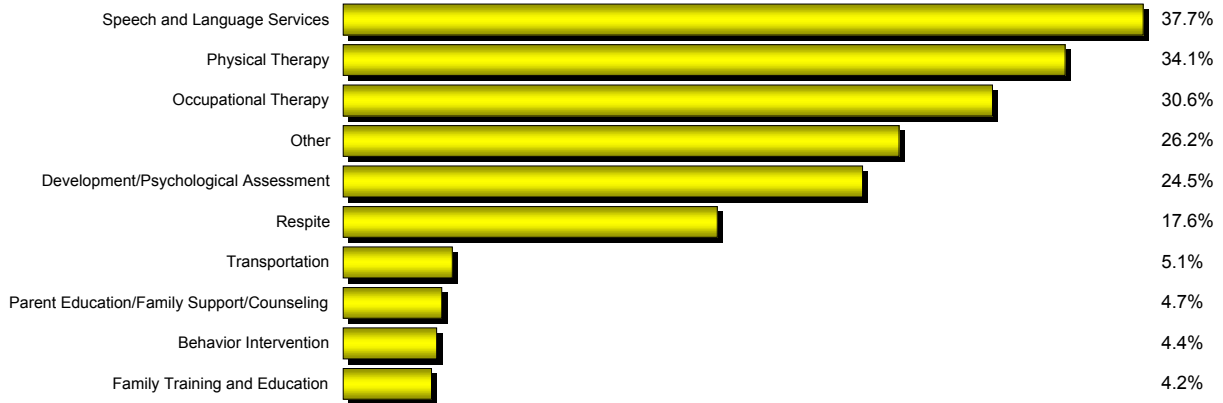
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	55.9%	20.0%	5.9%	5.3%	12.9%
Parent Education/Family Support/Counseling	54.2%	12.5%	8.3%	8.3%	16.7%
Development/Psychological Assessment	59.4%	14.1%	7.0%	7.8%	11.7%
Transportation	64.3%	10.7%	7.1%	10.7%	7.1%
Respite	57.5%	18.4%	9.2%	4.6%	10.3%
Occupational Therapy	56.6%	19.5%	5.0%	5.0%	13.8%
Speech and Language Services	51.8%	14.9%	12.8%	5.1%	15.4%
Family Training and Education	46.4%	14.3%	10.7%	21.4%	7.1%
Behavior Intervention	58.3%	16.7%	8.3%	0.0%	16.7%
Other	48.7%	18.6%	8.0%	5.3%	19.5%

¹ Family Resource Centers are included in other service providers.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR ALL OTHERS GROUP

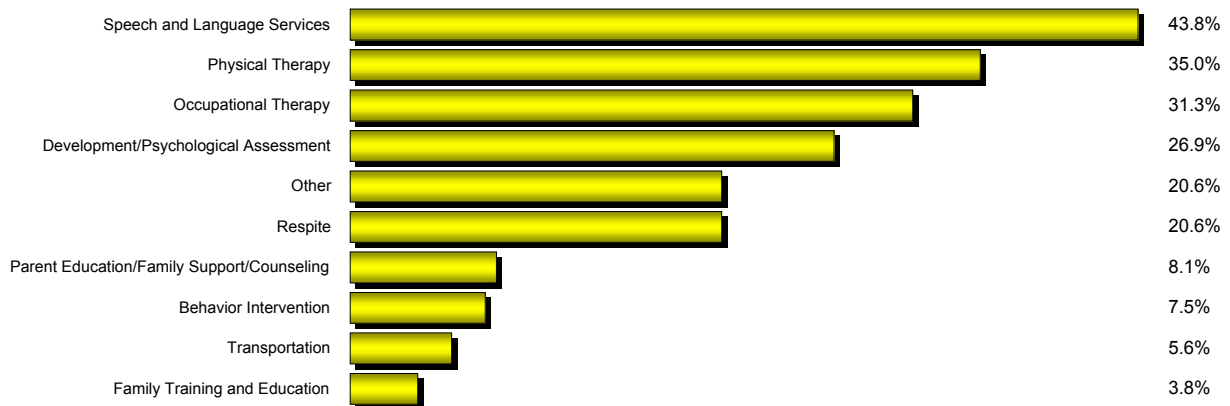
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	69.2%	18.5%	4.6%	4.6%	3.1%
Parent Education/Family Support/Counseling	85.7%	7.1%	7.1%	0.0%	0.0%
Development/Psychological Assessment	69.4%	12.2%	8.2%	4.1%	6.1%
Transportation	72.7%	9.1%	18.2%	0.0%	0.0%
Respite	71.1%	7.9%	7.9%	5.3%	7.9%
Occupational Therapy	69.0%	19.0%	6.9%	1.7%	3.4%
Speech and Language Services	69.3%	9.3%	10.7%	5.3%	5.3%
Family Training and Education	85.7%	0.0%	14.3%	0.0%	0.0%
Behavior Intervention	80.0%	6.7%	13.3%	0.0%	0.0%
Other	61.9%	11.9%	7.1%	4.8%	14.3%

¹ Family Resource Centers are included in other service providers.

Results

Analysis by Age

“More than 90.0 percent of each age group reported that support services and resources enhanced their child’s quality of life.”

“...physical therapy appears as the most common service received by the two youngest age groups and speech and language services were more prevalent among the older age groups.”

“...as the age of the child increased, the receipt of special education and appropriate services also increased.”

Introduction

The following results are presented by the age group of the child. The age categories are: birth through 12 months, 13 through 24 months, 25 through 36 months, 37 through 48 months, and 49 through 60 months of age.

Although the Early Start program is designed to serve children between birth and 36 months of age, the survey captured children up to 60 months of age. Information gained from children between 37 and 60 months of age reflects the satisfaction levels for families of children who have transitioned out of the Early Start program.

Early Start program services are somewhat age sensitive: age is a factor that relates to the type and duration of services a child receives. For example, *physical therapy appears as the most common service received by the two youngest age groups and speech and language services were more prevalent among the older age groups.*

Analysis

Areas where differences were noted:

In terms of satisfaction with services received, respondents whose children were between birth and 36 months of age generally reported higher satisfaction levels compared to respondents whose children were between 37 and 60 months of age. The respondent group reporting the highest satisfaction had children between 13 and 24 months of age.

The data also indicated that *as the age of the child increased, the receipt of special education and appropriate services also increased.* As the age increased, respondents reported knowing who to contact in the event of a disagreement with greater frequency. Conversely, as child age increased, lower proportions of respondents reported being able to find culturally relevant information. In terms of finding information about available services, respondents with children aged 13 through 24 months reported the highest level of satisfaction, at 8.02, compared to the lowest reported level of satisfaction, children between 49 and 60 months old (6.77).

A higher percentage (89.7 percent) of respondents with children between 49 and 60 months of age reported that the services outlined in their IFSP started on time, and fewer (72.4 percent) respondents with children between 37 and 48 months reported that their services started on time.

Analysis

Areas where differences were noted (continued):

Respondents representing children 13 through 24 months of age reported the highest level of satisfaction with services received (8.96), compared to other age groups. However, when asked if all of the important issues were discussed during their IFSP meeting, slightly fewer, 79.4 percent, reported that all important issues were discussed, compared to the other age groups which ranged from 81.3 to 85.0 percent.

More than 90.0 percent of each age group reported that support services and resources enhanced their child's quality of life. All respondents responding on behalf of children birth through 12 months of age and 49 through 60 months of age stated that Early Start services enhanced the child's quality of life.

13 through 24 months of age by ethnicity:

Given the higher satisfaction levels among respondents with children between 13 and 24 months of age, a comparison was made to determine whether ethnic composition could account for the difference in satisfaction within the 13 through 24 months age group.

When comparing the ethnic distribution of respondents with children aged 13 through 24 months to the overall ethnic distribution, the two groups were somewhat similar. Respondents participating on behalf of Spanish/Latin/Hispanic children, ages 13 through 24 months, were higher by three percent and respondents participating on behalf of white children, ages 13 through 24, months were lower by five percent. The ethnic make-up of the other age groups also was similar to the overall demographic distributions.

Age by Ethnicity vs. Overall Ethnicity						
	All Survey Participants	0-12 Months	13-24 Months	25-36 Months	37-48 Months	49-60 Months
White	31.0%	31.0%	26.0%	30.0%	36.0%	26.0%
Spanish/Latin/Hispanic	30.0%	31.0%	33.0%	30.0%	29.0%	30.0%
African American	6.0%	4.0%	6.0%	6.0%	5.0%	7.0%
Unknown	24.0%	30.0%	26.0%	24.0%	21.0%	21.0%
All Others	9.0%	4.0%	9.0%	10.0%	9.0%	16.0%
Total	100%	100%	100%	100%	100%	100%

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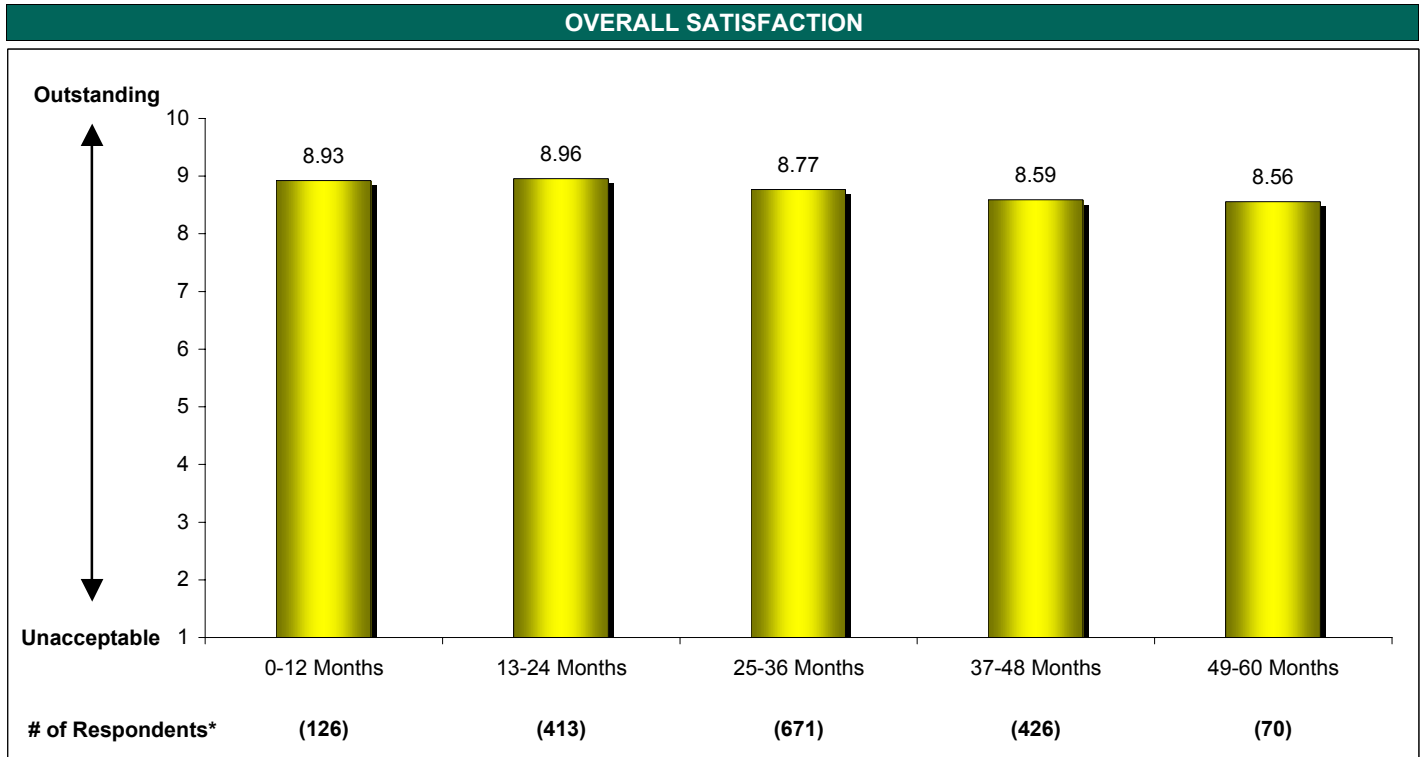
Summary

Generally, a downward trend is present as the age of the child increases, and holds especially true as related to transition services. This observation supports further investigation.

AREA OF SATISFACTION RATED		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q13.	Overall satisfaction with the services you receive(d)	8.93	8.96	8.77	8.59	8.56
Q32.	Overall satisfaction with the regional center	8.85	8.90	8.65	8.48	8.44
Q12.	Overall satisfaction in meeting your IFSP outcomes	8.63	8.75	8.55	8.33	8.33
Q5.	Overall satisfaction with the amount of services	8.56	8.43	8.29	8.02	8.34
Q6.	Overall satisfaction with the quality of services	8.72	8.84	8.66	8.51	8.26
Q31.	Satisfaction with the help from regional center when your child turned three years old	NA ¹	NA ¹	8.80	7.92	7.97
Q10.	Services have been designed to fit into your everyday family routine	8.58	8.87	8.61	8.55	8.36
Q14.	Overall satisfaction with the information to plan for your child's needs	8.59	8.50	8.26	7.95	8.06
Q16.	Ease of finding information about available services	7.34	8.02	7.43	7.33	6.77
Q20.	Social and emotional outcomes	8.60	8.58	8.27	8.22	7.75
Q21.	Cognitive outcomes	8.45	8.46	8.10	8.07	7.92
Q22.	Speech and language outcomes	7.82	7.44	7.54	7.50	7.20
Q23.	Physical/motor outcomes	8.51	8.64	8.36	8.25	7.95
Q24.	Adaptive skill outcomes	8.19	8.23	8.00	7.79	7.38
Q25.	Overall quality of life outcomes	8.75	8.65	8.49	8.38	7.84

¹ Not applicable; this item designed to capture transition planning, which is not expected to begin until age two and one-half.

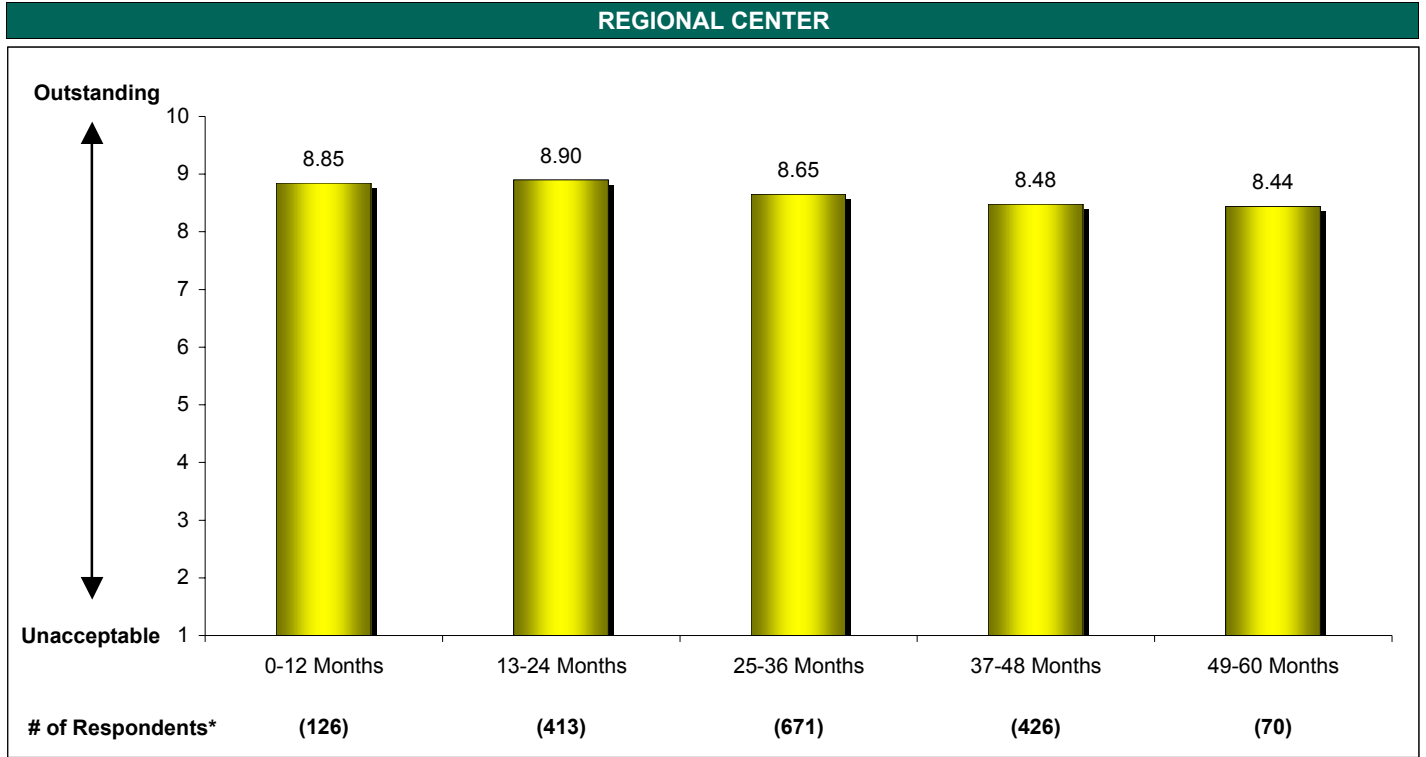
ANALYSIS OF EARLY START SERVICES BY AGE



	Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q13. Overall satisfaction with the services you receive(d)	8.93	8.96	8.77	8.59	8.56
Q32. Overall satisfaction with the regional center	8.85	8.90	8.65	8.48	8.44
Q12. Overall satisfaction in meeting your IFSP outcomes	8.63	8.75	8.55	8.33	8.33
Q5. Overall satisfaction with the amount of services	8.56	8.43	8.29	8.02	8.34
Q6. Overall satisfaction with the quality of services	8.72	8.84	8.66	8.51	8.26
Q10. Services have been designed to fit into your everyday family routine	8.58	8.87	8.61	8.55	8.36

* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

ANALYSIS OF EARLY START SERVICES BY AGE



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months	
Q32.	Overall satisfaction with the regional center	8.85	8.90	8.65	8.48	8.44	
Q31.	Satisfaction with the help from regional center when your child turned three years old	0.00	0.00	8.80	7.92	7.97	
Q28.	Did your child receive all of the services identified on his or her IFSP by his or her third birthday? ¹	Yes	0.0%	0.0%	83.3%	86.6%	92.3%
		No	0.0%	0.0%	16.7%	13.4%	7.7%
Q29.	Did your child receive all of the special education and related services identified on his or her IFSP by his or her third birthday? ¹	Yes	56.3%	70.3%	73.9%	0.0%	0.0%
		No	43.8%	29.7%	26.1%	0.0%	0.0%
Q30.	Did your child receive all of the appropriate services identified on his or her IFSP by his or her third birthday? ¹	Yes	56.5%	66.9%	74.1%	0.0%	0.0%
		No	43.5%	33.1%	25.9%	0.0%	0.0%

* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

¹ Do not know/remember responses are not factored into the percent calculations



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ANALYSIS OF EARLY START SERVICES BY AGE

EARLY START SERVICES			Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
QA.	Can you tell me what your relationship to the child is?	Mother	71.4%	74.3%	77.3%	79.8%	80.0%
		Father	15.1%	11.6%	12.2%	12.2%	14.3%
		Foster Parent	7.9%	7.0%	4.8%	2.8%	0.0%
		Residential Care Provider	0.0%	0.0%	0.0%	0.0%	0.0%
		Sibling	1.6%	0.5%	0.0%	0.0%	0.0%
		Grandparent	3.2%	4.6%	3.9%	4.7%	5.7%
		Other Family (Aunt/Uncle)	0.0%	1.0%	1.2%	0.2%	0.0%
		Other	0.8%	1.0%	0.6%	0.2%	0.0%
Q1.	What services are you and your family currently receiving? (multiple responses allowed) ²	Speech and Language Services	6.3%	18.2%	54.1%	46.9%	47.1%
		Physical Therapy	43.7%	53.3%	36.5%	23.9%	27.1%
		Occupational Therapy	26.2%	34.4%	34.3%	27.7%	20.0%
		Development/Psychological Assessment	32.5%	30.8%	25.6%	19.5%	17.1%
		Other	26.2%	21.3%	22.2%	28.2%	24.3%
		Respite	21.4%	16.0%	17.1%	20.2%	27.1%
		Transportation	6.3%	6.3%	8.3%	7.7%	8.6%
		Behavior Intervention	0.8%	3.6%	8.3%	9.2%	14.3%
		Parent Education/Family Support/Counseling	4.8%	6.8%	4.9%	4.9%	4.3%
		Family Training and Education	0.8%	3.6%	5.1%	6.1%	8.6%
Q2.	Who provides these services? (multiple responses allowed) ^{1 2}	Regional Center	74.6%	74.6%	73.8%	63.4%	67.1%
		Family Resource Center	4.0%	1.5%	2.1%	1.2%	2.9%
		Private or Non-Profit Provider	14.3%	14.8%	18.5%	16.4%	14.3%
		Local Education Agencies	5.6%	3.9%	5.8%	14.8%	18.6%
		Physician/Medical Staff	7.1%	5.8%	4.6%	2.6%	0.0%
		Other	9.5%	11.4%	10.7%	12.4%	4.3%
Q3.	Who had the most say in choosing these services?	My Family	45.2%	47.2%	52.8%	57.0%	54.3%
		The IFSP Planning Team	4.0%	5.3%	4.5%	8.5%	4.3%
		Regional Center/Service Coordinator	23.8%	21.8%	21.0%	21.1%	24.3%
		Service Provider/Program	4.8%	4.4%	5.4%	2.8%	2.9%
		Physician/Medical Staff	15.9%	15.0%	11.5%	4.9%	10.0%
		Other	1.6%	2.7%	2.8%	2.1%	2.9%
		Do Not Know	4.0%	1.7%	1.2%	2.6%	1.4%
		We Did Not Have a Choice	0.8%	1.9%	0.9%	0.9%	0.0%

¹ Do not know/remember responses are not factored into the percent calculations

² Multiple Response question; total may not equal sum of categories



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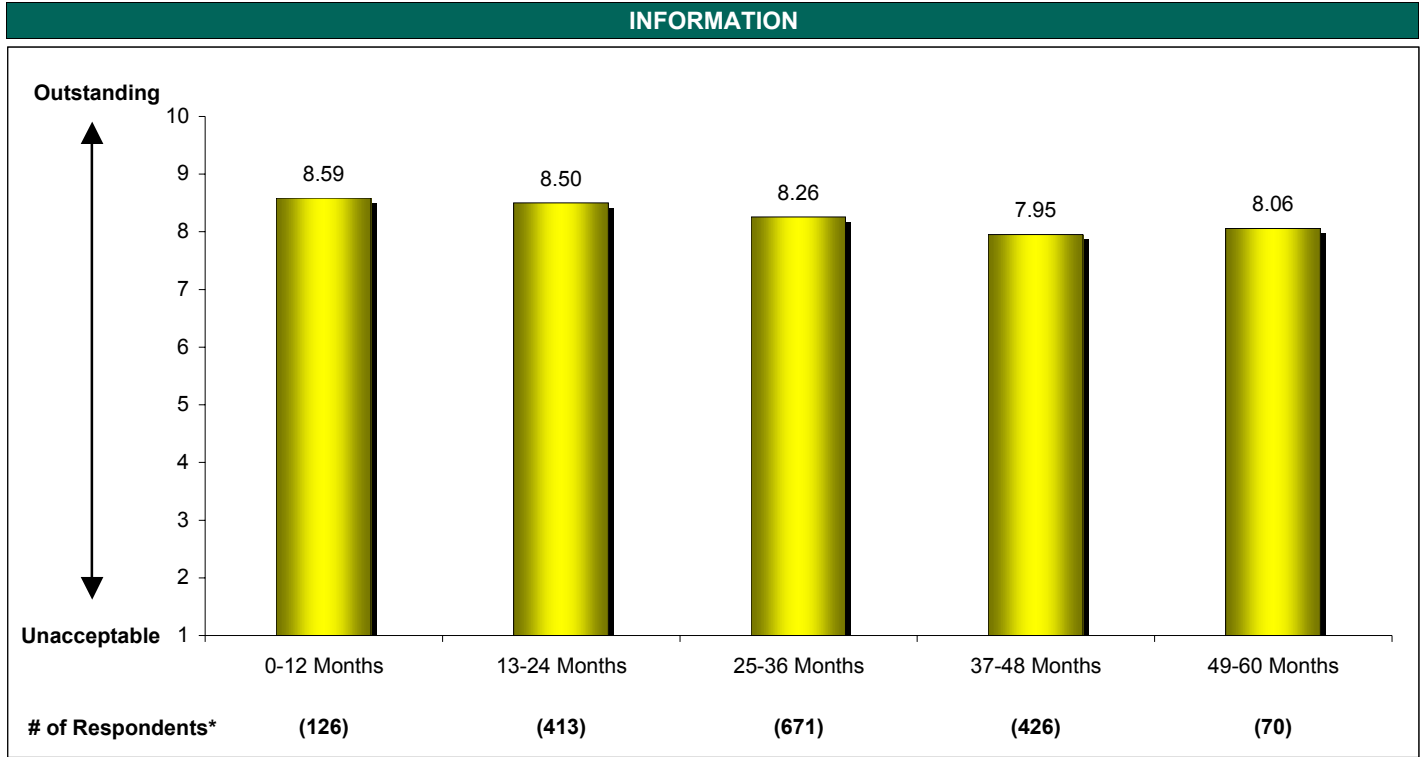
ANALYSIS OF EARLY START SERVICES BY AGE

EARLY START SERVICES			Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q4.	Did your family receive Early Start services that were specified in your IFSP? ¹	Received all of the services	88.7%	85.7%	84.6%	87.1%	87.7%
		Received most of the services	2.6%	5.9%	4.9%	4.2%	3.1%
		Received half of the services	0.0%	3.2%	4.2%	4.2%	4.6%
		Received quarter of the services	3.5%	2.7%	2.4%	2.5%	4.6%
		Received none of the services	5.2%	2.4%	3.9%	2.0%	0.0%
Q7.	Did the services outlined in your family's IFSP start on time? ¹	All of the services were on time	84.2%	80.8%	79.7%	72.4%	89.7%
		Most of the services were on time	5.8%	11.2%	11.3%	17.8%	5.9%
		Very few services were on time	4.2%	3.0%	3.8%	5.8%	1.5%
		None of the services were on time	5.8%	5.0%	5.2%	4.1%	2.9%
Q8.	What services were delayed? (multiple responses allowed) ^{1 2}	Speech and Language Services	11.5%	13.8%	29.6%	34.8%	27.3%
		Physical Therapy	23.1%	40.4%	18.9%	13.5%	9.1%
		Occupational Therapy	23.1%	19.1%	17.8%	13.5%	27.3%
		Development/Psychological Assessment	0.0%	3.2%	4.1%	1.4%	0.0%
		Other	15.4%	12.8%	19.5%	18.4%	9.1%
		Respite	26.9%	7.4%	5.9%	6.4%	9.1%
		Transportation	0.0%	2.1%	0.0%	2.8%	0.0%
		Behavior Intervention	0.0%	0.0%	4.1%	9.2%	9.1%
		Parent Education/Family Support/Counseling	0.0%	1.1%	0.0%	0.0%	9.1%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%		
Q9.	Approximate delay in start of services ^{1 2}	Less than one week	0.0%	2.7%	2.4%	2.7%	0.0%
		Between 1-2 weeks	5.6%	4.0%	6.5%	8.1%	14.3%
		Between 2-4 weeks	22.2%	16.0%	17.1%	15.3%	14.3%
		Between 1-2 months	27.8%	21.3%	26.8%	17.1%	14.3%
		Between 2-3 months	22.2%	24.0%	16.3%	17.1%	42.9%
		Between 3-4 months	11.1%	9.3%	5.7%	9.9%	0.0%
		Between 4-5 months	11.1%	1.3%	7.3%	5.4%	0.0%
		Between 5-6 months	0.0%	10.7%	4.9%	9.0%	14.3%
		More than six months	0.0%	10.7%	13.0%	15.3%	0.0%
Q11.	Have service providers demonstrated how you can work with your child between sessions?	Yes	89.7%	95.4%	87.8%	85.7%	82.9%
		No	10.3%	4.6%	12.2%	14.3%	17.1%

¹ Do not know/remember responses are not factored into the percent calculations

² Numbers/percents are based on respondents that reported that their services did not start on time based on question #7

ANALYSIS OF EARLY START SERVICES BY AGE



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months	
Q14.	Overall satisfaction with the information to plan for your child's needs	8.59	8.50	8.26	7.95	8.06	
Q16.	Ease of finding information about available services	7.34	8.02	7.43	7.33	6.77	
Q17.	When you were first looking for assistance, was culturally relevant information available to you? ¹	All information was available	85.0%	83.4%	83.0%	83.9%	81.5%
		Most information was available	5.8%	4.9%	5.6%	5.4%	4.6%
		Some information was available	3.3%	2.6%	3.6%	2.6%	4.6%
		No information was available	5.8%	9.1%	7.9%	8.2%	9.2%
Q15.	Do you know what to do if you disagree with a decision made by the regional center? ¹	Yes	64.3%	66.1%	67.4%	74.2%	70.0%
		No	35.7%	33.9%	32.6%	25.8%	30.0%

* The number shown is total number of respondents; the number responding to each item used in the data calculation may be lower than the total for each item

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY AGE

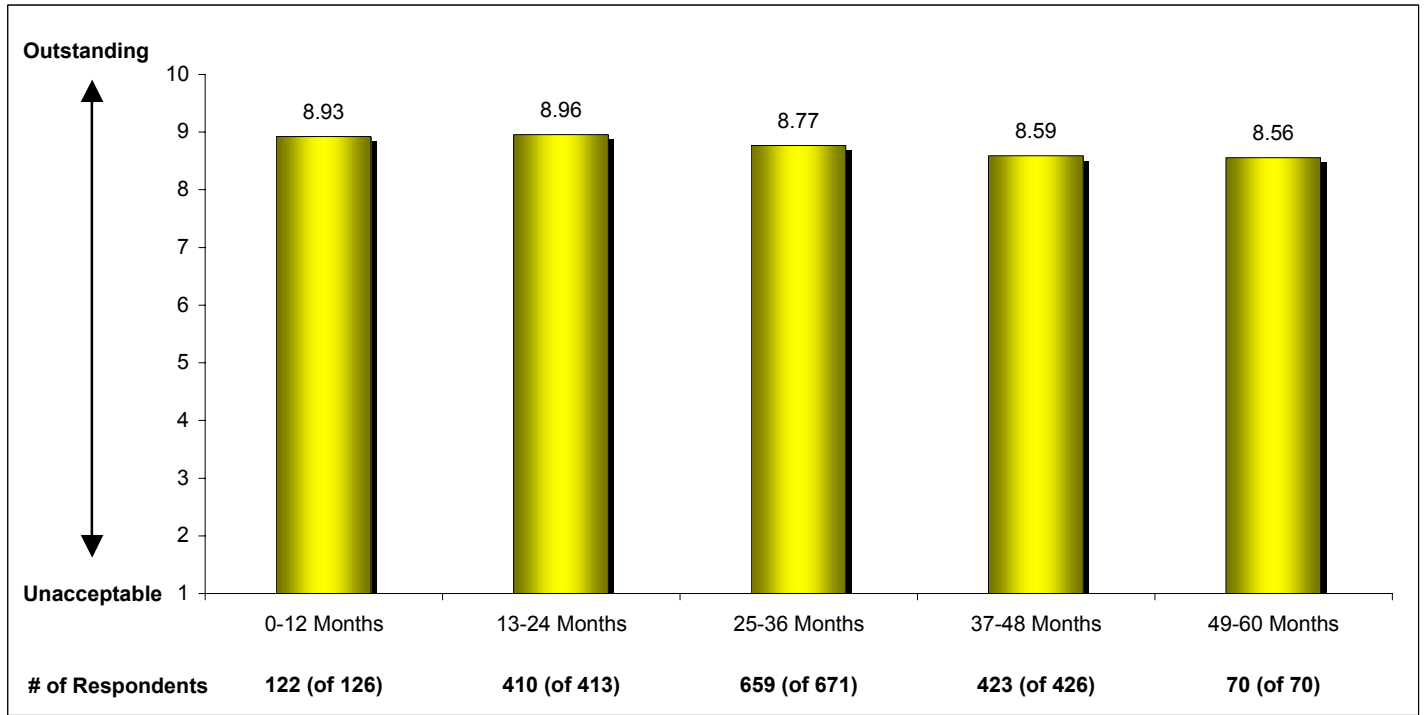
IFSP & PERSONAL OUTCOMES

			Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q18.	Were things that are important to you discussed at your most recent planning team meeting (IFSP)? ¹	Discussed all issues	85.0%	79.4%	83.8%	84.7%	81.3%
		Discussed most issues	10.3%	14.5%	11.2%	10.6%	10.9%
		Discussed only a few issues	1.9%	2.6%	1.9%	1.8%	6.3%
		Discussed none	2.8%	3.5%	3.2%	2.8%	1.6%
Q19.	During the planning team meeting, did the regional center service coordinator discuss with you, your family's needs and wants? ¹	All were discussed	85.8%	81.8%	82.3%	82.2%	76.6%
		Most were discussed	7.5%	11.6%	11.9%	10.2%	14.1%
		A few were discussed	1.9%	3.5%	2.5%	3.3%	4.7%
		None were discussed	4.7%	3.2%	3.3%	4.3%	4.7%
Rate your child's progress towards meeting...							
Q20.	Social and Emotional Outcomes		8.60	8.58	8.27	8.22	7.75
Q21.	Cognitive Outcomes		8.45	8.46	8.10	8.07	7.92
Q22.	Speech and Language Outcomes		7.82	7.44	7.54	7.50	7.20
Q23.	Physical/Motor Outcomes		8.51	8.64	8.36	8.25	7.95
Q24.	Adaptive Skill Outcomes		8.19	8.23	8.00	7.79	7.38
Q25.	Overall Quality of Life Outcomes		8.75	8.65	8.49	8.38	7.84
Q26.	Do you believe that support, services, and resources for your family have enhanced your child's quality of life? ¹	Yes	100%	97.3%	98.3%	92.7%	100%
		No	0.0%	2.7%	1.7%	7.3%	0.0%
Q27.	Overall, do you feel that the early intervention services you have received have increased your family's capacity to enhance your child's development? ¹	Yes	92.1%	96.6%	97.0%	97.2%	91.4%
		No	7.9%	3.4%	3.0%	2.8%	8.6%

¹ Do not know/remember responses are not factored into the percent calculations

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL SATISFACTION WITH THE SERVICES YOU RECEIVE(D)



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q13.	Overall satisfaction with the services you receive(d)	8.93	8.96	8.77	8.59	8.56

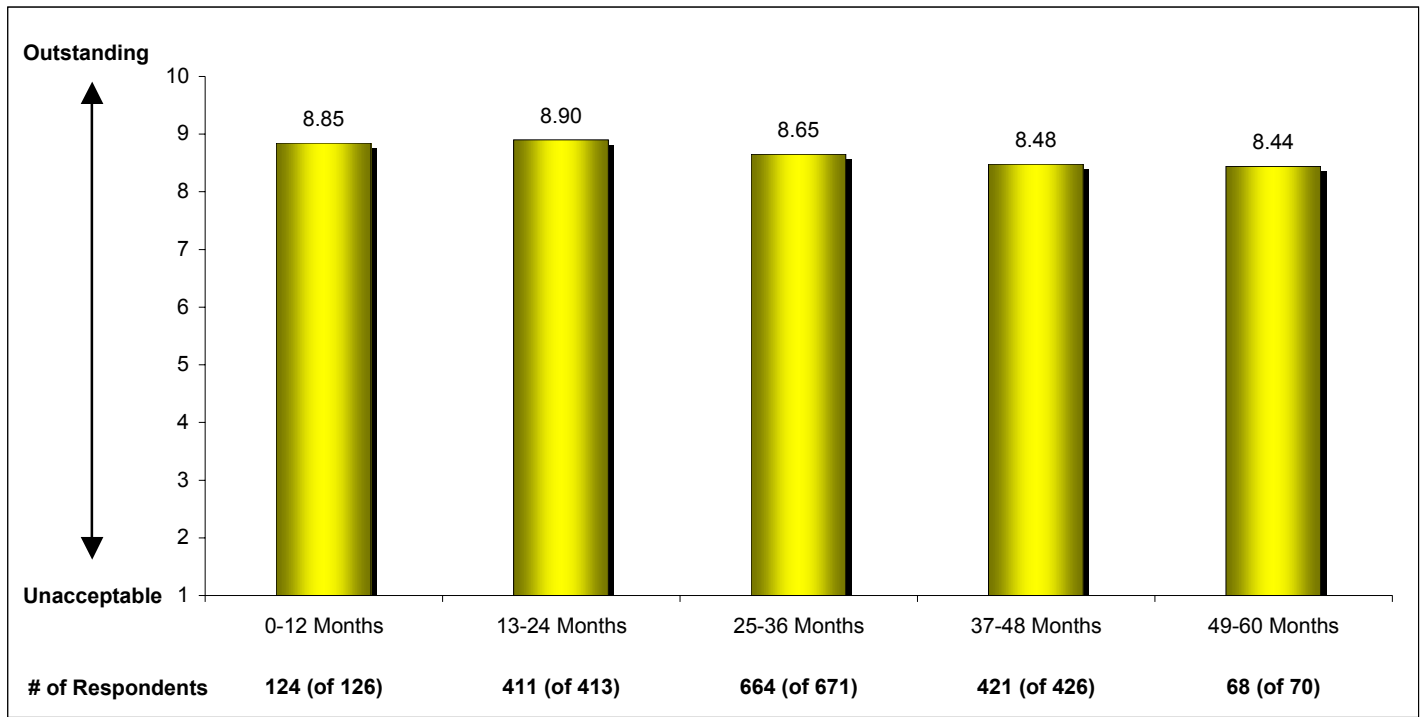
		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	67	54.9%	230	56.1%	346	52.5%	202	47.8%	32	45.7%
	Score of 9	22	18.0%	70	17.1%	99	15.0%	69	16.3%	10	14.3%
	Score of 8	13	10.7%	55	13.4%	109	16.5%	59	13.9%	13	18.6%
	Score of 7	8	6.6%	22	5.4%	42	6.4%	45	10.6%	6	8.6%
	Score of 6	4	3.3%	7	1.7%	13	2.0%	10	2.4%	2	2.9%
Average	Score of 5	6	4.9%	18	4.4%	29	4.4%	21	5.0%	6	8.6%
	Score of 4	1	0.8%	1	0.2%	2	0.3%	5	1.2%	0	0.0%
	Score of 3	1	0.8%	2	0.5%	3	0.5%	3	0.7%	0	0.0%
Unacceptable	Score of 2	0	0.0%	2	0.5%	4	0.6%	2	0.5%	0	0.0%
	Score of 1	0	0.0%	3	0.7%	12	1.8%	7	1.7%	1	1.4%

Total respondents answering item ¹		122	100%	410	100%	659	100%	423	100%	70	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL SATISFACTION WITH THE REGIONAL CENTER



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q32.	Overall satisfaction with the regional center	8.85	8.90	8.65	8.48	8.44

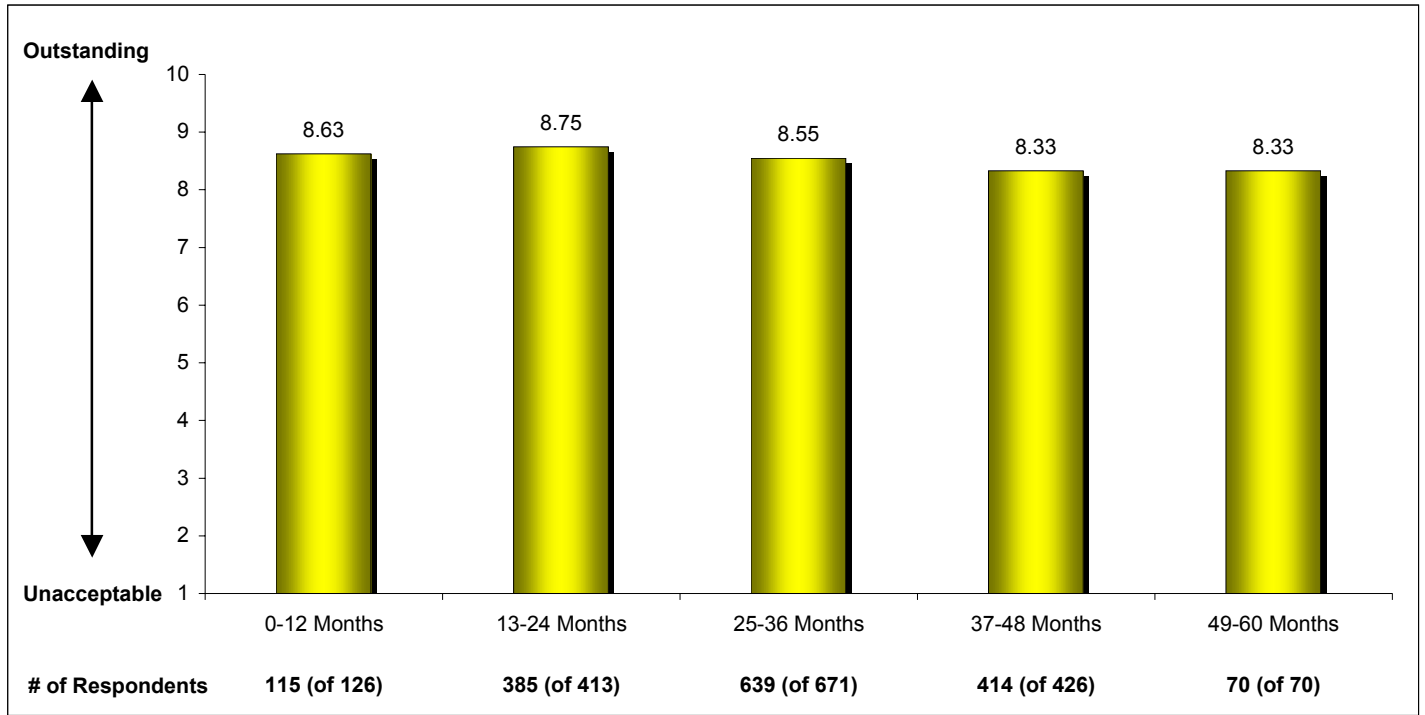
		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	66	53.2%	245	59.6%	346	52.1%	202	48.0%	32	47.1%
	Score of 9	25	20.2%	49	11.9%	91	13.7%	60	14.3%	9	13.2%
	Score of 8	10	8.1%	52	12.7%	103	15.5%	74	17.6%	9	13.2%
	Score of 7	8	6.5%	24	5.8%	42	6.3%	28	6.7%	6	8.8%
	Score of 6	5	4.0%	10	2.4%	19	2.9%	8	1.9%	3	4.4%
Average	Score of 5	9	7.3%	18	4.4%	34	5.1%	25	5.9%	8	11.8%
	Score of 4	0	0.0%	4	1.0%	7	1.1%	5	1.2%	0	0.0%
	Score of 3	0	0.0%	2	0.5%	4	0.6%	2	0.5%	0	0.0%
Unacceptable	Score of 2	0	0.0%	5	1.2%	4	0.6%	5	1.2%	0	0.0%
	Score of 1	1	0.8%	2	0.5%	14	2.1%	12	2.9%	1	1.5%

Total respondents answering item ¹		124	100%	411	100%	664	100%	421	100%	68	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL SATISFACTION IN MEETING YOUR IFSP OUTCOMES



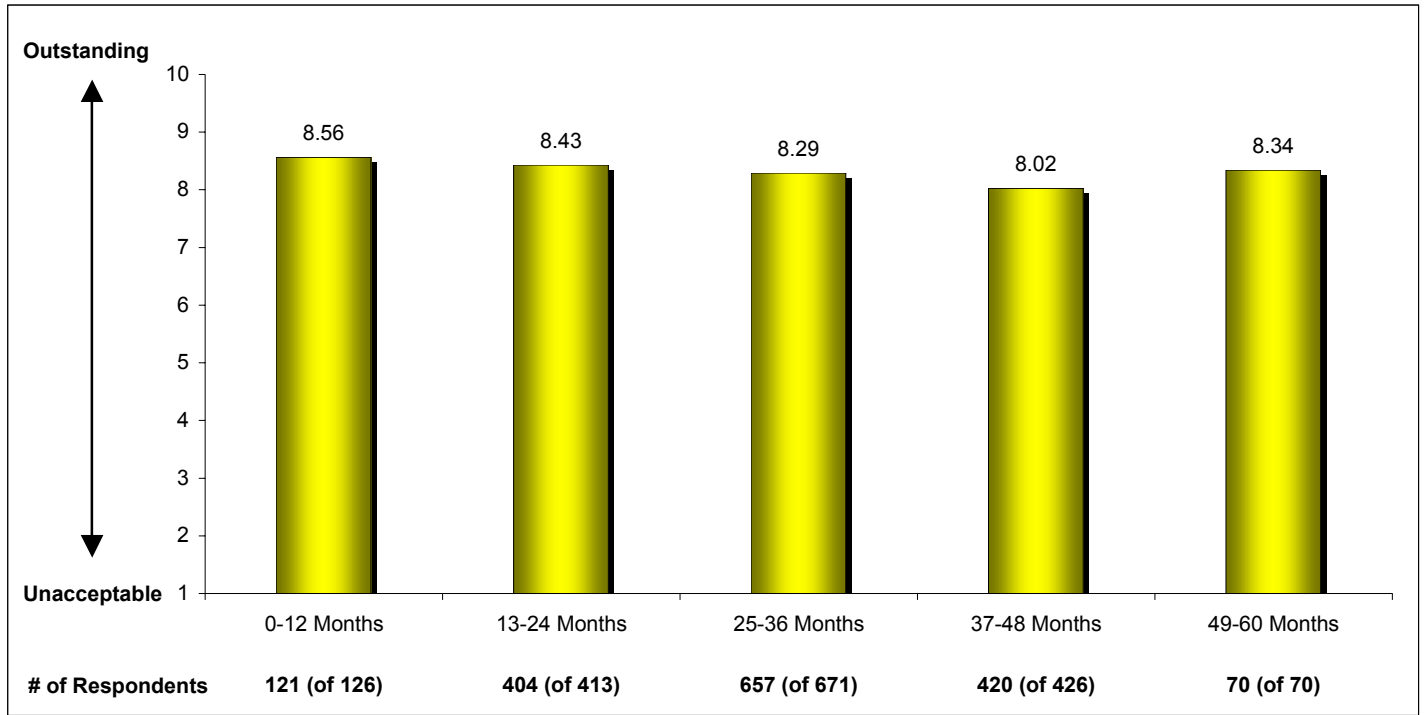
		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q12.	Overall satisfaction in meeting your IFSP outcomes	8.63	8.75	8.55	8.33	8.33

		N		N		N		N		N	
		%	%	%	%	%	%	%	%	%	%
Outstanding	Score of 10	59	51.3%	197	51.2%	298	46.6%	174	42.0%	30	42.9%
	Score of 9	14	12.2%	60	15.6%	96	15.0%	61	14.7%	8	11.4%
	Score of 8	19	16.5%	61	15.8%	103	16.1%	73	17.6%	12	17.1%
	Score of 7	9	7.8%	21	5.5%	66	10.3%	43	10.4%	8	11.4%
	Score of 6	3	2.6%	15	3.9%	15	2.3%	14	3.4%	3	4.3%
Average	Score of 5	7	6.1%	21	5.5%	39	6.1%	28	6.8%	8	11.4%
	Score of 4	1	0.9%	3	0.8%	5	0.8%	7	1.7%	0	0.0%
	Score of 3	0	0.0%	3	0.8%	2	0.3%	3	0.7%	0	0.0%
	Score of 2	1	0.9%	3	0.8%	5	0.8%	3	0.7%	0	0.0%
Unacceptable	Score of 1	2	1.7%	1	0.3%	10	1.6%	8	1.9%	1	1.4%
Total respondents answering item ¹		115	100%	385	100%	639	100%	414	100%	70	100%

¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL SATISFACTION WITH THE AMOUNT OF SERVICES



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q5.	Overall satisfaction with the amount of services	8.56	8.43	8.29	8.02	8.34

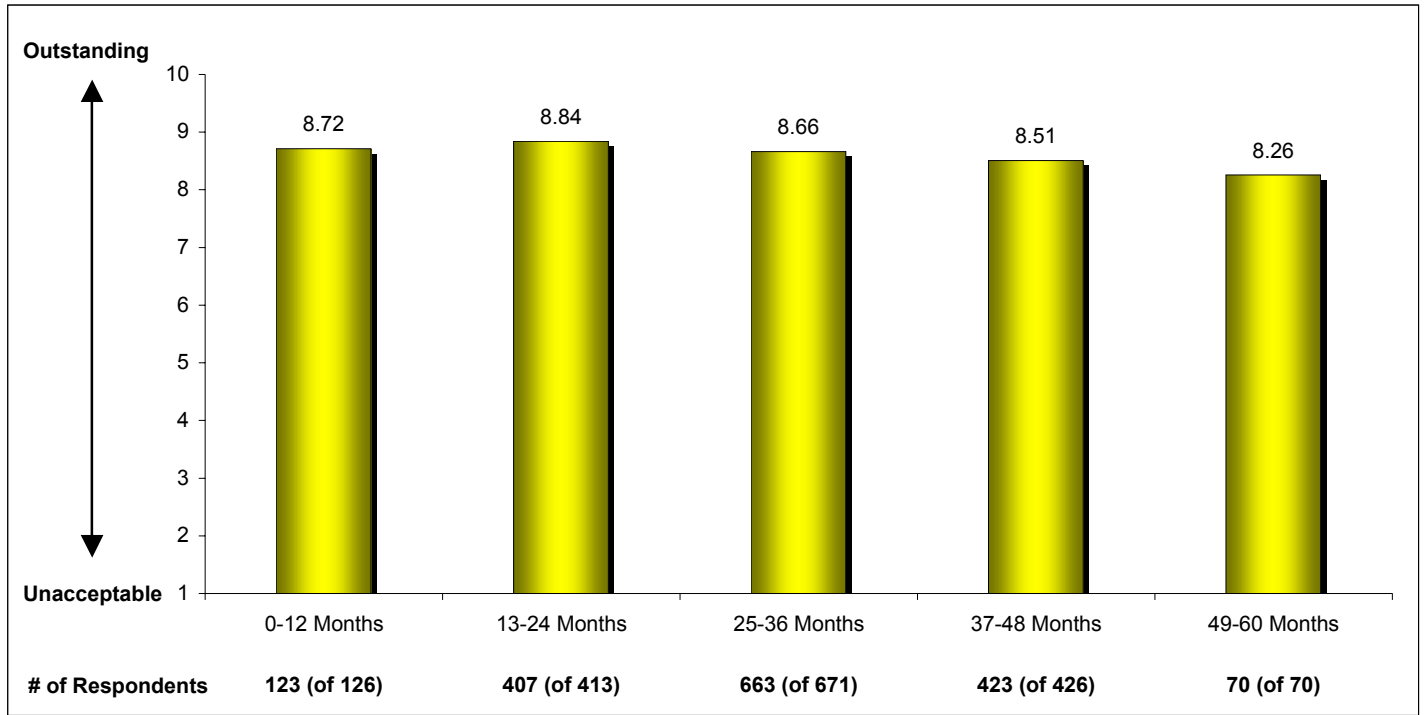
		N		N		N		N		N	
		%	%	%	%	%	%	%	%	%	%
Outstanding	Score of 10	61	50.4%	182	45.0%	274	41.7%	165	39.3%	26	37.1%
	Score of 9	8	6.6%	51	12.6%	97	14.8%	44	10.5%	12	17.1%
	Score of 8	26	21.5%	74	18.3%	101	15.4%	75	17.9%	13	18.6%
	Score of 7	10	8.3%	31	7.7%	68	10.4%	42	10.0%	10	14.3%
	Score of 6	1	0.8%	12	3.0%	29	4.4%	19	4.5%	1	1.4%
Average	Score of 5	12	9.9%	43	10.6%	63	9.6%	52	12.4%	7	10.0%
	Score of 4	1	0.8%	3	0.7%	7	1.1%	7	1.7%	0	0.0%
	Score of 3	2	1.7%	5	1.2%	5	0.8%	4	1.0%	0	0.0%
	Score of 2	0	0.0%	1	0.2%	4	0.6%	4	1.0%	0	0.0%
Unacceptable	Score of 1	0	0.0%	2	0.5%	9	1.4%	8	1.9%	1	1.4%

Total respondents answering item ¹		121	100%	404	100%	657	100%	420	100%	70	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL SATISFACTION WITH THE QUALITY OF SERVICES



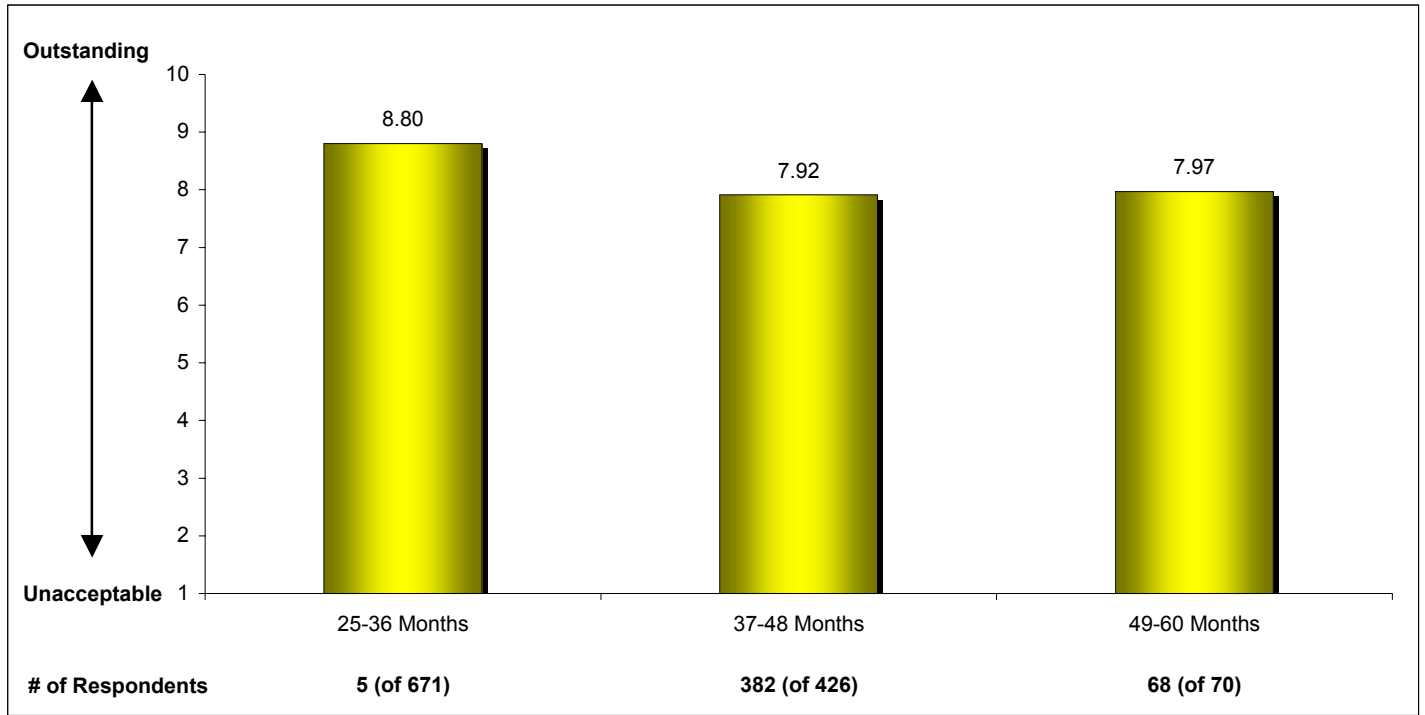
		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q6.	Overall satisfaction with the quality of services	8.72	8.84	8.66	8.51	8.26

		N		N		N		N		N	
		%	%	%	%	%	%	%	%	%	%
Outstanding	Score of 10	68	55.3%	226	55.5%	344	51.9%	200	47.3%	32	45.7%
	Score of 9	10	8.1%	58	14.3%	98	14.8%	60	14.2%	11	15.7%
	Score of 8	22	17.9%	53	13.0%	83	12.5%	76	18.0%	9	12.9%
	Score of 7	9	7.3%	24	5.9%	48	7.2%	32	7.6%	3	4.3%
	Score of 6	3	2.4%	13	3.2%	27	4.1%	9	2.1%	3	4.3%
Average	Score of 5	6	4.9%	26	6.4%	44	6.6%	25	5.9%	8	11.4%
	Score of 4	1	0.8%	0	0.0%	4	0.6%	4	0.9%	1	1.4%
	Score of 3	3	2.4%	3	0.7%	3	0.5%	6	1.4%	0	0.0%
	Score of 2	1	0.8%	2	0.5%	3	0.5%	2	0.5%	1	1.4%
Unacceptable	Score of 1	0	0.0%	2	0.5%	9	1.4%	9	2.1%	2	2.9%
Total respondents answering item ¹		123	100%	407	100%	663	100%	423	100%	70	100%

¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

SATISFACTION WITH THE HELP FROM REGIONAL CENTER WHEN YOUR CHILD TURNED THREE YEARS OLD



		Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q31.	Satisfaction with the help from regional center when your child turned three years old ²	8.80	7.92	7.97

		N		%		N		%		N		%	
Outstanding	Score of 10	3	60.0%	175	45.8%	31	45.6%						
	Score of 9	1	20.0%	41	10.7%	6	8.8%						
	Score of 8	0	0.0%	41	10.7%	8	11.8%						
	Score of 7	0	0.0%	37	9.7%	4	5.9%						
	Score of 6	0	0.0%	11	2.9%	4	5.9%						
Average	Score of 5	1	20.0%	36	9.4%	11	16.2%						
	Score of 4	0	0.0%	3	0.8%	1	1.5%						
	Score of 3	0	0.0%	8	2.1%	0	0.0%						
Unacceptable	Score of 2	0	0.0%	6	1.6%	0	0.0%						
	Score of 1	0	0.0%	24	6.3%	3	4.4%						

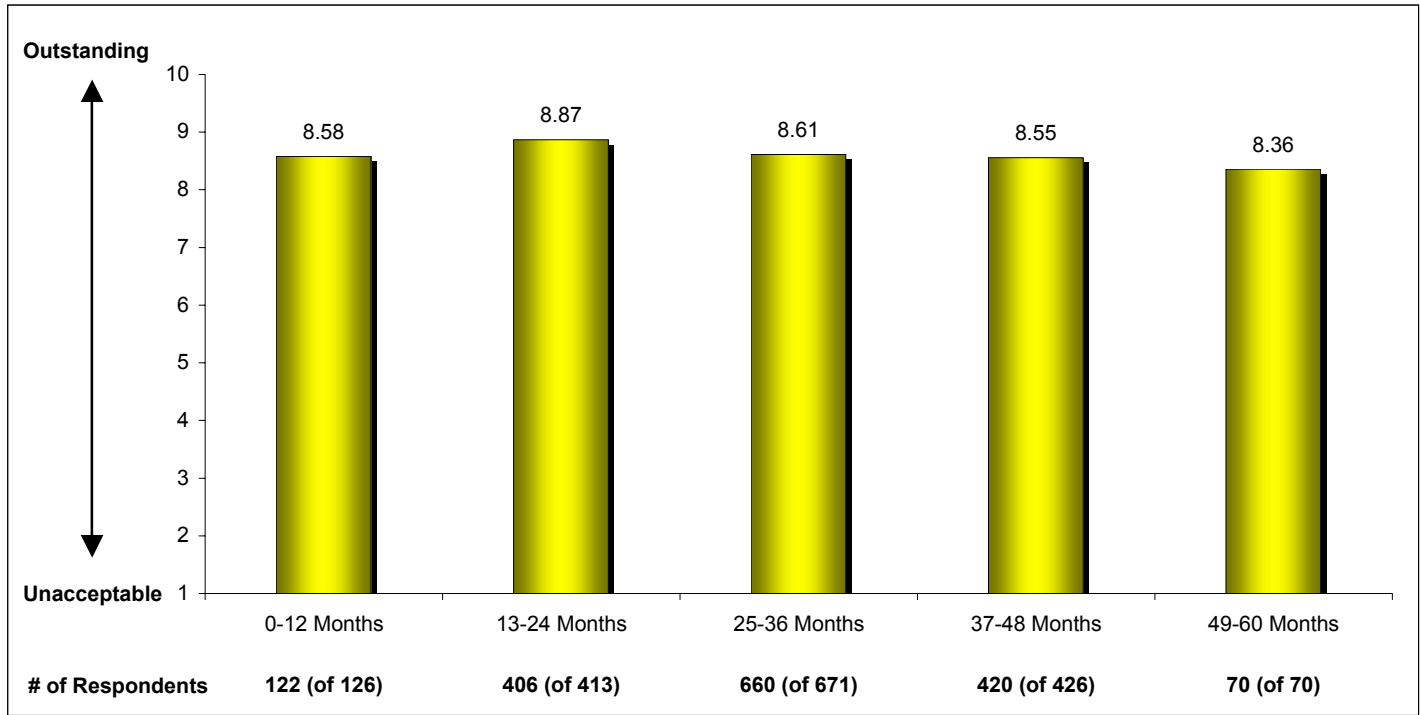
Total respondents answering item ¹	5	100%	382	100%	68	100%
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¹ Columns may not sum to 100% due to rounding.

² Since this item measures transition services, the numbers and percents are limited to those age two and one-half or older

ANALYSIS OF EARLY START SERVICES BY AGE

SERVICES HAVE BEEN DESIGNED TO FIT INTO YOUR EVERYDAY FAMILY ROUTINE



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q10.	Services have been designed to fit into your everyday family routine	8.58	8.87	8.61	8.55	8.36

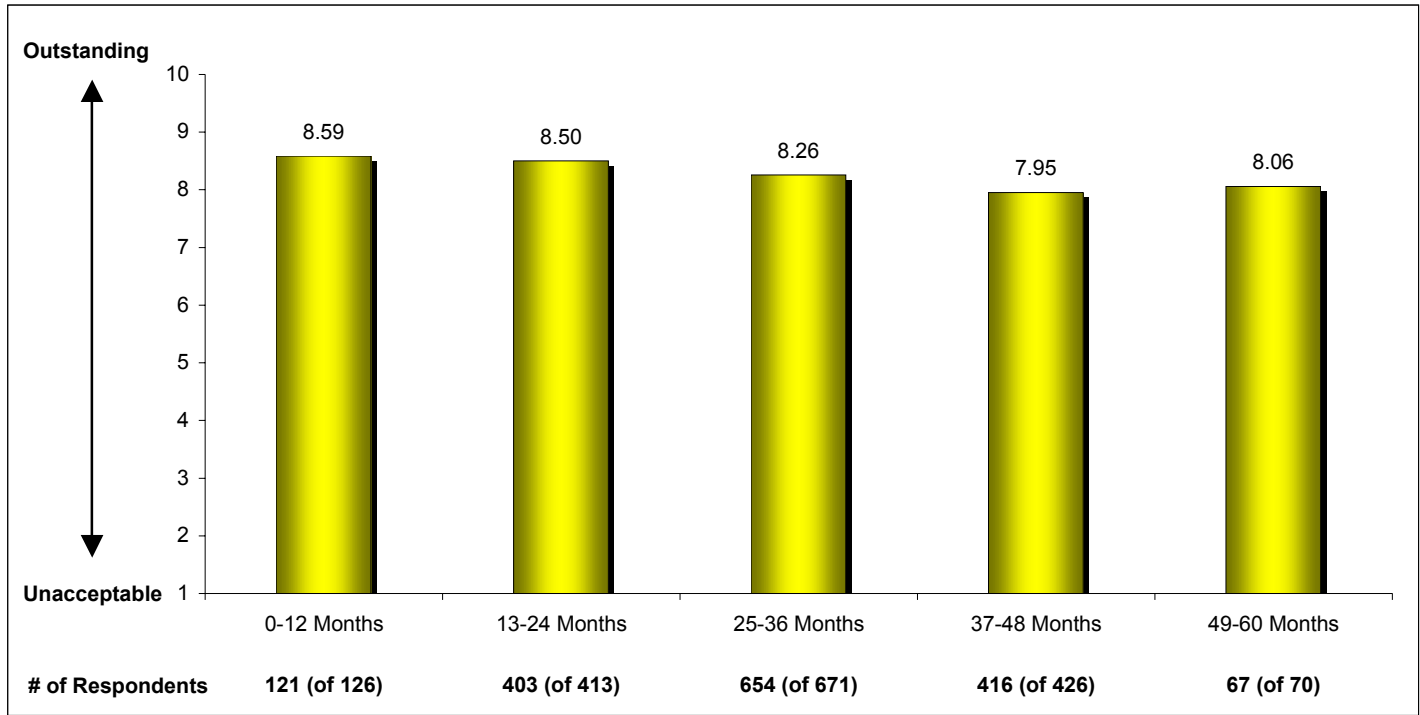
		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	68	55.7%	234	57.6%	337	51.1%	202	48.1%	31	44.3%
	Score of 9	12	9.8%	52	12.8%	86	13.0%	57	13.6%	9	12.9%
	Score of 8	14	11.5%	51	12.6%	90	13.6%	66	15.7%	13	18.6%
	Score of 7	7	5.7%	24	5.9%	59	8.9%	38	9.0%	3	4.3%
	Score of 6	2	1.6%	12	3.0%	23	3.5%	10	2.4%	3	4.3%
Average	Score of 5	15	12.3%	24	5.9%	43	6.5%	31	7.4%	10	14.3%
	Score of 4	1	0.8%	4	1.0%	6	0.9%	9	2.1%	0	0.0%
	Score of 3	2	1.6%	1	0.2%	5	0.8%	3	0.7%	0	0.0%
Unacceptable	Score of 2	0	0.0%	2	0.5%	3	0.5%	2	0.5%	0	0.0%
	Score of 1	1	0.8%	2	0.5%	8	1.2%	2	0.5%	1	1.4%

Total respondents answering item ¹		122	100%	406	100%	660	100%	420	100%	70	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL SATISFACTION WITH THE INFORMATION TO PLAN FOR YOUR CHILD'S NEEDS



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q14.	Overall satisfaction with the information to plan for your child's needs	8.59	8.50	8.26	7.95	8.06

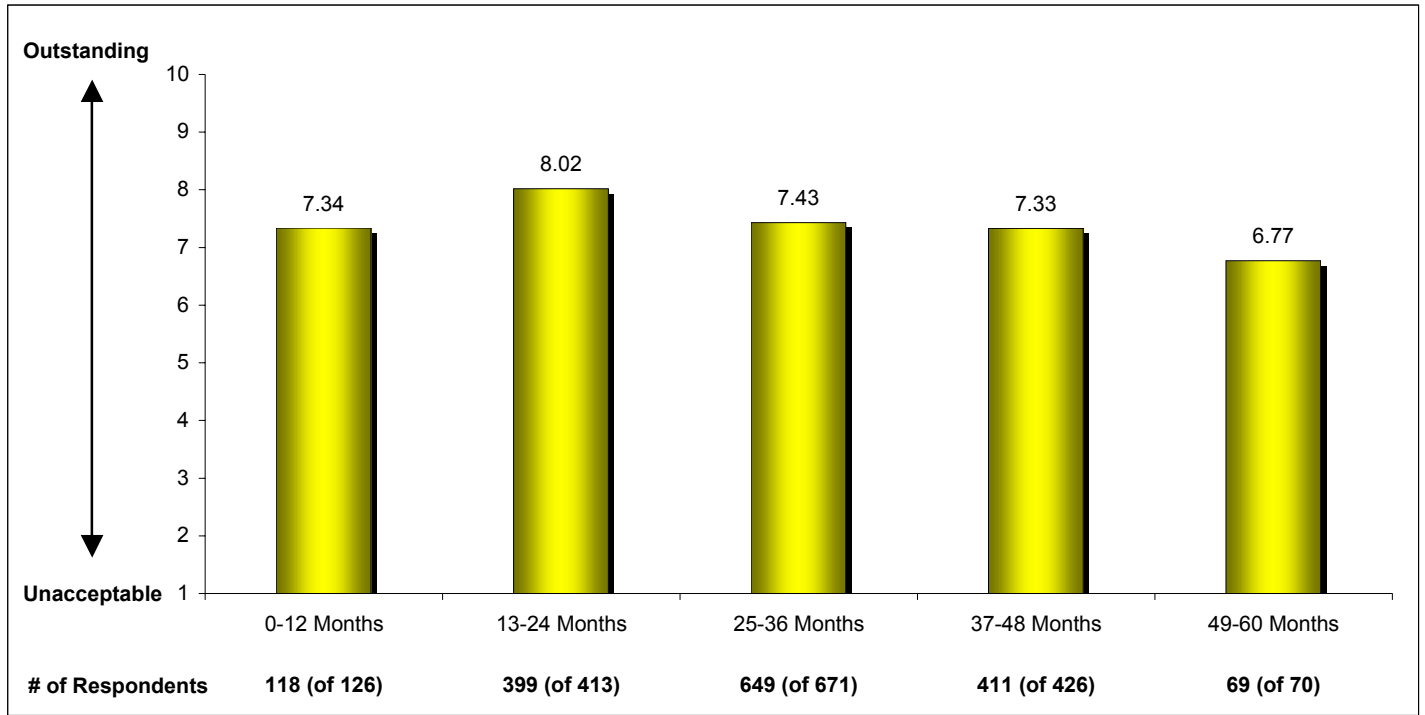
		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	64	52.9%	193	47.9%	283	43.3%	168	40.4%	28	41.8%
	Score of 9	16	13.2%	56	13.9%	88	13.5%	46	11.1%	9	13.4%
	Score of 8	13	10.7%	61	15.1%	98	15.0%	65	15.6%	12	17.9%
	Score of 7	8	6.6%	32	7.9%	53	8.1%	39	9.4%	3	4.5%
	Score of 6	5	4.1%	9	2.2%	26	4.0%	18	4.3%	1	1.5%
Average	Score of 5	11	9.1%	38	9.4%	82	12.5%	44	10.6%	9	13.4%
	Score of 4	1	0.8%	6	1.5%	5	0.8%	10	2.4%	1	1.5%
	Score of 3	1	0.8%	2	0.5%	7	1.1%	11	2.6%	1	1.5%
Unacceptable	Score of 2	1	0.8%	1	0.2%	4	0.6%	6	1.4%	1	1.5%
	Score of 1	1	0.8%	5	1.2%	8	1.2%	9	2.2%	2	3.0%

Total respondents answering item ¹		121	100%	403	100%	654	100%	416	100%	67	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

EASE OF FINDING INFORMATION ABOUT AVAILABLE SERVICES



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q16.	Ease of finding information about available services	7.34	8.02	7.43	7.33	6.77

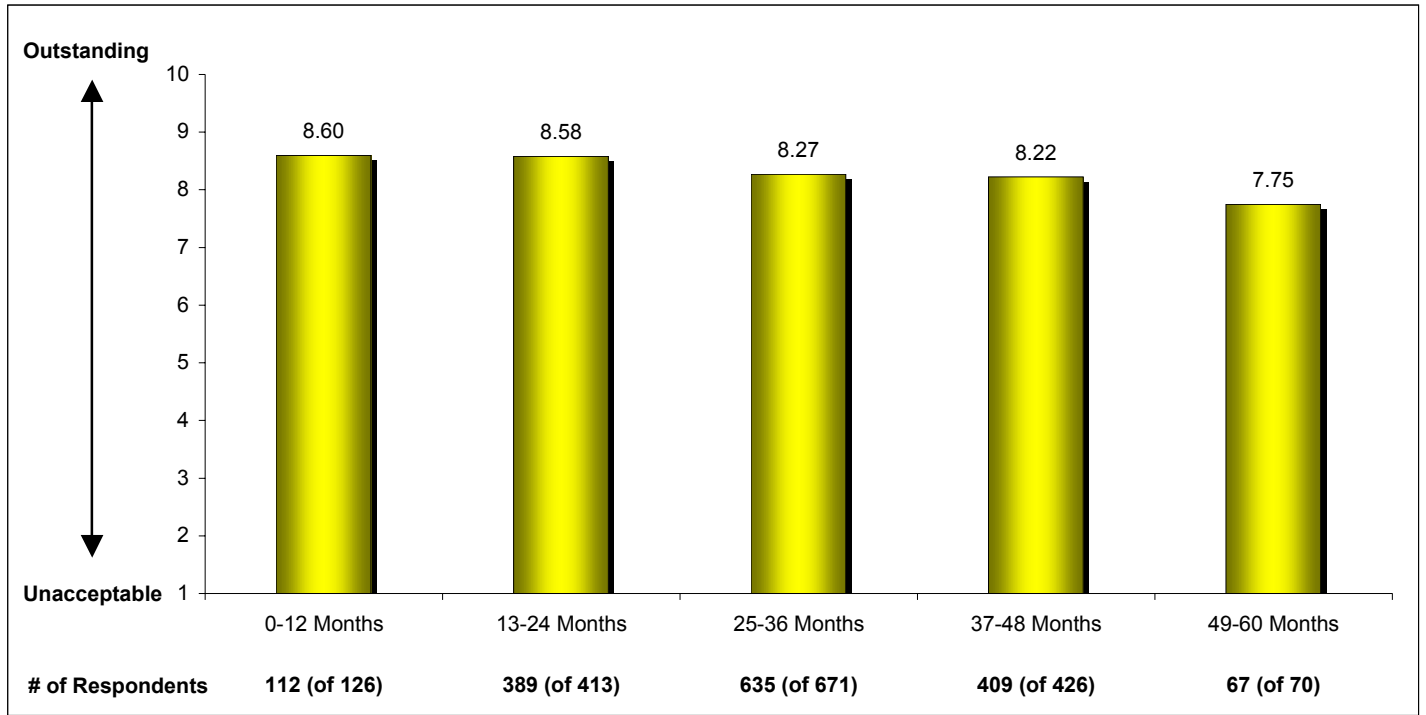
		N		N		N		N		N	
		%	%	%	%	%	%	%	%	%	%
Outstanding	Score of 10	36	30.5%	166	41.6%	224	34.5%	125	30.4%	17	24.6%
	Score of 9	12	10.2%	48	12.0%	57	8.8%	40	9.7%	7	10.1%
	Score of 8	18	15.3%	62	15.5%	87	13.4%	65	15.8%	7	10.1%
	Score of 7	10	8.5%	26	6.5%	66	10.2%	46	11.2%	9	13.0%
	Score of 6	8	6.8%	16	4.0%	33	5.1%	28	6.8%	4	5.8%
Average	Score of 5	23	19.5%	53	13.3%	92	14.2%	49	11.9%	14	20.3%
	Score of 4	2	1.7%	8	2.0%	37	5.7%	18	4.4%	2	2.9%
	Score of 3	0	0.0%	7	1.8%	21	3.2%	11	2.7%	1	1.4%
Unacceptable	Score of 2	4	3.4%	3	0.8%	12	1.8%	13	3.2%	2	2.9%
	Score of 1	5	4.2%	10	2.5%	20	3.1%	16	3.9%	6	8.7%

Total respondents answering item ¹		118	100%	399	100%	649	100%	411	100%	69	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

SOCIAL AND EMOTIONAL OUTCOMES



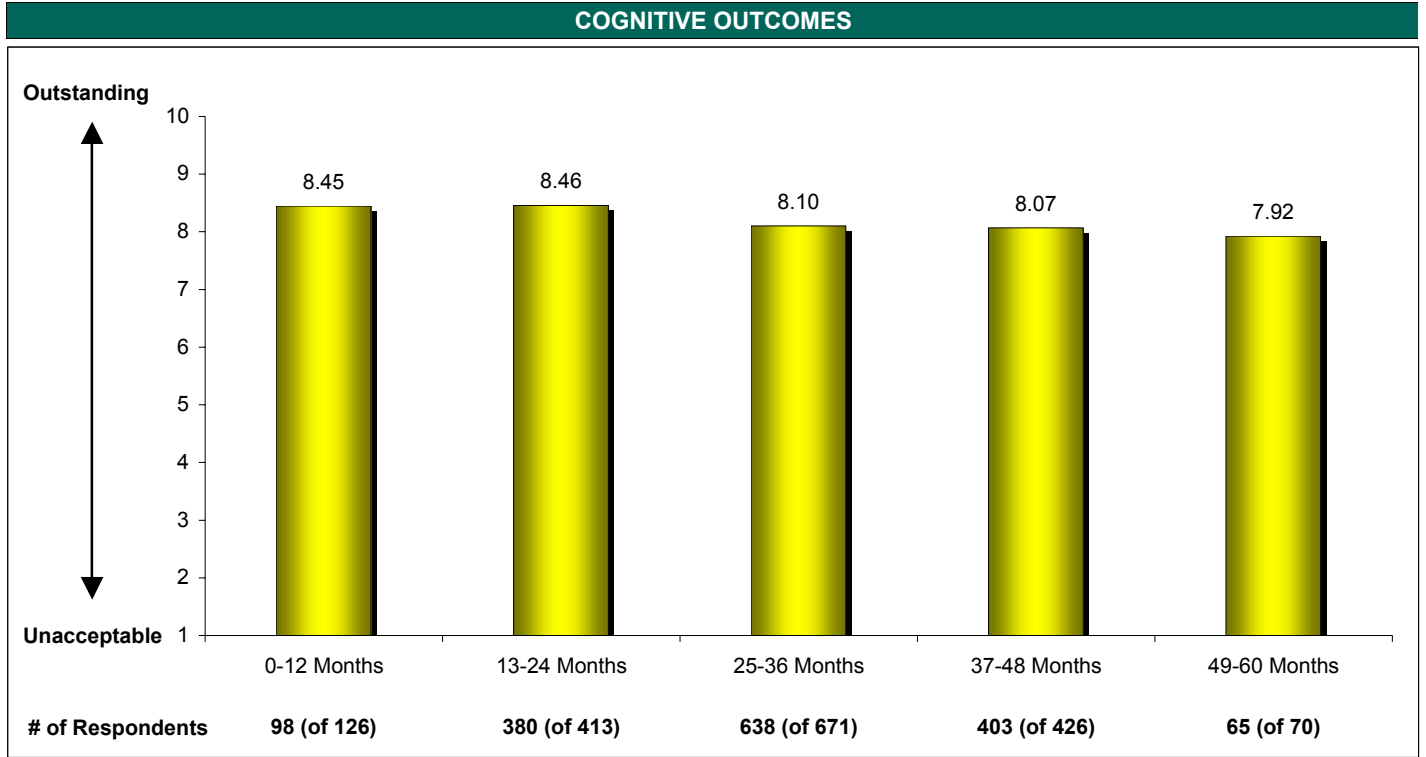
		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q20.	Social and emotional outcomes	8.60	8.58	8.27	8.22	7.75

		Between 0-12 Months		Between 13-24 Months		Between 25-36 Months		Between 37-48 Months		Between 49-60 Months	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	63	56.3%	207	53.2%	278	43.8%	186	45.5%	26	38.8%
	Score of 9	8	7.1%	33	8.5%	61	9.6%	32	7.8%	6	9.0%
	Score of 8	13	11.6%	55	14.1%	107	16.9%	66	16.1%	11	16.4%
	Score of 7	8	7.1%	34	8.7%	63	9.9%	37	9.0%	4	6.0%
	Score of 6	4	3.6%	12	3.1%	36	5.7%	26	6.4%	3	4.5%
Average	Score of 5	14	12.5%	42	10.8%	72	11.3%	49	12.0%	13	19.4%
	Score of 4	1	0.9%	0	0.0%	6	0.9%	3	0.7%	0	0.0%
	Score of 3	1	0.9%	2	0.5%	5	0.8%	2	0.5%	1	1.5%
Unacceptable	Score of 2	0	0.0%	0	0.0%	4	0.6%	1	0.2%	0	0.0%
	Score of 1	0	0.0%	4	1.0%	3	0.5%	7	1.7%	3	4.5%

Total respondents answering item ¹		112	100%	389	100%	635	100%	409	100%	67	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q21.	Cognitive outcomes	8.45	8.46	8.10	8.07	7.92

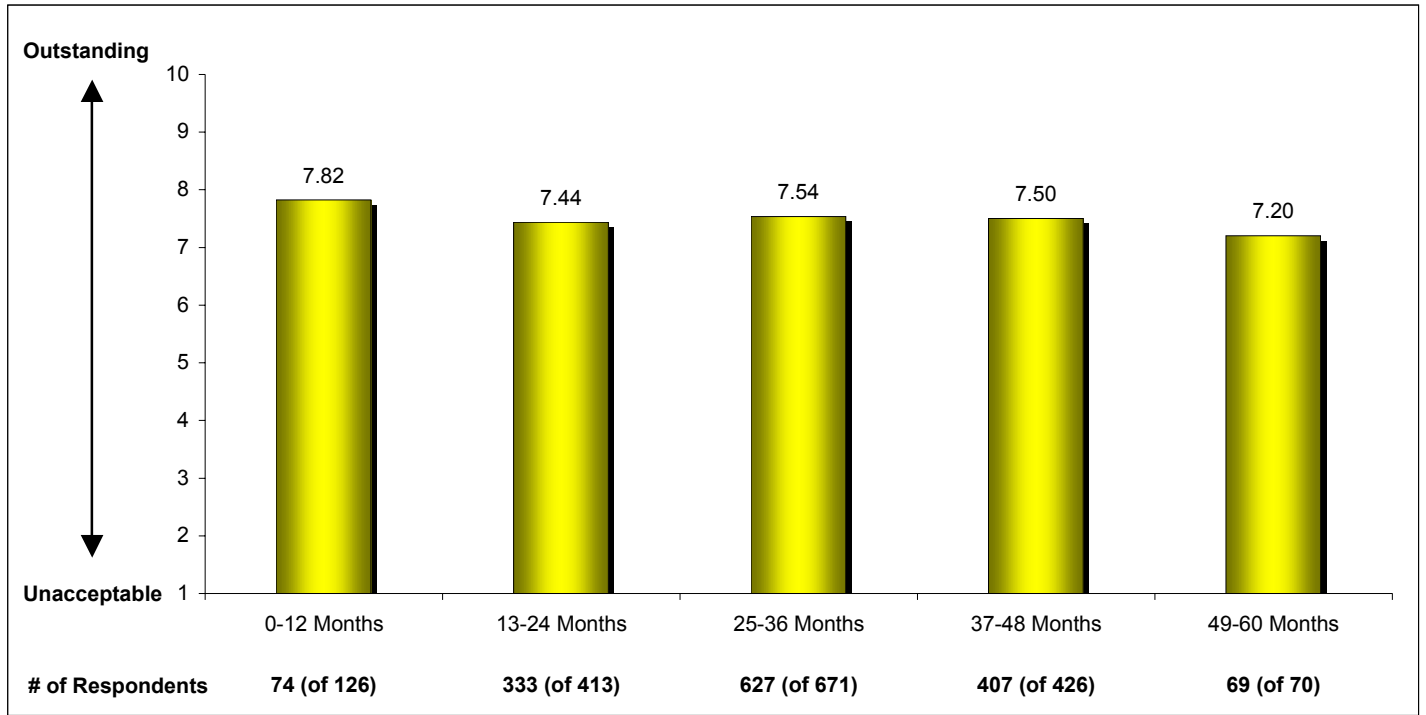
		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	51	52.0%	179	47.1%	250	39.2%	163	40.4%	27	41.5%
	Score of 9	7	7.1%	42	11.1%	66	10.3%	36	8.9%	4	6.2%
	Score of 8	14	14.3%	59	15.5%	107	16.8%	70	17.4%	7	10.8%
	Score of 7	9	9.2%	35	9.2%	86	13.5%	47	11.7%	11	16.9%
	Score of 6	3	3.1%	12	3.2%	35	5.5%	20	5.0%	6	9.2%
Average	Score of 5	12	12.2%	49	12.9%	68	10.7%	49	12.2%	7	10.8%
	Score of 4	0	0.0%	2	0.5%	8	1.3%	6	1.5%	0	0.0%
	Score of 3	0	0.0%	1	0.3%	8	1.3%	1	0.2%	1	1.5%
Unacceptable	Score of 2	0	0.0%	0	0.0%	1	0.2%	5	1.2%	0	0.0%
	Score of 1	2	2.0%	1	0.3%	9	1.4%	6	1.5%	2	3.1%

Total respondents answering item ¹		98	100%	380	100%	638	100%	403	100%	65	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

SPEECH AND LANGUAGE OUTCOMES



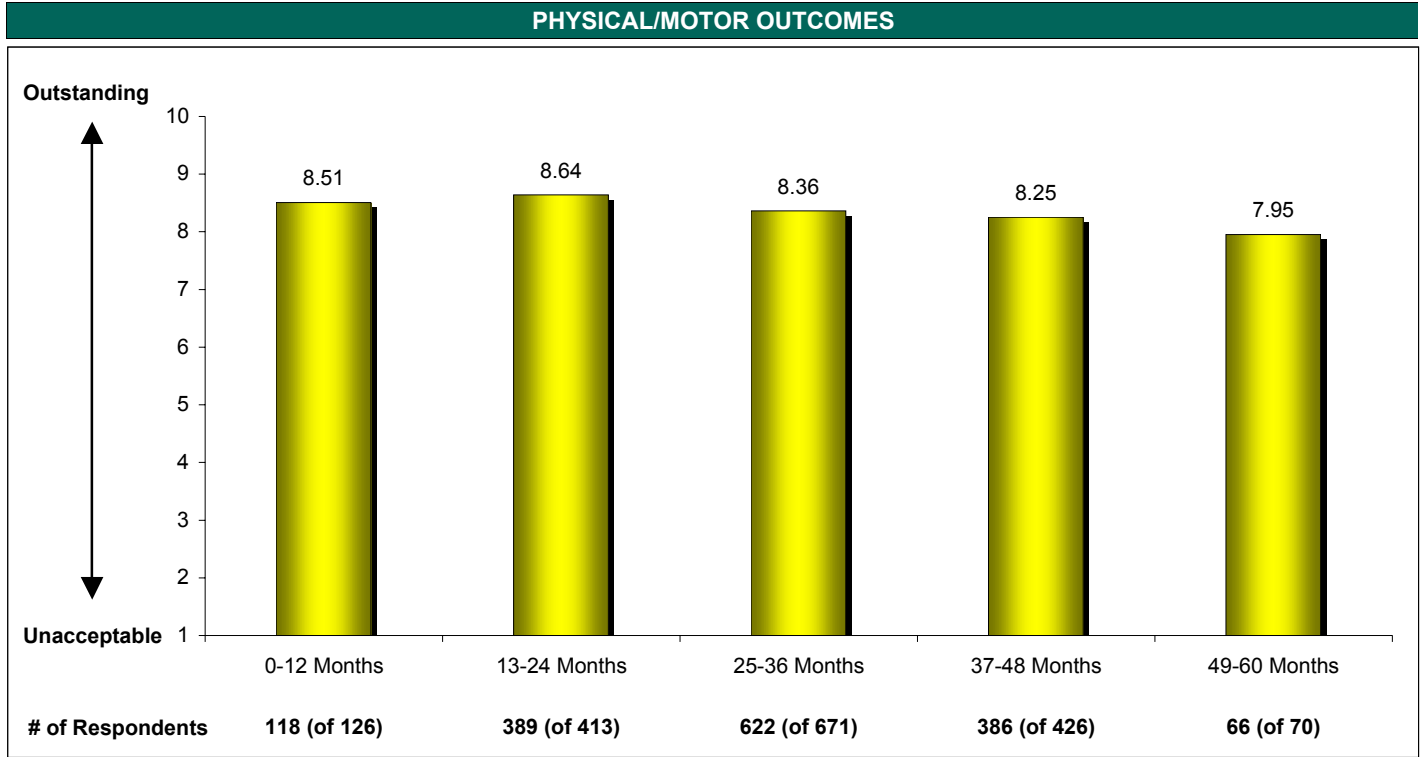
		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q22.	Speech and language outcomes	7.82	7.44	7.54	7.50	7.20

		Between 0-12 Months		Between 13-24 Months		Between 25-36 Months		Between 37-48 Months		Between 49-60 Months	
		N	%	N	%	N	%	N	%	N	%
Outstanding	Score of 10	31	41.9%	115	34.5%	216	34.4%	151	37.1%	22	31.9%
	Score of 9	5	6.8%	23	6.9%	52	8.3%	28	6.9%	4	5.8%
	Score of 8	10	13.5%	38	11.4%	73	11.6%	47	11.5%	9	13.0%
	Score of 7	2	2.7%	32	9.6%	76	12.1%	40	9.8%	6	8.7%
	Score of 6	5	6.8%	17	5.1%	54	8.6%	29	7.1%	3	4.3%
Average	Score of 5	19	25.7%	87	26.1%	111	17.7%	75	18.4%	18	26.1%
	Score of 4	1	1.4%	9	2.7%	9	1.4%	9	2.2%	2	2.9%
	Score of 3	0	0.0%	2	0.6%	11	1.8%	8	2.0%	2	2.9%
Unacceptable	Score of 2	0	0.0%	2	0.6%	8	1.3%	7	1.7%	2	2.9%
	Score of 1	1	1.4%	8	2.4%	17	2.7%	13	3.2%	1	1.4%

Total respondents answering item ¹		74	100%	333	100%	627	100%	407	100%	69	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE



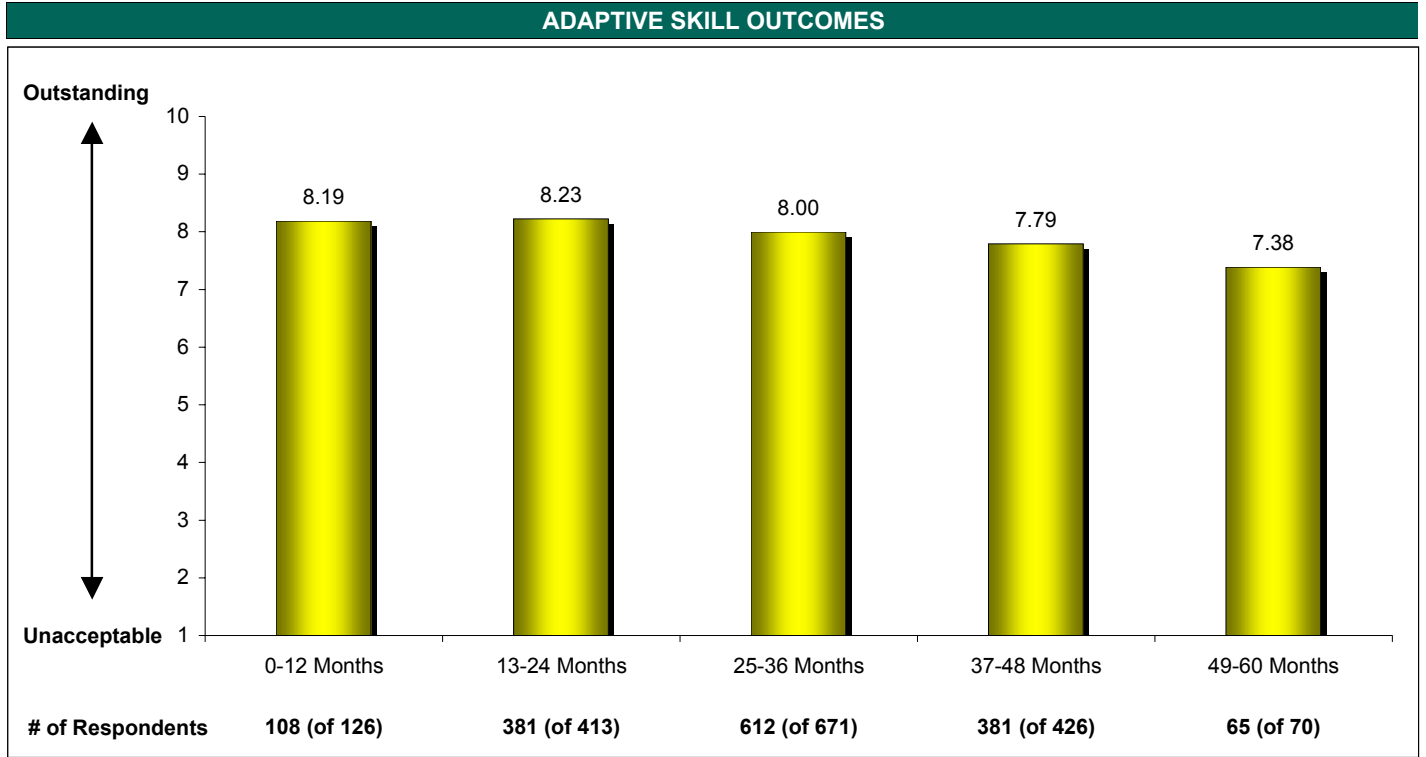
		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q23.	Physical/motor outcomes	8.51	8.64	8.36	8.25	7.95

		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	65	55.1%	196	50.4%	284	45.7%	178	46.1%	27	40.9%
	Score of 9	8	6.8%	51	13.1%	74	11.9%	31	8.0%	7	10.6%
	Score of 8	17	14.4%	54	13.9%	100	16.1%	67	17.4%	9	13.6%
	Score of 7	9	7.6%	35	9.0%	54	8.7%	32	8.3%	5	7.6%
	Score of 6	3	2.5%	9	2.3%	31	5.0%	21	5.4%	5	7.6%
Average	Score of 5	10	8.5%	39	10.0%	55	8.8%	37	9.6%	10	15.2%
	Score of 4	3	2.5%	3	0.8%	7	1.1%	7	1.8%	0	0.0%
	Score of 3	0	0.0%	1	0.3%	6	1.0%	7	1.8%	1	1.5%
Unacceptable	Score of 2	0	0.0%	0	0.0%	1	0.2%	0	0.0%	0	0.0%
	Score of 1	3	2.5%	1	0.3%	10	1.6%	6	1.6%	2	3.0%

Total respondents answering item ¹		118	100%	389	100%	622	100%	386	100%	66	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q24.	Adaptive skill outcomes	8.19	8.23	8.00	7.79	7.38

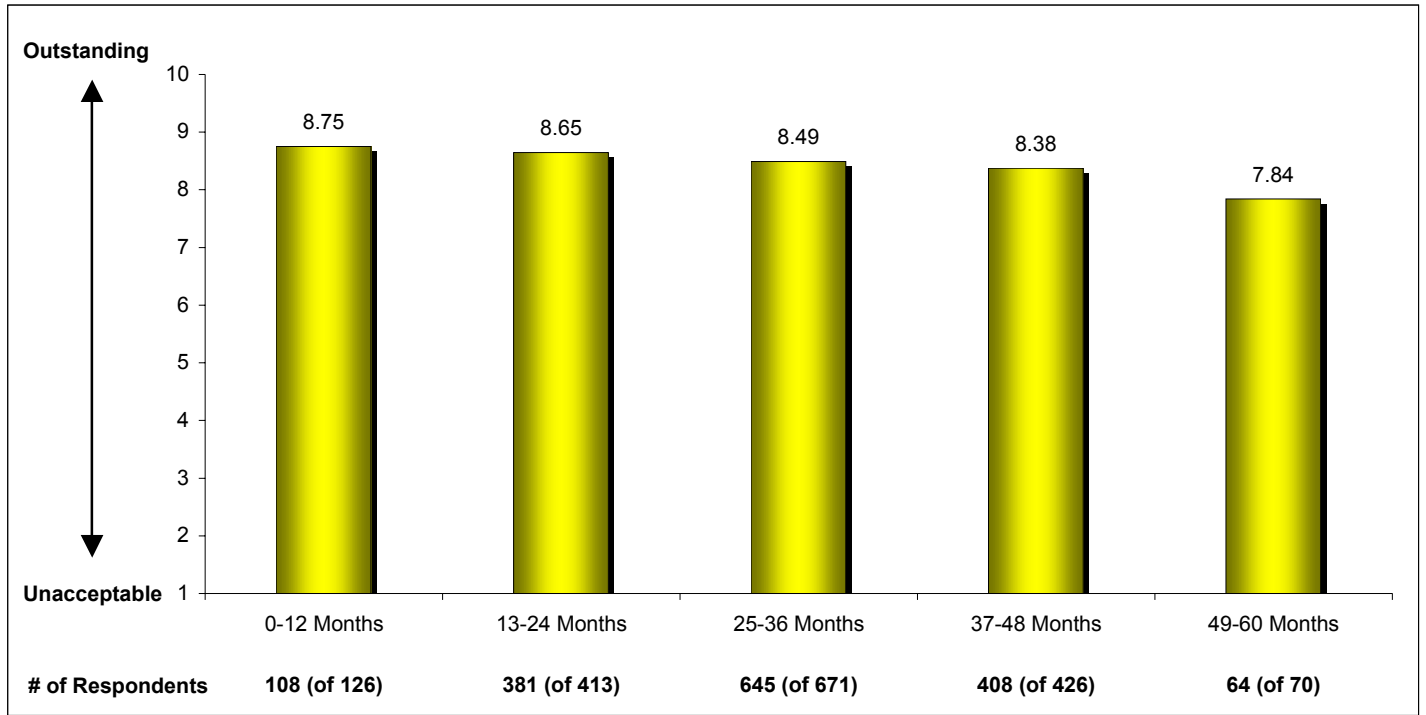
		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	51	47.2%	173	45.4%	231	37.7%	138	36.2%	19	29.2%
	Score of 9	6	5.6%	39	10.2%	66	10.8%	35	9.2%	7	10.8%
	Score of 8	18	16.7%	55	14.4%	102	16.7%	60	15.7%	13	20.0%
	Score of 7	8	7.4%	33	8.7%	64	10.5%	49	12.9%	4	6.2%
	Score of 6	5	4.6%	12	3.1%	36	5.9%	25	6.6%	2	3.1%
Average	Score of 5	16	14.8%	56	14.7%	91	14.9%	49	12.9%	15	23.1%
	Score of 4	2	1.9%	3	0.8%	6	1.0%	6	1.6%	1	1.5%
	Score of 3	0	0.0%	4	1.0%	6	1.0%	5	1.3%	0	0.0%
	Score of 2	0	0.0%	0	0.0%	2	0.3%	2	0.5%	0	0.0%
Unacceptable	Score of 1	2	1.9%	6	1.6%	8	1.3%	12	3.1%	4	6.2%

Total respondents answering item ¹		108	100%	381	100%	612	100%	381	100%	65	100%
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¹ Columns may not sum to 100% due to rounding.

ANALYSIS OF EARLY START SERVICES BY AGE

OVERALL QUALITY OF LIFE OUTCOMES



		Between 0-12 Months	Between 13-24 Months	Between 25-36 Months	Between 37-48 Months	Between 49-60 Months
Q25.	Overall quality of life outcomes	8.75	8.65	8.49	8.38	7.84

		N		N		N		N		N	
			%		%		%		%		%
Outstanding	Score of 10	64	59.3%	193	50.7%	292	45.3%	174	42.6%	25	39.1%
	Score of 9	9	8.3%	39	10.2%	78	12.1%	51	12.5%	8	12.5%
	Score of 8	16	14.8%	65	17.1%	126	19.5%	71	17.4%	7	10.9%
	Score of 7	1	0.9%	32	8.4%	62	9.6%	49	12.0%	5	7.8%
	Score of 6	4	3.7%	14	3.7%	21	3.3%	14	3.4%	3	4.7%
Average	Score of 5	12	11.1%	34	8.9%	51	7.9%	37	9.1%	11	17.2%
	Score of 4	1	0.9%	3	0.8%	2	0.3%	6	1.5%	3	4.7%
	Score of 3	0	0.0%	1	0.3%	5	0.8%	3	0.7%	1	1.6%
	Score of 2	0	0.0%	0	0.0%	1	0.2%	2	0.5%	0	0.0%
Unacceptable	Score of 1	1	0.9%	0	0.0%	7	1.1%	1	0.2%	1	1.6%

Total respondents answering item ¹		108	100%	381	100%	645	100%	408	100%	64	100%
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¹ Columns may not sum to 100% due to rounding.

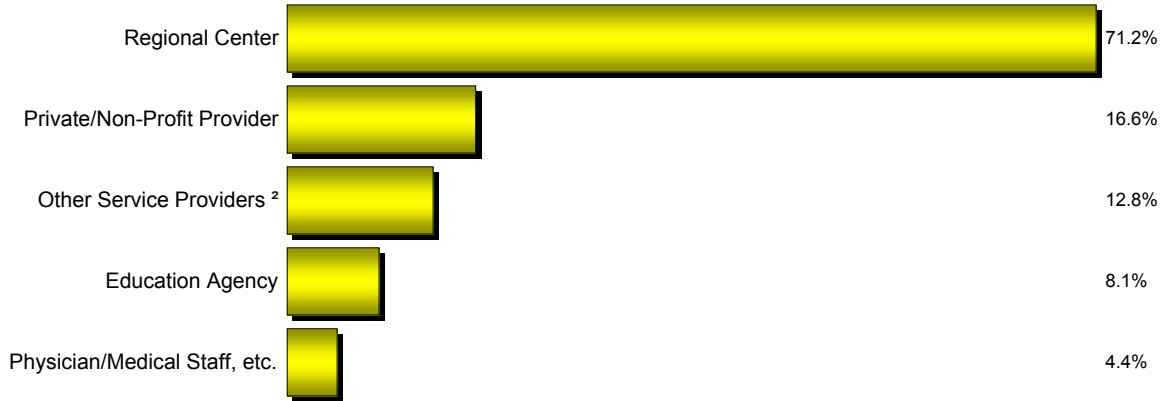


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR TOTAL DDS RESPONDENTS

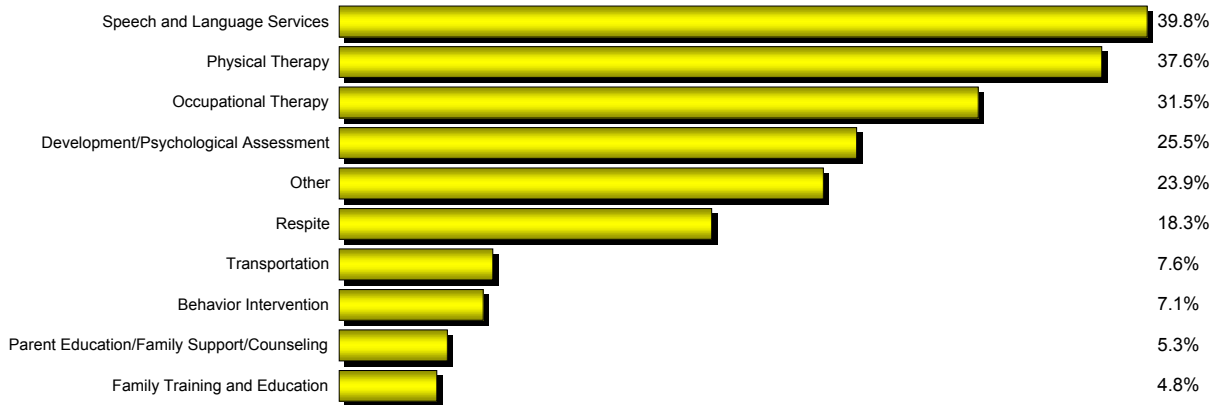
SERVICE PROVIDER ¹

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES ¹

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER ¹

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ²
Physical Therapy	64.7%	18.1%	4.1%	4.1%	9.2%
Parent Education/Family Support/Counseling	56.8%	15.3%	7.6%	5.9%	14.4%
Development/Psychological Assessment	63.7%	14.8%	6.3%	6.7%	8.5%
Transportation	60.8%	15.8%	8.8%	6.4%	8.2%
Respite	61.6%	16.2%	8.1%	4.5%	9.6%
Occupational Therapy	61.5%	17.7%	6.1%	4.9%	9.7%
Speech and Language Services	59.6%	16.3%	9.0%	4.2%	10.9%
Family Training and Education	58.4%	15.9%	6.2%	9.7%	9.7%
Behavior Intervention	63.3%	14.6%	7.6%	4.4%	10.1%
Other	53.2%	15.4%	8.7%	4.2%	18.5%

¹ The percents here are regional center average percents to provide an indication of relative statewide patterns these are multiple response items so sum of the percents may not equal sum of the categories and do not total 100 percent

² Family Resource Centers account for 1.9 percent; balance of other providers was 10.9 percent

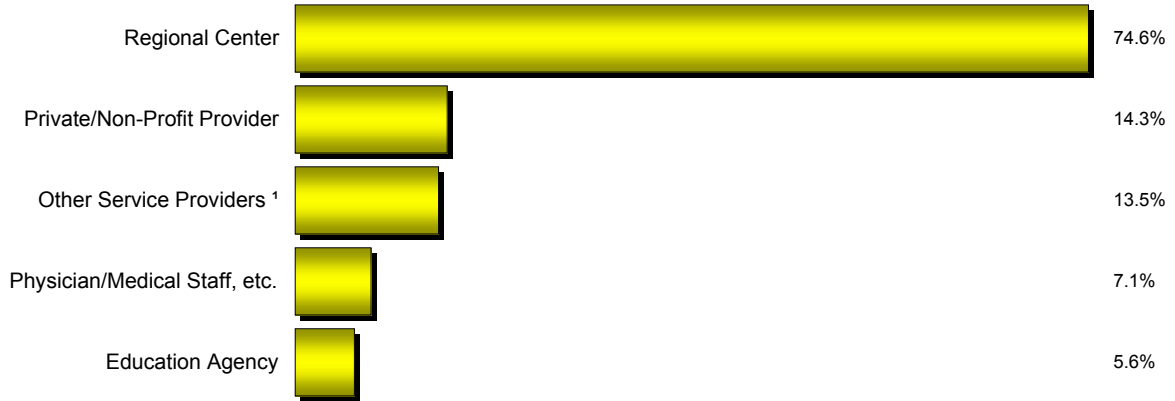


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR THE AGE GROUP 0-12 MONTHS

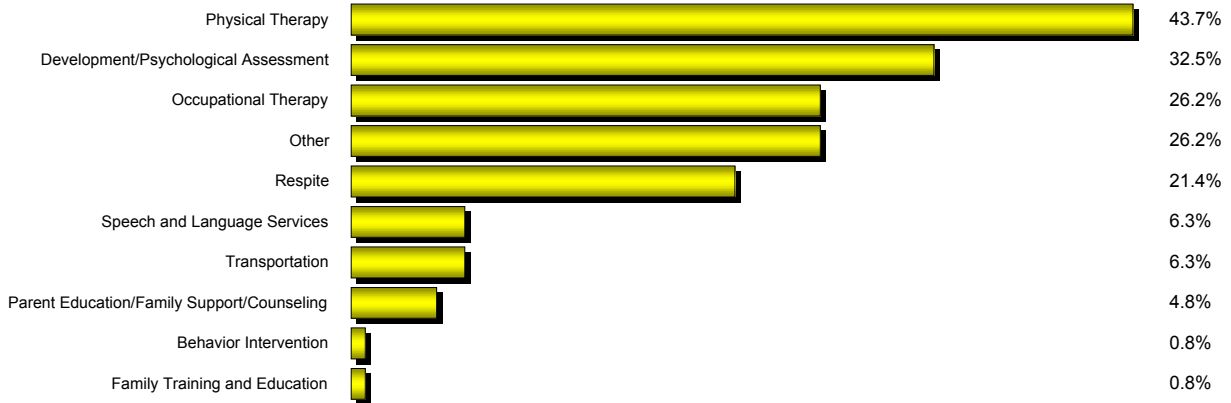
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	70.5%	14.8%	3.3%	3.3%	8.2%
Parent Education/Family Support/Counseling	42.9%	14.3%	0.0%	14.3%	28.6%
Development/Psychological Assessment	64.0%	14.0%	6.0%	8.0%	8.0%
Transportation	55.6%	33.3%	0.0%	11.1%	0.0%
Respite	60.6%	12.1%	6.1%	6.1%	15.2%
Occupational Therapy	57.8%	17.8%	4.4%	11.1%	8.9%
Speech and Language Services	46.2%	23.1%	0.0%	23.1%	7.7%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	0.0%	100%	0.0%	0.0%	0.0%
Other	53.8%	10.3%	7.7%	7.7%	20.5%

¹ Family Resource Centers are included in other service providers.

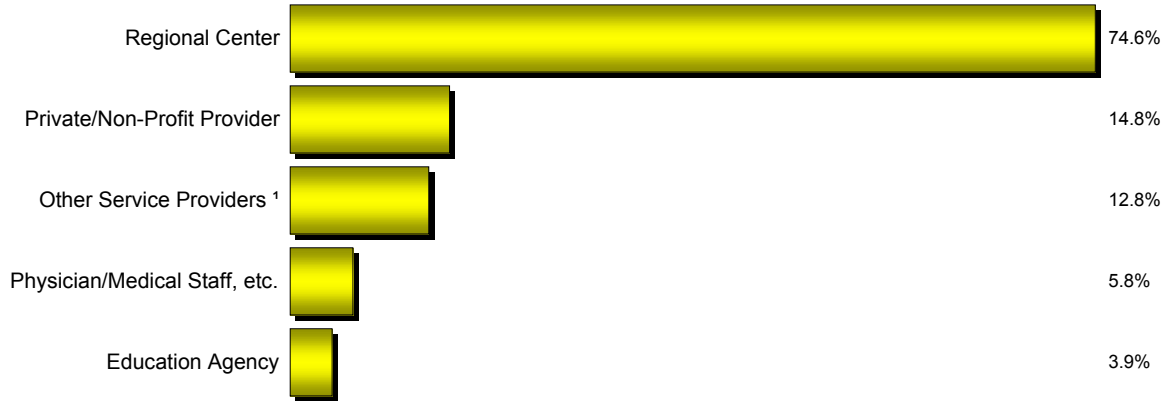


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR THE AGE GROUP 13-24 MONTHS

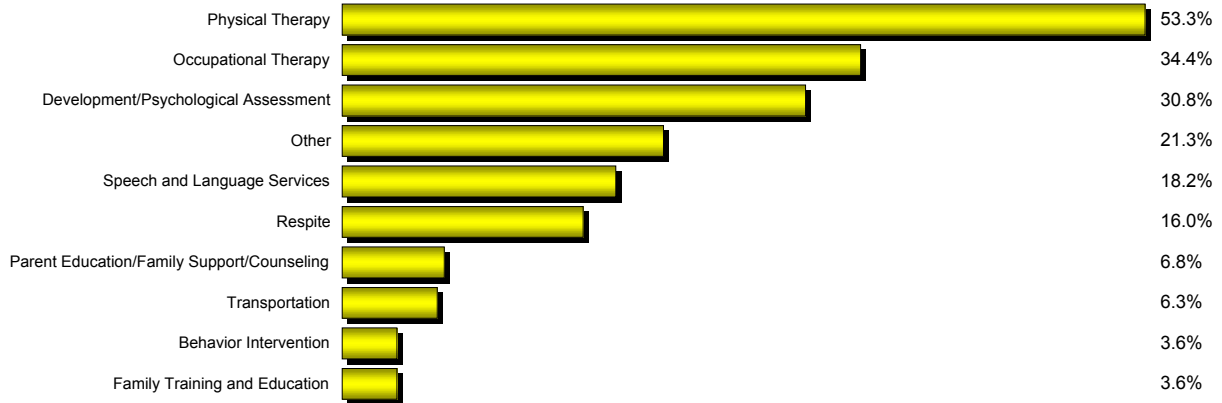
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	68.1%	15.0%	2.4%	4.3%	10.2%
Parent Education/Family Support/Counseling	68.8%	12.5%	3.1%	6.3%	9.4%
Development/Psychological Assessment	67.8%	12.8%	2.7%	9.4%	7.4%
Transportation	71.9%	12.5%	3.1%	6.3%	6.3%
Respite	69.2%	15.4%	3.8%	7.7%	3.8%
Occupational Therapy	66.1%	13.3%	3.0%	5.5%	12.1%
Speech and Language Services	57.0%	18.3%	5.4%	7.5%	11.8%
Family Training and Education	87.5%	0.0%	0.0%	12.5%	0.0%
Behavior Intervention	63.2%	15.8%	5.3%	10.5%	5.3%
Other	53.8%	13.5%	6.7%	4.8%	21.2%

¹ Family Resource Centers are included in other service providers.

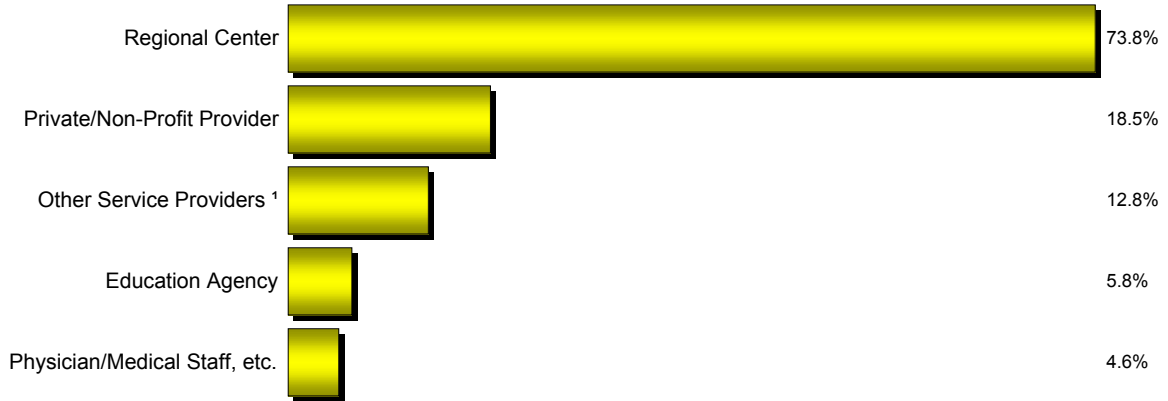


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR THE AGE GROUP 25-36 MONTHS

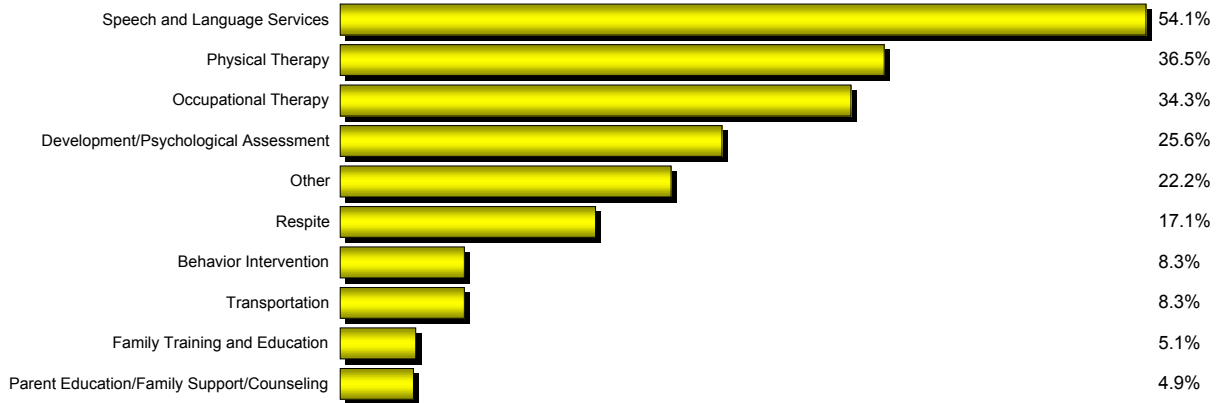
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	64.9%	18.4%	3.7%	3.7%	9.4%
Parent Education/Family Support/Counseling	52.0%	18.0%	6.0%	8.0%	16.0%
Development/Psychological Assessment	61.6%	16.1%	6.7%	6.3%	9.4%
Transportation	53.8%	20.0%	10.0%	7.5%	8.8%
Respite	58.2%	19.6%	7.8%	4.6%	9.8%
Occupational Therapy	62.4%	17.8%	5.6%	4.2%	10.1%
Speech and Language Services	61.5%	17.1%	5.8%	4.2%	11.4%
Family Training and Education	45.3%	24.5%	5.7%	15.1%	9.4%
Behavior Intervention	63.2%	14.5%	3.9%	6.6%	11.8%
Other	55.1%	19.8%	3.6%	4.8%	16.8%

¹ Family Resource Centers are included in other service providers.

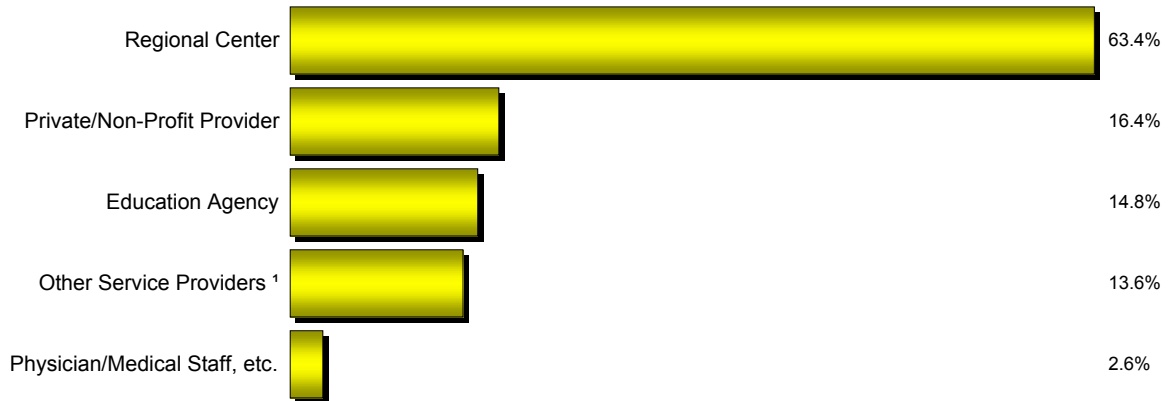


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR THE AGE GROUP 37-48 MONTHS

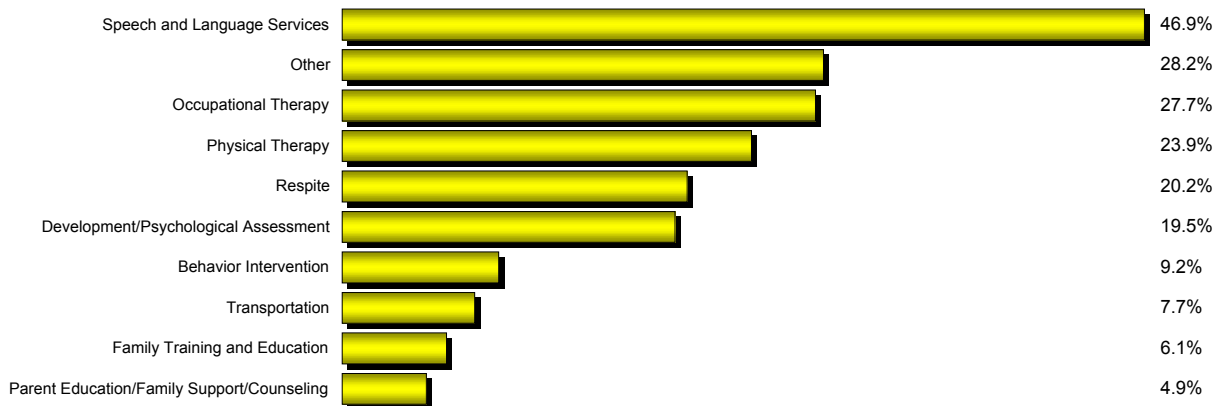
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	54.3%	24.4%	7.1%	5.5%	8.7%
Parent Education/Family Support/Counseling	55.6%	14.8%	14.8%	0.0%	14.8%
Development/Psychological Assessment	60.4%	15.8%	9.9%	4.0%	9.9%
Transportation	67.4%	9.3%	9.3%	4.7%	9.3%
Respite	59.6%	12.8%	12.8%	2.8%	11.9%
Occupational Therapy	56.9%	20.9%	9.8%	4.6%	7.8%
Speech and Language Services	57.5%	14.6%	15.0%	2.6%	10.3%
Family Training and Education	63.9%	13.9%	2.8%	2.8%	16.7%
Behavior Intervention	68.0%	14.0%	10.0%	0.0%	8.0%
Other	47.5%	13.1%	17.2%	2.5%	19.7%

¹ Family Resource Centers are included in other service providers.

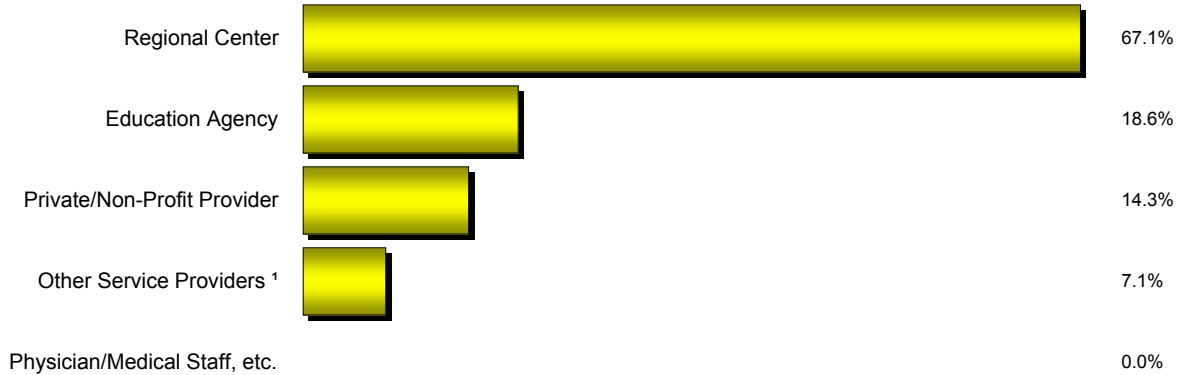


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR THE AGE GROUP 49-60 MONTHS

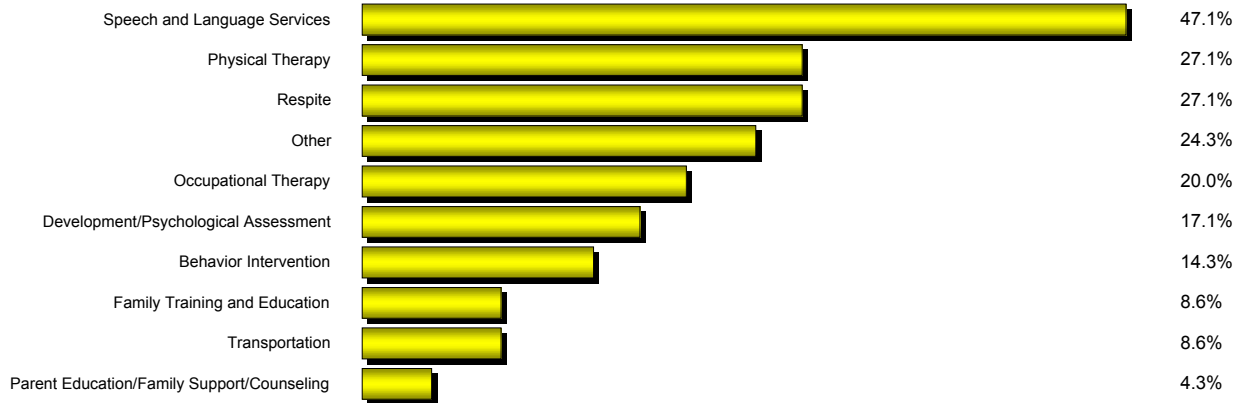
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	65.2%	21.7%	13.0%	0.0%	0.0%
Parent Education/Family Support/Counseling	50.0%	0.0%	50.0%	0.0%	0.0%
Development/Psychological Assessment	75.0%	12.5%	12.5%	0.0%	0.0%
Transportation	57.1%	0.0%	28.6%	0.0%	14.3%
Respite	69.6%	17.4%	4.3%	0.0%	8.7%
Occupational Therapy	52.9%	29.4%	17.6%	0.0%	0.0%
Speech and Language Services	61.1%	8.3%	22.2%	0.0%	8.3%
Family Training and Education	62.5%	0.0%	37.5%	0.0%	0.0%
Behavior Intervention	50.0%	8.3%	25.0%	0.0%	16.7%
Other	70.6%	11.8%	11.8%	0.0%	5.9%

¹ Family Resource Centers are included in other service providers.

Results

Analysis by Regional Center

“Overall, the results for each of the centers was positive with centers’ ratings falling between “good” to “excellent.”

“When asked if services enhanced their child’s quality of life, the regional center average of those who said “yes” was 97.4 percent... for 16 out of 21 centers, everyone who responded to this item (100.0 percent) stated that regional center services enhanced their child’s life.”

“... the regional center average of those responses who reported that regional center services enhanced their child’s development was 96.4 percent.”

“...all regional centers were rated at the “good” to “excellent” level (8.67).”

“The highest level of satisfaction was reported to be with services received (8.77), followed by overall satisfaction with the regional center, (8.67), and the overall satisfaction with the quality of services (8.64).”

Introduction

Each of the 21 regional centers was represented by approximately five percent of the Early Start program survey respondents. The percentage of survey respondents differed based upon the total population that each center serves.

Overall, the results for each of the centers was positive with centers' ratings falling between "good" to "excellent."

When asked if services enhanced their child's quality of life, the regional center average of those who said "yes" was 97.4 percent¹. In fact, for 16 out of 21 centers, everyone who responded to this item (100.0 percent) stated that regional center services enhanced their child's life. In addition, the regional center average of those who reported that regional center services enhanced their child's development was 96.4 percent.

Although the majority of families reported that services enhanced their child's quality of life and development, families also reported being least satisfied with their ability to find information about services (7.51), speech and language outcomes (7.51), with the help from the regional center when their child turned three years old (7.97), and adaptive skills outcomes (7.99).

The data is presented by regional center to provide information for each center so that a review of strengths and weaknesses, as perceived by families, can be made. In addition, the data is presented by individual regional center in an effort to assist regional centers in their program planning efforts.

¹ The sampling method was based on having sufficient numbers to examine satisfaction at the regional center level. This resulted in over-representation of small centers, and under-representation of large centers. To create comparable numbers would require weighting of individual respondents' data (e.g., if regional center is A's population which was white, status 1, age birth through 12 months accounted for two percent of the total population, but only one percent of the sample, such answers would count as if for two families; similarly, if they accounted for one percent of the population, but two percent of the sample each answer would count as one-half of a response). Such weighting was beyond the resources of this project. However, averaging regional centers' scores for comparing to comparable data (e.g., other such averages) can function to highlight relative strengths and weaknesses. Because there is value in regional centers learning whether their relative strengths and weakness are similar to other centers, rank orders of the averages for key items are presented on the next page.

2001 Early Start Program: Family Satisfaction Survey

RANK ORDER OF SELECTED RATINGS	
10 = OUTSTANDING 5 = AVERAGE 1 = UNACCEPTABLE	
AREA RATED	RATING ¹
Overall satisfaction with the services you receive(d)	8.77
Overall satisfaction with the regional center	8.67
Overall satisfaction with the quality of services	8.65
Services have been designed to fit into your everyday family routine	8.65
Overall satisfaction in meeting your IFSP outcomes	8.54
Overall quality of life outcomes	8.49
Physical/Motor outcomes	8.40
Social and emotional outcomes	8.33
Overall satisfaction with the amount of services	8.28
Overall satisfaction with the information to plan for your child's needs	8.26
Cognitive outcomes	8.19
Adaptive skill outcomes	7.99
Satisfaction with the help from regional center when your child turned three years old	7.97

RANK ORDER OF SERVICES REPORTED AS RECEIVED		
AREA RATED	Average Percent ¹	RANK
Speech and language therapy	39.9	1
Physical therapy	37.6	2
Occupational therapy	31.5	3
Assessment	25.5	4
Other	23.8	5
Respite	18.5	6
Transportation	7.7	7
Behavior intervention	7.1	8
Parent Education	5.4	9
Family Training	4.8	10

RANK ORDER OF SELECTED YES ANSWERS		
AREA RATED	AVERAGE WEIGHTED	
	Average Percent ¹	RANK
Family's support, services and resources have enhanced child's quality of life	97.4	1
Early intervention services received increased family's capacity to enhance child's development? ²	96.4	2
When first looking for assistance, culturally relevant information was fully available ²	83.4	3
All important things discussed at most recent IFSP	83.0	4
Service coordinator discussed all family's needs and wants at planning team meeting	82.1	5
Received all of the services identified on child's IFSP by his or her third birthday? ²	81.7	6
Services began on time	78.9	7
Received all of the special education services identified on child's IFSP by child's 3rd birthday? ²	70.9	8
Received all appropriate services identified on child's IFSP by child's 3rd birthday? ²	70.5	9
Know what to do if disagree with a regional center decision	68.7	10

¹ The percents here are regional center average percents to provide an indication of relative statewide patterns.

² These items are designed to measure transition services, so the numbers and percents are based on portion of respondents whose child was two and one-half years old or older.

Analysis

Areas where no real differences were noted:

The following table highlights areas where the range was less than one point (between the highest rating to the lowest rating across all 21 regional centers).

QUESTION	RANGE	DIFFERENCE
Services fitting into families daily routine	8.14 - 9.11	0.97
Overall satisfaction in meeting IFSP outcomes	8.00 - 8.95	0.95
Cognitive outcomes	7.81 - 8.75	0.94
Overall quality of life outcomes	7.99 - 8.88	0.89

Areas where some differences were noted:

The following table highlights areas where the range was greater than one point (between the highest rating to the lowest across all 21 regional centers).

QUESTION	RANGE	DIFFERENCE
Overall satisfaction when child turned three	7.10 - 8.76	1.66
Ease of finding information	6.81 - 8.40	1.59
Adaptive skills outcomes	6.81 - 8.40	1.59
Overall satisfaction with the regional center	7.97 - 9.30	1.33
Overall satisfaction with the information to plan	7.62 - 8.85	1.23
Overall satisfaction with ES services	7.99 - 9.21	1.22
Physical/Motor outcomes	7.76 - 8.97	1.21
Overall satisfaction with the quality of services	7.99 - 9.14	1.15
Overall satisfaction with the amount of services	7.60 - 8.72	1.12
Social and emotional outcomes	7.96 - 9.03	1.07
Speech and language outcomes	7.05 - 8.10	1.05

Analysis

Areas where some differences were noted (continued):

The following table highlights areas where the range was greater than 10 percent from the highest to the lowest percent of “yes” responses across all 21 regional centers.

QUESTION	RANGE	DIFFERENCE
Child received all special education services identified on their IFSP by their third birthday	39.0% - 93.0%	54.0%
Child received all appropriate services as identified on their IFSP by their third birthday	41.0% - 93.0%	52.0%
Know what to do in the event of a disagreement with the regional center	47.0% - 87.0%	40.0%
IFSP services started on time	64.0% - 91.0%	27.0%
More than a six month delay in receiving services	0.0% - 26.0%	26.0%
Discussed needs and wants	68.0% - 93.0%	25.0%
Discussed important issues	71.0% - 93.0%	22.0%
Child received all services identified on their IFSP by their third birthday	78.0% - 100.0%	22.0%
Child received Early Start services that were specified on their IFSP	76.0% - 94.0%	18.0%

When reviewing the data by respondent counts (10 is outstanding and 1 is unacceptable), respondents generally reported a 10. The table on the next page presents the range of percents for respondents that reported a 10 for the questions asked at each of the 21 regional centers.

Analysis

Areas where some differences were noted (continued):

QUESTION	RANGE	DIFFERENCE
Satisfaction with help when child turned three years old ¹	29.0% - 67.0%	38.0%
Cognitive outcomes	28.0% - 60.0%	32.0%
Overall satisfaction with the services received	39.0% - 70.0%	31.0%
Overall satisfaction with information to plan child's needs	26.0% - 56.0%	30.0%
Overall satisfaction with the regional center	41.0% - 70.0%	29.0%
Ease of finding information	19.0% - 47.0%	28.0%
Overall satisfaction with the quality of services	38.0% - 65.0%	27.0%
Services are designed to fit the family's daily routine	38.0% - 65.0%	27.0%
Adaptive skills	30.0% - 57.0%	27.0%
Overall satisfaction in meeting IFSP outcomes	34.0% - 59.0%	25.0%
Overall satisfaction with the amount of services	32.0% - 57.0%	25.0%
Social and emotional outcomes	38.0% - 62.0%	24.0%
Speech and language outcomes	26.0% - 49.0%	23.0%
Physical/motor skills	35.0% - 58.0%	23.0%
Overall quality of life outcomes	34.0% - 56.0%	22.0%

Summary

In general, *all regional centers were rated at the “good” to “excellent” level (8.67²). The highest level of satisfaction was reported to be with services received (8.77²), followed by overall satisfaction with the regional center, (8.67²), and the overall satisfaction with the quality of services (8.64²).*

However, areas that may be worthy of further investigation included: concern in finding information (7.51²), speech and language outcomes (7.51²), and the satisfaction levels with the regional center when their child turned three years old (7.97²).

¹ Item designed to measure transitions services, so numbers and percents limited to the number of respondents whose child was two and one-half years or older.

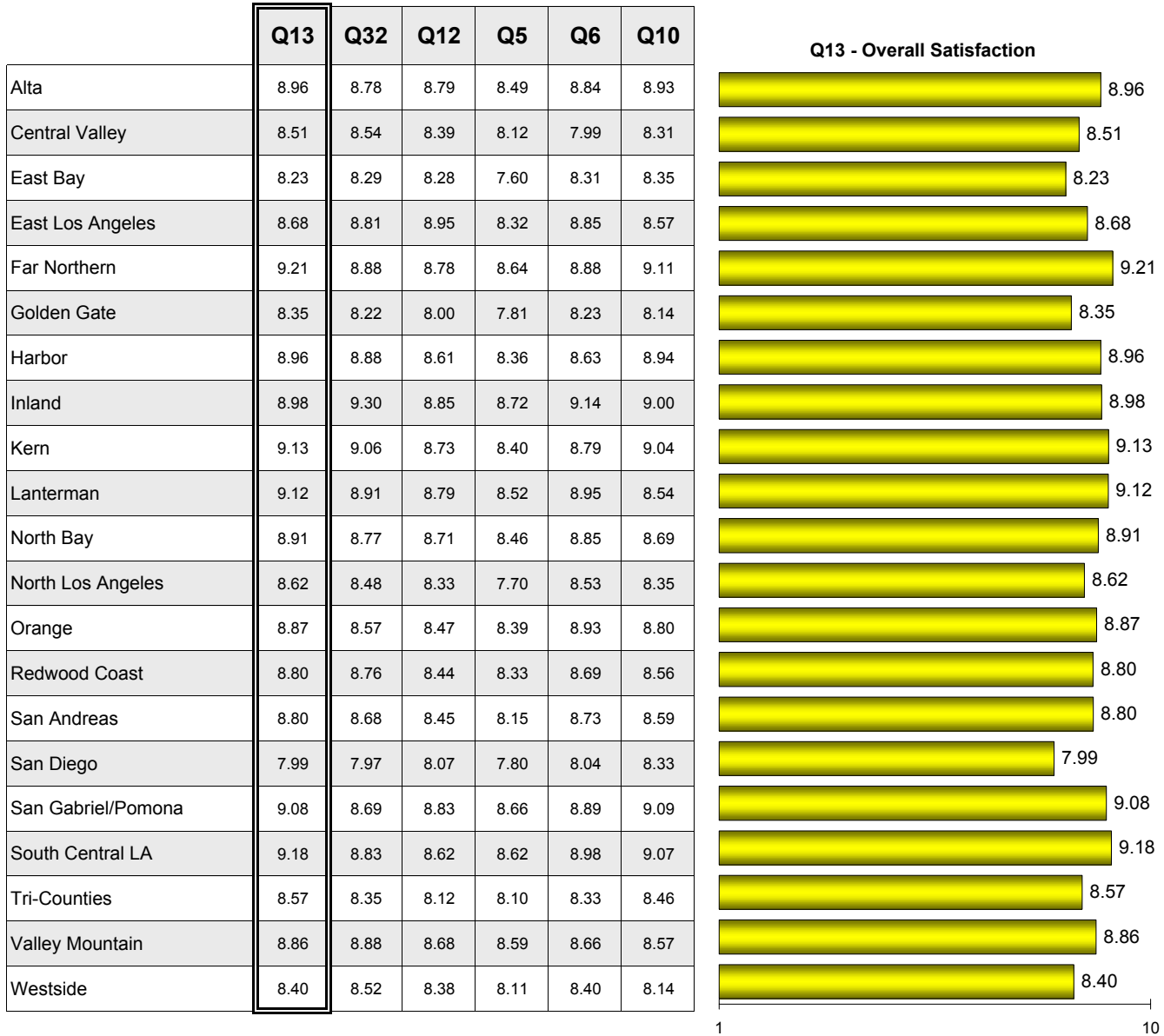
² As elsewhere, these are averages of regional center numbers.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION



Q13.	Overall satisfaction with the services you receive(d)
Q32.	Overall satisfaction with the regional center
Q12.	Overall satisfaction in meeting your IFSP outcomes
Q5.	Overall satisfaction with the amount of services
Q6.	Overall satisfaction with the quality of services
Q10.	Services have been designed to fit into your everyday family routine



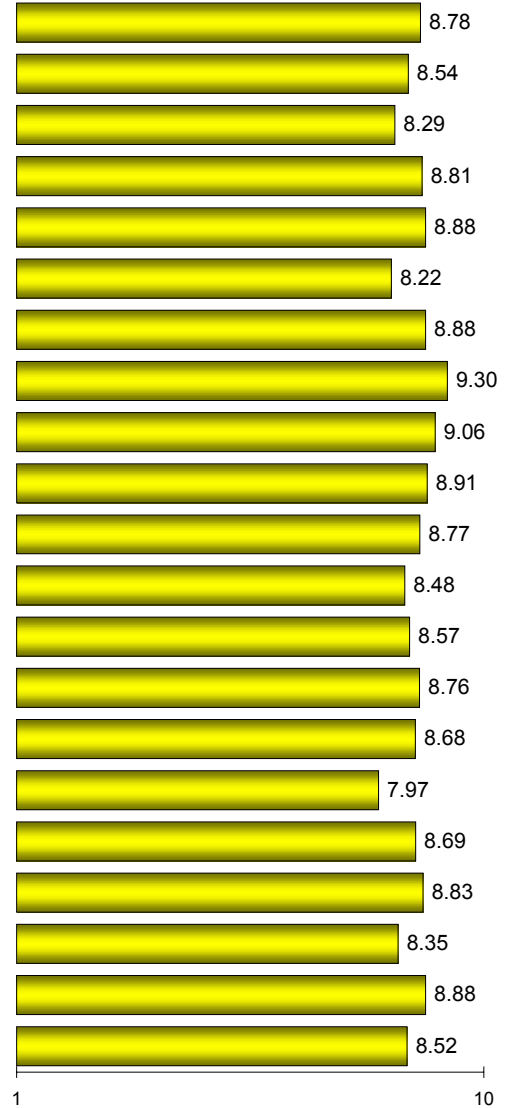
2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

REGIONAL CENTER

	Q32	Q31	Q28		Q29		Q30	
			Yes	No	Yes	No	Yes	No
Alta	8.78	8.72	94.1%	5.9%	80.0%	20.0%	76.3%	23.7%
Central Valley	8.54	7.65	82.4%	17.6%	69.4%	30.6%	71.4%	28.6%
East Bay	8.29	7.10	83.3%	16.7%	60.0%	40.0%	63.5%	36.5%
East Los Angeles	8.81	7.94	81.3%	18.8%	84.3%	15.7%	81.5%	18.5%
Far Northern	8.88	8.12	88.2%	11.8%	92.9%	7.1%	92.9%	7.1%
Golden Gate	8.22	7.29	93.1%	6.9%	58.3%	41.7%	68.0%	32.0%
Harbor	8.88	7.62	95.2%	4.8%	75.8%	24.2%	72.7%	27.3%
Inland	9.30	7.76	85.0%	15.0%	77.8%	22.2%	69.6%	30.4%
Kern	9.06	8.29	89.5%	10.5%	72.5%	27.5%	65.0%	35.0%
Lanterman	8.91	8.00	77.8%	22.2%	58.8%	41.2%	56.3%	43.8%
North Bay	8.77	7.83	95.7%	4.3%	84.4%	15.6%	83.8%	16.2%
North Los Angeles	8.48	8.36	92.6%	7.4%	62.2%	37.8%	54.2%	45.8%
Orange	8.57	8.04	100%	0.0%	83.7%	16.3%	75.6%	24.4%
Redwood Coast	8.76	7.91	87.0%	13.0%	87.9%	12.1%	85.3%	14.7%
San Andreas	8.68	7.78	87.0%	13.0%	39.0%	61.0%	41.3%	58.7%
San Diego	7.97	8.24	80.8%	19.2%	52.2%	47.8%	60.9%	39.1%
San Gabriel/Pomona	8.69	7.18	81.0%	19.0%	71.1%	28.9%	66.7%	33.3%
South Central LA	8.83	8.76	87.0%	13.0%	61.0%	39.0%	60.5%	39.5%
Tri-Counties	8.35	8.00	85.0%	15.0%	77.6%	22.4%	81.3%	18.8%
Valley Mountain	8.88	8.42	85.0%	15.0%	65.5%	34.5%	77.8%	22.2%
Westside	8.52	8.36	78.6%	21.4%	74.4%	25.6%	77.3%	22.7%

Q32 - Overall Satisfaction with Regional Center



Q32.	Overall satisfaction with the regional center
Q31.	Satisfaction with the help from regional center when your child turned three years old
Q28.	Did your child receive all of the services identified on his or her IFSP by his or her third birthday? ¹
Q29.	Did your child receive all of the special education and related services identified on his or her IFSP by his or her third birthday? ¹
Q30.	Did your child receive all of the appropriate services identified on his or her IFSP by his or her third birthday? ¹

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	QA - RELATIONSHIP OF RESPONDENT TO CHILD							
	Mother	Father	Foster Parent	Residential Care Provider	Sibling	Grandparent	Other family (Aunt/Uncle)	Other
Alta	79.3%	15.9%	2.4%	0.0%	0.0%	2.4%	0.0%	0.0%
Central Valley	71.3%	16.3%	5.0%	0.0%	1.3%	5.0%	0.0%	1.3%
East Bay	75.9%	20.7%	1.1%	0.0%	0.0%	0.0%	1.1%	1.1%
East Los Angeles	84.8%	7.6%	2.5%	0.0%	1.3%	3.8%	0.0%	0.0%
Far Northern	77.6%	11.8%	2.6%	0.0%	0.0%	5.3%	0.0%	2.6%
Golden Gate	70.9%	16.5%	6.3%	0.0%	0.0%	3.8%	2.5%	0.0%
Harbor	75.6%	11.0%	4.9%	0.0%	0.0%	7.3%	1.2%	0.0%
Inland	77.6%	10.6%	7.1%	0.0%	0.0%	3.5%	1.2%	0.0%
Kern	67.1%	13.9%	1.3%	0.0%	0.0%	12.7%	2.5%	2.5%
Lanterman	88.6%	10.1%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%
North Bay	73.4%	15.2%	6.3%	0.0%	0.0%	3.8%	0.0%	1.3%
North Los Angeles	75.0%	11.9%	9.5%	0.0%	0.0%	2.4%	1.2%	0.0%
Orange	75.6%	14.0%	8.1%	0.0%	0.0%	2.3%	0.0%	0.0%
Redwood Coast	70.7%	8.0%	12.0%	0.0%	0.0%	9.3%	0.0%	0.0%
San Andreas	74.4%	22.0%	2.4%	0.0%	0.0%	1.2%	0.0%	0.0%
San Diego	72.3%	6.0%	8.4%	0.0%	1.2%	9.6%	2.4%	0.0%
San Gabriel/Pomona	85.0%	10.0%	2.5%	0.0%	0.0%	2.5%	0.0%	0.0%
South Central LA	77.1%	4.8%	8.4%	0.0%	0.0%	6.0%	1.2%	2.4%
Tri-Counties	78.0%	12.2%	1.2%	0.0%	0.0%	6.1%	1.2%	1.2%
Valley Mountain	85.2%	8.6%	3.7%	0.0%	0.0%	1.2%	1.2%	0.0%
Westside	79.5%	12.0%	6.0%	0.0%	1.2%	1.2%	0.0%	0.0%

QA. Can you tell me what your relationship to the child is?



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES *

	Q1 - RELATIONSHIP OF RESPONDENT TO CHILD									
	Speech & Language Services	Physical Therapy	Occupational Therapy	Development/ Psychological Assessment	Other	Respite	Transportation	Behavior Intervention	Parent Education/ Family Support/ Counseling	Family Training & Education
Alta	42.7%	37.8%	32.9%	19.5%	22.0%	22.0%	2.4%	7.3%	7.3%	2.4%
Central Valley	36.3%	35.0%	18.8%	37.5%	25.0%	53.8%	13.8%	10.0%	11.3%	5.0%
East Bay	42.5%	32.2%	40.2%	23.0%	27.6%	6.9%	8.0%	3.4%	5.7%	3.4%
East Los Angeles	38.0%	46.8%	45.6%	15.2%	19.0%	11.4%	16.5%	3.8%	3.8%	3.8%
Far Northern	42.1%	40.8%	30.3%	23.7%	18.4%	26.3%	17.1%	5.3%	13.2%	6.6%
Golden Gate	40.5%	31.6%	31.6%	16.5%	29.1%	15.2%	2.5%	3.8%	1.3%	3.8%
Harbor	22.0%	28.0%	25.6%	24.4%	32.9%	8.5%	1.2%	6.1%	3.7%	2.4%
Inland	32.9%	32.9%	27.1%	37.6%	18.8%	17.6%	0.0%	2.4%	4.7%	11.8%
Kern	24.1%	25.3%	7.6%	24.1%	35.4%	12.7%	17.7%	0.0%	2.5%	1.3%
Lanterman	45.6%	54.4%	65.8%	13.9%	17.7%	20.3%	8.9%	6.3%	2.5%	2.5%
North Bay	55.7%	38.0%	34.2%	22.8%	15.2%	19.0%	8.9%	15.2%	3.8%	6.3%
North Los Angeles	46.4%	33.3%	28.6%	14.3%	35.7%	15.5%	3.6%	9.5%	4.8%	1.2%
Orange	50.0%	47.7%	43.0%	16.3%	25.6%	12.8%	8.1%	10.5%	7.0%	8.1%
Redwood Coast	53.3%	37.3%	34.7%	34.7%	26.7%	38.7%	9.3%	8.0%	10.7%	9.3%
San Andreas	48.8%	35.4%	30.5%	23.2%	15.9%	20.7%	7.3%	3.7%	6.1%	4.9%
San Diego	26.5%	30.1%	20.5%	33.7%	32.5%	14.5%	3.6%	7.2%	7.2%	3.6%
San Gabriel/Pomona	32.5%	38.8%	28.8%	22.5%	21.3%	11.3%	3.8%	10.0%	2.5%	8.8%
South Central LA	20.5%	44.6%	30.1%	34.9%	19.3%	4.8%	8.4%	2.4%	1.2%	0.0%
Tri-Counties	52.4%	39.0%	28.0%	30.5%	20.7%	14.6%	4.9%	11.0%	2.4%	4.9%
Valley Mountain	43.2%	35.8%	30.9%	49.4%	24.7%	24.7%	9.9%	11.1%	6.2%	8.6%
Westside	41.0%	44.6%	26.5%	18.1%	16.9%	18.1%	4.8%	12.0%	4.8%	2.4%

Q1. What services are you and your family currently receiving? (multiple responses allowed) ²

* Multiple Response question; total may not equal sum of categories





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES ²

	Q2 - REPORT OF WHO PROVIDES THE SERVICE					
	Regional Center	Family Resource Center	Private or Non-Profit Provider	Local Education Agencies	Physician/ Medical Staff	Other Service Providers
Alta	50.0%	3.7%	22.0%	14.6%	3.7%	20.7%
Central Valley	66.3%	5.0%	18.8%	7.5%	7.5%	7.5%
East Bay	64.4%	5.7%	19.5%	5.7%	8.0%	16.1%
East Los Angeles	81.0%	1.3%	7.6%	3.8%	5.1%	13.9%
Far Northern	82.9%	1.3%	15.8%	5.3%	2.6%	9.2%
Golden Gate	70.9%	1.3%	19.0%	7.6%	5.1%	19.0%
Harbor	73.2%	0.0%	6.1%	8.5%	2.4%	9.8%
Inland	69.4%	1.2%	20.0%	11.8%	9.4%	11.8%
Kern	55.7%	1.3%	7.6%	16.5%	2.5%	11.4%
Lanterman	83.5%	2.5%	12.7%	5.1%	1.3%	6.3%
North Bay	75.9%	1.3%	11.4%	11.4%	6.3%	2.5%
North Los Angeles	63.1%	1.2%	16.7%	7.1%	1.2%	21.4%
Orange	62.8%	0.0%	19.8%	5.8%	3.5%	18.6%
Redwood Coast	86.7%	5.3%	17.3%	5.3%	9.3%	12.0%
San Andreas	68.3%	2.4%	28.0%	12.2%	4.9%	3.7%
San Diego	60.2%	0.0%	16.9%	12.0%	4.8%	14.5%
San Gabriel/Pomona	77.5%	1.3%	15.0%	3.8%	2.5%	2.5%
South Central LA	86.7%	0.0%	13.3%	3.6%	1.2%	3.6%
Tri-Counties	72.0%	1.2%	19.5%	4.9%	4.9%	13.4%
Valley Mountain	71.6%	2.5%	29.6%	12.3%	4.9%	2.5%
Westside	75.9%	1.2%	10.8%	4.8%	1.2%	8.4%

Q2. Who provides these services? (multiple responses allowed) ^{1 2}

* Multiple Response question; total may not equal sum of categories.

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q3 - WHO REPORTEDLY CHOSE SERVICE							
	My Family	The IFSP Planning Team	Regional Center/Service Coordinator	Service Provider/Program	Physician/Medical staff	Other	Do Not Know	We Did Not Have a choice
Alta	48.8%	6.1%	18.3%	4.9%	12.2%	2.4%	4.9%	2.4%
Central Valley	55.0%	3.8%	30.0%	0.0%	6.3%	3.8%	1.3%	0.0%
East Bay	60.9%	2.3%	9.2%	9.2%	12.6%	4.6%	1.1%	0.0%
East Los Angeles	41.8%	7.6%	30.4%	1.3%	13.9%	2.5%	0.0%	2.5%
Far Northern	50.0%	9.2%	11.8%	11.8%	14.5%	2.6%	0.0%	0.0%
Golden Gate	50.6%	2.5%	16.5%	6.3%	19.0%	2.5%	2.5%	0.0%
Harbor	28.0%	7.3%	28.0%	3.7%	26.8%	0.0%	2.4%	3.7%
Inland	56.5%	2.4%	23.5%	1.2%	10.6%	3.5%	1.2%	1.2%
Kern	54.4%	3.8%	20.3%	3.8%	11.4%	2.5%	2.5%	1.3%
Lanterman	57.0%	5.1%	26.6%	2.5%	7.6%	1.3%	0.0%	0.0%
North Bay	48.1%	7.6%	25.3%	5.1%	11.4%	0.0%	2.5%	0.0%
North Los Angeles	57.1%	3.6%	23.8%	8.3%	6.0%	0.0%	1.2%	0.0%
Orange	48.8%	5.8%	24.4%	3.5%	7.0%	5.8%	2.3%	2.3%
Redwood Coast	58.7%	2.7%	21.3%	5.3%	8.0%	2.7%	0.0%	1.3%
San Andreas	57.3%	11.0%	14.6%	2.4%	13.4%	0.0%	0.0%	1.2%
San Diego	51.8%	6.0%	19.3%	4.8%	6.0%	4.8%	4.8%	2.4%
San Gabriel/Pomona	50.0%	3.8%	25.0%	1.3%	12.5%	1.3%	6.3%	0.0%
South Central LA	63.9%	6.0%	20.5%	2.4%	6.0%	1.2%	0.0%	0.0%
Tri-Counties	50.0%	11.0%	17.1%	2.4%	11.0%	6.1%	1.2%	1.2%
Valley Mountain	50.6%	7.4%	17.3%	4.9%	9.9%	3.7%	2.5%	3.7%
Westside	51.8%	3.6%	30.1%	6.0%	4.8%	1.2%	2.4%	0.0%

Q3. Who had the most say in choosing these services?



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q4					Q7				Q11	
	Received					In Time				Demonstrated	
	All IFSP Services	Most IFSP Services	Half IFSP Services	Quarter IFSP Services	No IFSP Services	All IFSP Services	Most IFSP Services	Very few IFSP Services	No IFSP Services	Yes	No
Alta	87.8%	8.1%	1.4%	1.4%	1.4%	79.5%	11.5%	2.6%	6.4%	95.1%	4.9%
Central Valley	84.6%	0.0%	9.2%	6.2%	0.0%	81.2%	7.2%	5.8%	5.8%	82.5%	17.5%
East Bay	75.6%	6.4%	7.7%	3.8%	6.4%	64.3%	10.7%	8.3%	16.7%	88.5%	11.5%
East Los Angeles	86.8%	3.9%	6.6%	1.3%	1.3%	75.9%	16.5%	3.8%	3.8%	84.8%	15.2%
Far Northern	90.3%	6.9%	1.4%	1.4%	0.0%	86.1%	11.1%	1.4%	1.4%	92.1%	7.9%
Golden Gate	90.7%	2.7%	1.3%	0.0%	5.3%	80.8%	7.7%	2.6%	9.0%	87.3%	12.7%
Harbor	81.8%	7.6%	1.5%	6.1%	3.0%	83.3%	12.8%	1.3%	2.6%	92.7%	7.3%
Inland	91.1%	1.3%	3.8%	3.8%	0.0%	90.4%	4.8%	1.2%	3.6%	94.1%	5.9%
Kern	89.0%	4.1%	2.7%	1.4%	2.7%	91.0%	6.4%	1.3%	1.3%	82.3%	17.7%
Lanterman	79.2%	7.8%	5.2%	5.2%	2.6%	64.6%	22.8%	8.9%	3.8%	92.4%	7.6%
North Bay	87.3%	5.1%	1.3%	2.5%	3.8%	78.5%	15.2%	3.8%	2.5%	94.9%	5.1%
North Los Angeles	80.3%	10.5%	5.3%	1.3%	2.6%	71.4%	11.9%	9.5%	7.1%	90.5%	9.5%
Orange	90.4%	2.4%	1.2%	2.4%	3.6%	81.0%	11.9%	6.0%	1.2%	88.4%	11.6%
Redwood Coast	86.1%	4.2%	2.8%	4.2%	2.8%	82.2%	11.0%	5.5%	1.4%	92.0%	8.0%
San Andreas	90.0%	1.3%	7.5%	1.3%	0.0%	80.5%	13.4%	3.7%	2.4%	91.5%	8.5%
San Diego	76.6%	1.3%	5.2%	2.6%	14.3%	75.0%	13.2%	5.3%	6.6%	75.9%	24.1%
San Gabriel/Pomona	86.3%	4.1%	4.1%	2.7%	2.7%	80.0%	6.3%	5.0%	8.8%	85.0%	15.0%
South Central LA	94.3%	1.4%	4.3%	0.0%	0.0%	77.1%	15.7%	1.2%	6.0%	91.6%	8.4%
Tri-Counties	80.8%	6.4%	5.1%	2.6%	5.1%	74.1%	18.5%	2.5%	4.9%	85.4%	14.6%
Valley Mountain	84.4%	9.1%	0.0%	3.9%	2.6%	77.5%	16.3%	2.5%	3.8%	93.8%	6.2%
Westside	91.8%	4.1%	0.0%	2.7%	1.4%	83.5%	12.7%	2.5%	1.3%	89.2%	10.8%

Q4.	Did your family receive Early Start services that were specified in your IFSP? ¹
Q7.	Did the services outlined in your family's IFSP start on time? ¹
Q11.	Have service providers demonstrated how you can work with your child between sessions?

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q8 - SERVICES THAT WERE DELAYED									
	Speech & Language Services	Physical Therapy	Occupational Therapy	Development/ Psychological Assessment	Other	Respite	Trans- portation	Behavior Intervention	Parent Education/ Family Support/ Counseling	Family Training & Education
Alta	22.2%	29.6%	22.2%	3.7%	7.4%	11.1%	0.0%	3.7%	0.0%	0.0%
Central Valley	18.8%	6.3%	12.5%	0.0%	31.3%	31.3%	0.0%	0.0%	0.0%	0.0%
East Bay	28.2%	23.1%	25.6%	2.6%	12.8%	7.7%	0.0%	0.0%	0.0%	0.0%
East Los Angeles	26.7%	20.0%	23.3%	0.0%	16.7%	0.0%	3.3%	10.0%	0.0%	0.0%
Far Northern	11.1%	44.4%	22.2%	11.1%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Golden Gate	35.0%	10.0%	25.0%	0.0%	25.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Harbor	16.7%	16.7%	16.7%	0.0%	33.3%	8.3%	0.0%	8.3%	0.0%	0.0%
Inland	16.7%	0.0%	0.0%	16.7%	33.3%	33.3%	0.0%	0.0%	0.0%	0.0%
Kern	0.0%	16.7%	0.0%	0.0%	50.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Lanterman	30.8%	25.6%	17.9%	0.0%	10.3%	7.7%	2.6%	5.1%	0.0%	0.0%
North Bay	38.9%	11.1%	11.1%	0.0%	33.3%	0.0%	0.0%	5.6%	0.0%	0.0%
North Los Angeles	36.7%	23.3%	13.3%	0.0%	13.3%	0.0%	0.0%	10.0%	3.3%	0.0%
Orange	36.8%	26.3%	15.8%	0.0%	10.5%	5.3%	0.0%	5.3%	0.0%	0.0%
Redwood Coast	17.6%	23.5%	11.8%	0.0%	35.3%	11.8%	0.0%	0.0%	0.0%	0.0%
San Andreas	27.3%	27.3%	13.6%	4.5%	9.1%	9.1%	0.0%	4.5%	4.5%	0.0%
San Diego	22.7%	13.6%	9.1%	13.6%	22.7%	9.1%	0.0%	9.1%	0.0%	0.0%
San Gabriel/Pomona	23.8%	33.3%	23.8%	0.0%	4.8%	9.5%	0.0%	4.8%	0.0%	0.0%
South Central LA	19.0%	23.8%	19.0%	4.8%	14.3%	4.8%	9.5%	4.8%	0.0%	0.0%
Tri-Counties	43.3%	20.0%	13.3%	0.0%	10.0%	3.3%	0.0%	10.0%	0.0%	0.0%
Valley Mountain	21.7%	17.4%	13.0%	13.0%	21.7%	13.0%	0.0%	0.0%	0.0%	0.0%
Westside	7.1%	28.6%	21.4%	0.0%	21.4%	14.3%	0.0%	7.1%	0.0%	0.0%

Q8. What services were delayed? (multiple responses allowed) ^{1 2}

* Multiple Response question; total may not equal sum of categories

¹ Do not know/remember responses are not factored into the percent calculations

² Numbers/percents are based on respondents that reported that their services did not start on time based on question #7



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EARLY START SERVICES

	Q9 - REPORTED DELAY IN START OF SERVICES								
	Less Than 1 Week	Between 1 - 2 Weeks	Between 2 - 4 Weeks	Between 1 - 2 Months	Between 2 - 3 Months	Between 3 - 4 Months	Between 4 - 5 Months	Between 5 - 6 Months	More Than 6 Months
Alta	0.0%	18.8%	12.5%	25.0%	6.3%	0.0%	18.8%	12.5%	6.3%
Central Valley	0.0%	0.0%	16.7%	33.3%	8.3%	8.3%	8.3%	0.0%	25.0%
East Bay	7.1%	3.6%	14.3%	21.4%	14.3%	10.7%	7.1%	3.6%	17.9%
East Los Angeles	0.0%	10.5%	21.1%	15.8%	15.8%	0.0%	0.0%	10.5%	26.3%
Far Northern	0.0%	0.0%	0.0%	42.9%	14.3%	28.6%	0.0%	0.0%	14.3%
Golden Gate	0.0%	13.3%	6.7%	13.3%	33.3%	0.0%	13.3%	6.7%	13.3%
Harbor	8.3%	16.7%	16.7%	8.3%	25.0%	16.7%	0.0%	8.3%	0.0%
Inland	0.0%	14.3%	42.9%	14.3%	28.6%	0.0%	0.0%	0.0%	0.0%
Kern	0.0%	0.0%	14.3%	0.0%	14.3%	28.6%	14.3%	28.6%	0.0%
Lanterman	0.0%	0.0%	0.0%	32.1%	21.4%	3.6%	10.7%	10.7%	21.4%
North Bay	6.3%	6.3%	31.3%	25.0%	12.5%	6.3%	0.0%	0.0%	12.5%
North Los Angeles	0.0%	0.0%	12.5%	16.7%	25.0%	12.5%	12.5%	8.3%	12.5%
Orange	6.3%	6.3%	37.5%	6.3%	18.8%	12.5%	0.0%	6.3%	6.3%
Redwood Coast	11.1%	11.1%	0.0%	22.2%	11.1%	11.1%	0.0%	11.1%	22.2%
San Andreas	0.0%	0.0%	31.3%	12.5%	50.0%	0.0%	0.0%	6.3%	0.0%
San Diego	0.0%	5.6%	11.1%	33.3%	11.1%	11.1%	0.0%	16.7%	11.1%
San Gabriel/Pomona	0.0%	13.3%	6.7%	20.0%	33.3%	6.7%	6.7%	0.0%	13.3%
South Central LA	5.3%	15.8%	36.8%	15.8%	15.8%	10.5%	0.0%	0.0%	0.0%
Tri-Counties	0.0%	0.0%	10.0%	25.0%	20.0%	5.0%	5.0%	20.0%	15.0%
Valley Mountain	5.6%	0.0%	11.1%	38.9%	11.1%	11.1%	5.6%	5.6%	11.1%
Westside	0.0%	16.7%	25.0%	33.3%	8.3%	8.3%	0.0%	0.0%	8.3%

Q9. Approximate delay in start of services ^{1 2}

¹ Do not know/remember responses are not factored into the percent calculations

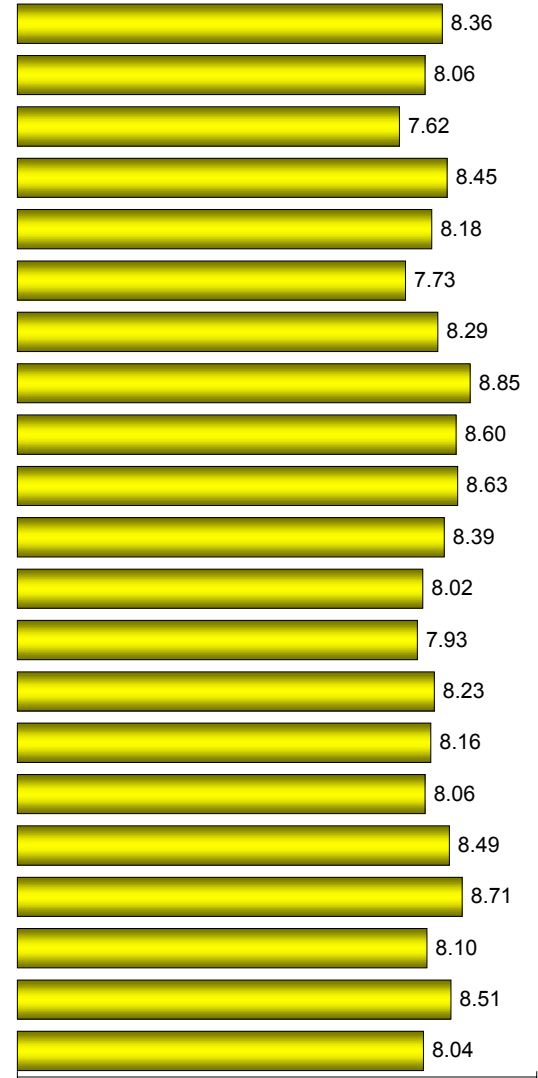
² Numbers/percents are based on respondents that reported that their services did not start on time based on question #7

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

INFORMATION

	Q14	Q16	Q17				Q15	
			Culturally Relevant				Yes	No
			All Info	Most Info	Some Info	None		
Alta	8.36	7.81	84.2%	6.6%	0.0%	9.2%	75.6%	24.4%
Central Valley	8.06	7.31	69.7%	9.2%	10.5%	10.5%	57.5%	42.5%
East Bay	7.62	7.28	80.3%	9.2%	3.9%	6.6%	66.7%	33.3%
East Los Angeles	8.45	8.40	83.8%	8.1%	2.7%	5.4%	73.4%	26.6%
Far Northern	8.18	7.82	86.2%	6.2%	1.5%	6.2%	69.7%	30.3%
Golden Gate	7.73	6.81	82.7%	1.3%	2.7%	13.3%	75.9%	24.1%
Harbor	8.29	7.44	90.8%	2.6%	1.3%	5.3%	63.4%	36.6%
Inland	8.85	7.91	86.6%	3.7%	3.7%	6.1%	67.1%	32.9%
Kern	8.60	7.77	81.4%	8.6%	1.4%	8.6%	46.8%	53.2%
Lanterman	8.63	7.81	92.1%	0.0%	1.3%	6.6%	69.6%	30.4%
North Bay	8.39	7.53	86.7%	3.3%	5.0%	5.0%	55.7%	44.3%
North Los Angeles	8.02	7.07	63.5%	5.4%	6.8%	24.3%	63.1%	36.9%
Orange	7.93	7.37	79.2%	6.5%	6.5%	7.8%	72.1%	27.9%
Redwood Coast	8.23	7.58	94.4%	1.4%	0.0%	4.2%	86.7%	13.3%
San Andreas	8.16	7.39	89.6%	1.3%	1.3%	7.8%	76.8%	23.2%
San Diego	8.06	7.09	77.6%	7.9%	1.3%	13.2%	62.7%	37.3%
San Gabriel/Pomona	8.49	7.71	92.2%	2.6%	1.3%	3.9%	71.3%	28.8%
South Central LA	8.71	7.85	81.5%	2.5%	3.7%	12.3%	73.5%	26.5%
Tri-Counties	8.10	7.35	72.4%	14.5%	5.3%	7.9%	67.1%	32.9%
Valley Mountain	8.51	7.46	88.6%	5.1%	1.3%	5.1%	74.1%	25.9%
Westside	8.04	7.04	88.5%	6.4%	3.8%	1.3%	73.5%	26.5%

Q14 - Overall Satisfaction with Sufficiency of Information



1 10

Q14.	Overall satisfaction with the information to plan for your child's needs
Q16.	Ease of finding information about available services
Q17.	When you were first looking for assistance, was culturally relevant information available to you? ¹
Q15.	Do you know what to do if you disagree with a decision made by the regional center? ¹

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

IFSP & PERSONAL OUTCOMES

	Q18				Q19			
	Important Things				Needs and Wants			
	All of Them	Most of Them	Only a Few of Them	None of Them	All Discussed	Most Discussed	A Few Discussed	None Discussed
Alta	87.8%	10.8%	0.0%	1.4%	81.9%	15.3%	0.0%	2.8%
Central Valley	74.2%	19.7%	3.0%	3.0%	68.2%	21.2%	6.1%	4.5%
East Bay	82.9%	9.8%	4.9%	2.4%	84.1%	9.8%	2.4%	3.7%
East Los Angeles	81.2%	13.0%	4.3%	1.4%	73.0%	18.9%	5.4%	2.7%
Far Northern	86.8%	8.8%	2.9%	1.5%	83.8%	11.8%	2.9%	1.5%
Golden Gate	81.5%	10.8%	1.5%	6.2%	79.7%	12.5%	6.3%	1.6%
Harbor	85.7%	9.5%	4.8%	0.0%	81.8%	10.6%	3.0%	4.5%
Inland	88.0%	8.0%	0.0%	4.0%	92.0%	5.3%	0.0%	2.7%
Kern	79.7%	13.0%	0.0%	7.2%	78.5%	13.8%	1.5%	6.2%
Lanterman	89.1%	7.8%	3.1%	0.0%	92.1%	3.2%	1.6%	3.2%
North Bay	83.6%	11.9%	0.0%	4.5%	84.9%	6.8%	1.4%	6.8%
North Los Angeles	72.4%	21.1%	2.6%	3.9%	76.9%	11.5%	6.4%	5.1%
Orange	86.7%	9.3%	1.3%	2.7%	84.4%	5.2%	5.2%	5.2%
Redwood Coast	92.9%	5.7%	0.0%	1.4%	92.9%	5.7%	0.0%	1.4%
San Andreas	86.1%	12.7%	0.0%	1.3%	88.6%	11.4%	0.0%	0.0%
San Diego	84.8%	7.6%	4.5%	3.0%	83.8%	5.9%	4.4%	5.9%
San Gabriel/Pomona	84.3%	7.1%	2.9%	5.7%	83.1%	8.5%	4.2%	4.2%
South Central LA	71.2%	23.3%	0.0%	5.5%	77.8%	15.3%	2.8%	4.2%
Tri-Counties	79.5%	10.3%	5.1%	5.1%	81.3%	10.0%	3.8%	5.0%
Valley Mountain	87.8%	6.8%	1.4%	4.1%	78.7%	14.7%	1.3%	5.3%
Westside	76.8%	18.8%	4.3%	0.0%	77.5%	16.9%	4.2%	1.4%

Q18.	Were things that are important to you discussed at your most recent planning team meeting (IFSP)? ¹
Q19.	During the planning team meeting, did the regional center service coordinator discuss with you, your family's needs and wants? ¹

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

IFSP & PERSONAL OUTCOMES

	Q20	Q21	Q22	Q23	Q24	Q25	Q26		Q27	
							Yes	No	Yes	No
Alta	8.53	8.75	7.83	8.30	8.26	8.84	85.7%	14.3%	96.3%	3.7%
Central Valley	8.00	8.21	7.18	8.01	7.91	8.13	90.9%	9.1%	95.0%	5.0%
East Bay	7.96	7.93	7.05	7.76	7.46	8.09	100%	0.0%	98.9%	1.1%
East Los Angeles	8.81	8.50	7.73	8.88	8.58	8.88	100%	0.0%	97.5%	2.5%
Far Northern	8.28	8.18	7.85	8.97	8.60	8.88	92.9%	7.1%	96.1%	3.9%
Golden Gate	8.21	8.14	7.15	8.06	7.52	8.14	100%	0.0%	94.9%	5.1%
Harbor	8.32	8.52	8.10	8.73	8.34	8.68	100%	0.0%	95.1%	4.9%
Inland	8.67	8.45	7.51	8.81	8.30	8.95	100%	0.0%	96.5%	3.5%
Kern	9.03	8.68	7.94	8.72	8.65	8.88	100%	0.0%	97.5%	2.5%
Lanerman	8.18	7.95	7.22	8.60	7.78	8.56	100%	0.0%	97.5%	2.5%
North Bay	8.25	8.23	7.67	8.66	8.09	8.54	100%	0.0%	98.7%	1.3%
North Los Angeles	8.42	8.06	8.01	8.47	7.99	8.22	100%	0.0%	98.8%	1.2%
Orange	8.12	7.99	7.32	8.16	7.81	8.31	100%	0.0%	98.8%	1.2%
Redwood Coast	8.17	8.00	7.72	8.03	7.74	8.53	100%	0.0%	97.3%	2.7%
San Andreas	8.56	8.42	7.76	8.21	7.64	8.49	100%	0.0%	98.8%	1.2%
San Diego	8.06	7.94	7.08	8.00	7.80	8.29	87.5%	12.5%	86.7%	13.3%
San Gabriel/Pomona	8.33	8.18	7.13	8.59	7.90	8.56	88.9%	11.1%	97.5%	2.5%
South Central LA	8.23	7.84	7.12	8.37	7.49	8.56	100%	0.0%	96.4%	3.6%
Tri-Counties	8.26	7.81	7.13	8.32	7.75	7.99	100%	0.0%	96.3%	3.7%
Valley Mountain	8.50	8.27	7.51	8.36	8.08	8.51	100%	0.0%	95.1%	4.9%
Westside	8.05	8.01	7.62	8.36	8.07	8.29	100%	0.0%	94.0%	6.0%

Rate your child's progress towards meeting...	
Q20.	Social and emotional outcomes
Q21.	Cognitive outcomes
Q22.	Speech and language outcomes
Q23.	Physical/motor outcomes
Q24.	Adaptive skill outcomes
Q25.	Overall quality of life outcomes
Q26.	Do you believe that support, services, and resources for your family have enhanced your child's quality of life? ¹
Q27.	Overall, do you feel that the early intervention services you have received have increased your family's capacity to enhance your child's development? ¹

¹ Do not know/remember responses are not factored into the percent calculations



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE SERVICES YOU RECEIVE(D)

	Q13																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	3.7%	2	2.4%	7	8.5%	12	14.6%	17	20.7%	41	50.0%
Central Valley	1	1.3%	0	0.0%	0	0.0%	0	0.0%	12	15.2%	1	1.3%	4	5.1%	13	16.5%	7	8.9%	41	51.9%
East Bay	1	1.2%	1	1.2%	2	2.3%	1	1.2%	9	10.5%	1	1.2%	8	9.3%	14	16.3%	14	16.3%	35	40.7%
East Los Angeles	3	3.8%	0	0.0%	1	1.3%	0	0.0%	2	2.5%	2	2.5%	8	10.1%	7	8.9%	14	17.7%	42	53.2%
Far Northern	0	0.0%	0	0.0%	0	0.0%	1	1.3%	0	0.0%	1	1.3%	6	8.0%	8	10.7%	15	20.0%	44	58.7%
Golden Gate	3	3.8%	0	0.0%	1	1.3%	2	2.6%	4	5.1%	3	3.8%	2	2.6%	16	20.5%	13	16.7%	34	43.6%
Harbor	0	0.0%	1	1.3%	2	2.5%	1	1.3%	1	1.3%	0	0.0%	6	7.5%	12	15.0%	8	10.0%	49	61.3%
Inland	0	0.0%	1	1.2%	0	0.0%	1	1.2%	5	5.9%	3	3.5%	3	3.5%	6	7.1%	15	17.6%	51	60.0%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	2	2.5%	1	1.3%	3	3.8%	14	17.7%	9	11.4%	49	62.0%
Lanterman	0	0.0%	0	0.0%	1	1.3%	0	0.0%	2	2.6%	4	5.2%	4	5.2%	6	7.8%	11	14.3%	49	63.6%
North Bay	0	0.0%	1	1.3%	1	1.3%	0	0.0%	4	5.1%	0	0.0%	5	6.4%	11	14.1%	13	16.7%	43	55.1%
North Los Angeles	0	0.0%	1	1.2%	0	0.0%	1	1.2%	5	6.0%	2	2.4%	12	14.3%	8	9.5%	17	20.2%	38	45.2%
Orange	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	3.5%	0	0.0%	6	7.0%	24	27.9%	16	18.6%	37	43.0%
Redwood Coast	1	1.3%	0	0.0%	0	0.0%	0	0.0%	4	5.3%	2	2.7%	6	8.0%	11	14.7%	13	17.3%	38	50.7%
San Andreas	0	0.0%	1	1.2%	0	0.0%	0	0.0%	1	1.2%	4	4.9%	6	7.3%	19	23.2%	13	15.9%	38	46.3%
San Diego	5	6.6%	1	1.3%	0	0.0%	1	1.3%	3	3.9%	3	3.9%	12	15.8%	10	13.2%	11	14.5%	30	39.5%
San Gabriel/Pomona	1	1.3%	0	0.0%	1	1.3%	1	1.3%	2	2.6%	0	0.0%	4	5.1%	7	9.0%	14	17.9%	48	61.5%
South Central LA	2	2.4%	0	0.0%	0	0.0%	0	0.0%	3	3.6%	0	0.0%	3	3.6%	9	10.8%	8	9.6%	58	69.9%
Tri-Counties	1	1.2%	1	1.2%	0	0.0%	0	0.0%	4	4.9%	2	2.4%	8	9.8%	18	22.0%	12	14.6%	36	43.9%
Valley Mountain	2	2.5%	0	0.0%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	4	5.0%	9	11.3%	14	17.5%	45	56.3%
Westside	2	2.5%	0	0.0%	0	0.0%	0	0.0%	6	7.5%	4	5.0%	6	7.5%	15	18.8%	16	20.0%	31	38.8%

Q13. Overall satisfaction with the services you receive(d)

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE REGIONAL CENTER

	Q32																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	1	1.2%	0	0.0%	1	1.2%	3	3.7%	2	2.4%	6	7.3%	17	20.7%	11	13.4%	41	50.0%
Central Valley	0	0.0%	0	0.0%	0	0.0%	0	0.0%	14	17.7%	3	3.8%	2	2.5%	8	10.1%	11	13.9%	41	51.9%
East Bay	2	2.3%	2	2.3%	1	1.1%	2	2.3%	3	3.4%	3	3.4%	7	8.0%	17	19.5%	14	16.1%	36	41.4%
East Los Angeles	2	2.5%	0	0.0%	0	0.0%	1	1.3%	3	3.8%	1	1.3%	3	3.8%	14	17.7%	14	17.7%	41	51.9%
Far Northern	2	2.7%	1	1.3%	0	0.0%	2	2.7%	1	1.3%	0	0.0%	5	6.7%	10	13.3%	6	8.0%	48	64.0%
Golden Gate	1	1.3%	3	3.9%	1	1.3%	1	1.3%	5	6.5%	5	6.5%	4	5.2%	11	14.3%	12	15.6%	34	44.2%
Harbor	1	1.2%	1	1.2%	1	1.2%	0	0.0%	4	4.9%	1	1.2%	4	4.9%	10	12.3%	11	13.6%	48	59.3%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	2	2.4%	2	2.4%	4	4.8%	6	7.1%	10	11.9%	59	70.2%
Kern	0	0.0%	0	0.0%	0	0.0%	1	1.3%	4	5.1%	1	1.3%	2	2.5%	14	17.7%	10	12.7%	47	59.5%
Lanterman	1	1.3%	0	0.0%	0	0.0%	1	1.3%	2	2.6%	4	5.1%	4	5.1%	11	14.1%	10	12.8%	45	57.7%
North Bay	0	0.0%	0	0.0%	1	1.3%	1	1.3%	6	7.8%	4	5.2%	4	5.2%	7	9.1%	10	13.0%	44	57.1%
North Los Angeles	1	1.2%	0	0.0%	0	0.0%	1	1.2%	7	8.3%	3	3.6%	8	9.5%	16	19.0%	10	11.9%	38	45.2%
Orange	1	1.2%	1	1.2%	1	1.2%	1	1.2%	6	7.0%	1	1.2%	8	9.3%	12	14.0%	11	12.8%	44	51.2%
Redwood Coast	2	2.7%	0	0.0%	0	0.0%	0	0.0%	3	4.0%	2	2.7%	5	6.7%	13	17.3%	11	14.7%	39	52.0%
San Andreas	0	0.0%	1	1.2%	0	0.0%	1	1.2%	3	3.7%	2	2.4%	10	12.2%	14	17.1%	13	15.9%	38	46.3%
San Diego	7	9.1%	0	0.0%	0	0.0%	1	1.3%	6	7.8%	2	2.6%	8	10.4%	8	10.4%	9	11.7%	36	46.8%
San Gabriel/Pomona	3	3.8%	0	0.0%	0	0.0%	1	1.3%	5	6.3%	0	0.0%	6	7.5%	7	8.8%	15	18.8%	43	53.8%
South Central LA	3	3.6%	1	1.2%	0	0.0%	0	0.0%	3	3.6%	1	1.2%	6	7.2%	7	8.4%	11	13.3%	51	61.4%
Tri-Counties	3	3.7%	1	1.2%	1	1.2%	0	0.0%	5	6.2%	3	3.7%	4	4.9%	17	21.0%	9	11.1%	38	46.9%
Valley Mountain	0	0.0%	1	1.2%	1	1.2%	0	0.0%	5	6.2%	2	2.5%	1	1.2%	14	17.3%	12	14.8%	45	55.6%
Westside	1	1.2%	1	1.2%	0	0.0%	1	1.2%	4	4.9%	3	3.7%	7	8.6%	15	18.5%	14	17.3%	35	43.2%

Q32. Overall satisfaction with the regional center

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION IN MEETING YOUR IFSP OUTCOMES

	Q12																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	1	1.3%	3	3.9%	3	3.9%	6	7.8%	14	18.2%	14	18.2%	36	46.8%
Central Valley	0	0.0%	0	0.0%	1	1.4%	1	1.4%	9	12.5%	4	5.6%	4	5.6%	11	15.3%	8	11.1%	34	47.2%
East Bay	0	0.0%	0	0.0%	1	1.2%	3	3.5%	9	10.5%	2	2.3%	11	12.8%	14	16.3%	9	10.5%	37	43.0%
East Los Angeles	1	1.4%	0	0.0%	0	0.0%	0	0.0%	3	4.1%	2	2.7%	7	9.5%	8	10.8%	9	12.2%	44	59.5%
Far Northern	1	1.4%	0	0.0%	1	1.4%	0	0.0%	2	2.7%	2	2.7%	5	6.8%	16	21.6%	9	12.2%	38	51.4%
Golden Gate	2	2.7%	2	2.7%	2	2.7%	1	1.4%	4	5.4%	4	5.4%	3	4.1%	18	24.3%	13	17.6%	25	33.8%
Harbor	1	1.4%	1	1.4%	1	1.4%	0	0.0%	5	6.8%	2	2.7%	6	8.1%	9	12.2%	10	13.5%	39	52.7%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	7	8.3%	3	3.6%	4	4.8%	10	11.9%	11	13.1%	48	57.1%
Kern	1	1.4%	0	0.0%	0	0.0%	0	0.0%	5	6.8%	2	2.7%	7	9.5%	11	14.9%	9	12.2%	39	52.7%
Lanterman	0	0.0%	1	1.4%	0	0.0%	1	1.4%	3	4.2%	2	2.8%	5	6.9%	11	15.3%	13	18.1%	36	50.0%
North Bay	1	1.3%	1	1.3%	0	0.0%	1	1.3%	3	3.9%	2	2.6%	9	11.7%	9	11.7%	8	10.4%	43	55.8%
North Los Angeles	1	1.2%	1	1.2%	0	0.0%	1	1.2%	8	9.8%	4	4.9%	4	4.9%	15	18.3%	16	19.5%	32	39.0%
Orange	0	0.0%	0	0.0%	0	0.0%	1	1.2%	5	6.0%	2	2.4%	11	13.3%	20	24.1%	15	18.1%	29	34.9%
Redwood Coast	1	1.4%	1	1.4%	0	0.0%	1	1.4%	5	7.0%	1	1.4%	10	14.1%	10	14.1%	9	12.7%	33	46.5%
San Andreas	1	1.2%	1	1.2%	0	0.0%	0	0.0%	4	4.9%	5	6.1%	9	11.0%	17	20.7%	9	11.0%	36	43.9%
San Diego	5	6.9%	1	1.4%	0	0.0%	0	0.0%	5	6.9%	1	1.4%	6	8.3%	12	16.7%	15	20.8%	27	37.5%
San Gabriel/Pomona	1	1.3%	0	0.0%	0	0.0%	2	2.6%	3	3.8%	1	1.3%	4	5.1%	10	12.8%	19	24.4%	38	48.7%
South Central LA	3	3.8%	0	0.0%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	7	8.9%	12	15.2%	8	10.1%	43	54.4%
Tri-Counties	2	2.5%	2	2.5%	0	0.0%	1	1.2%	6	7.4%	2	2.5%	10	12.3%	18	22.2%	8	9.9%	32	39.5%
Valley Mountain	0	0.0%	1	1.3%	0	0.0%	1	1.3%	6	7.7%	2	2.6%	6	7.7%	10	12.8%	13	16.7%	39	50.0%
Westside	1	1.3%	0	0.0%	1	1.3%	1	1.3%	3	3.8%	3	3.8%	13	16.5%	13	16.5%	14	17.7%	30	38.0%

Q12. Overall satisfaction in meeting your IFSP outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE AMOUNT OF SERVICES

	Q5																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	1	1.3%	7	8.8%	3	3.8%	9	11.3%	17	21.3%	7	8.8%	36	45.0%
Central Valley	2	2.6%	0	0.0%	0	0.0%	0	0.0%	13	16.9%	1	1.3%	7	9.1%	16	20.8%	5	6.5%	33	42.9%
East Bay	1	1.2%	2	2.4%	2	2.4%	4	4.7%	12	14.1%	2	2.4%	12	14.1%	15	17.6%	7	8.2%	28	32.9%
East Los Angeles	2	2.6%	1	1.3%	0	0.0%	1	1.3%	7	9.2%	3	3.9%	4	5.3%	11	14.5%	15	19.7%	32	42.1%
Far Northern	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	9.2%	4	5.3%	8	10.5%	9	11.8%	10	13.2%	38	50.0%
Golden Gate	3	3.9%	3	3.9%	1	1.3%	2	2.6%	7	9.1%	2	2.6%	8	10.4%	10	13.0%	12	15.6%	29	37.7%
Harbor	0	0.0%	0	0.0%	3	3.8%	1	1.3%	5	6.3%	4	5.0%	11	13.8%	10	12.5%	10	12.5%	36	45.0%
Inland	0	0.0%	0	0.0%	2	2.4%	0	0.0%	4	4.7%	3	3.5%	7	8.2%	16	18.8%	10	11.8%	43	50.6%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	8	10.4%	1	1.3%	7	9.1%	20	26.0%	9	11.7%	31	40.3%
Lanterman	0	0.0%	0	0.0%	1	1.3%	1	1.3%	7	8.9%	5	6.3%	3	3.8%	16	20.3%	8	10.1%	38	48.1%
North Bay	2	2.6%	0	0.0%	0	0.0%	0	0.0%	7	9.0%	2	2.6%	9	11.5%	12	15.4%	8	10.3%	38	48.7%
North Los Angeles	2	2.4%	0	0.0%	0	0.0%	2	2.4%	17	20.5%	1	1.2%	12	14.5%	14	16.9%	8	9.6%	27	32.5%
Orange	0	0.0%	0	0.0%	1	1.2%	0	0.0%	6	7.1%	4	4.7%	12	14.1%	17	20.0%	14	16.5%	31	36.5%
Redwood Coast	0	0.0%	0	0.0%	0	0.0%	0	0.0%	9	12.0%	4	5.3%	9	12.0%	15	20.0%	7	9.3%	31	41.3%
San Andreas	0	0.0%	0	0.0%	1	1.2%	0	0.0%	11	13.6%	5	6.2%	8	9.9%	19	23.5%	6	7.4%	31	38.3%
San Diego	5	6.7%	0	0.0%	0	0.0%	1	1.3%	9	12.0%	6	8.0%	6	8.0%	9	12.0%	9	12.0%	30	40.0%
San Gabriel/Pomona	0	0.0%	1	1.3%	0	0.0%	3	3.8%	4	5.1%	3	3.8%	4	5.1%	9	11.4%	18	22.8%	37	46.8%
South Central LA	1	1.2%	1	1.2%	0	0.0%	0	0.0%	10	12.3%	1	1.2%	4	4.9%	11	13.6%	7	8.6%	46	56.8%
Tri-Counties	0	0.0%	0	0.0%	1	1.2%	1	1.2%	11	13.6%	5	6.2%	9	11.1%	14	17.3%	11	13.6%	29	35.8%
Valley Mountain	0	0.0%	0	0.0%	1	1.3%	0	0.0%	9	11.3%	0	0.0%	7	8.8%	15	18.8%	10	12.5%	38	47.5%
Westside	1	1.2%	1	1.2%	3	3.7%	1	1.2%	7	8.5%	3	3.7%	5	6.1%	14	17.1%	21	25.6%	26	31.7%

Q5. Overall satisfaction with the amount of services

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE QUALITY OF SERVICES

	Q6																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	1	1.2%	0	0.0%	3	3.7%	5	6.1%	7	8.5%	11	13.4%	10	12.2%	45	54.9%
Central Valley	3	3.9%	0	0.0%	1	1.3%	1	1.3%	14	18.2%	2	2.6%	4	5.2%	10	13.0%	5	6.5%	37	48.1%
East Bay	1	1.2%	2	2.3%	2	2.3%	2	2.3%	6	7.0%	1	1.2%	7	8.1%	15	17.4%	9	10.5%	41	47.7%
East Los Angeles	1	1.3%	0	0.0%	1	1.3%	0	0.0%	2	2.5%	4	5.1%	4	5.1%	11	13.9%	15	19.0%	41	51.9%
Far Northern	0	0.0%	0	0.0%	1	1.3%	0	0.0%	5	6.6%	2	2.6%	3	3.9%	12	15.8%	12	15.8%	41	53.9%
Golden Gate	2	2.6%	3	3.9%	1	1.3%	0	0.0%	6	7.8%	0	0.0%	7	9.1%	10	13.0%	16	20.8%	32	41.6%
Harbor	1	1.2%	0	0.0%	3	3.7%	1	1.2%	5	6.1%	1	1.2%	7	8.5%	7	8.5%	12	14.6%	45	54.9%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	3	3.6%	2	2.4%	5	6.0%	7	8.3%	13	15.5%	53	63.1%
Kern	0	0.0%	1	1.3%	1	1.3%	0	0.0%	6	7.7%	2	2.6%	0	0.0%	17	21.8%	7	9.0%	44	56.4%
Lanterman	0	0.0%	1	1.3%	1	1.3%	1	1.3%	3	3.8%	2	2.5%	3	3.8%	10	12.7%	10	12.7%	48	60.8%
North Bay	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	7.7%	5	6.4%	3	3.8%	12	15.4%	7	9.0%	45	57.7%
North Los Angeles	1	1.2%	0	0.0%	0	0.0%	1	1.2%	8	9.6%	2	2.4%	9	10.8%	9	10.8%	14	16.9%	39	47.0%
Orange	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	7.0%	2	2.3%	4	4.7%	12	14.0%	18	20.9%	44	51.2%
Redwood Coast	1	1.3%	0	0.0%	0	0.0%	0	0.0%	5	6.7%	4	5.3%	7	9.3%	9	12.0%	9	12.0%	40	53.3%
San Andreas	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	4.9%	3	3.7%	8	9.9%	18	22.2%	11	13.6%	37	45.7%
San Diego	5	6.6%	0	0.0%	0	0.0%	2	2.6%	5	6.6%	3	3.9%	10	13.2%	6	7.9%	13	17.1%	32	42.1%
San Gabriel/Pomona	1	1.3%	0	0.0%	0	0.0%	1	1.3%	3	3.8%	1	1.3%	5	6.3%	14	17.5%	12	15.0%	43	53.8%
South Central LA	2	2.4%	0	0.0%	0	0.0%	0	0.0%	3	3.6%	2	2.4%	6	7.2%	10	12.0%	6	7.2%	54	65.1%
Tri-Counties	1	1.2%	1	1.2%	2	2.5%	0	0.0%	5	6.2%	3	3.7%	5	6.2%	19	23.5%	14	17.3%	31	38.3%
Valley Mountain	1	1.3%	1	1.3%	0	0.0%	0	0.0%	5	6.3%	5	6.3%	5	6.3%	10	12.5%	10	12.5%	43	53.8%
Westside	2	2.4%	0	0.0%	0	0.0%	1	1.2%	6	7.2%	4	4.8%	7	8.4%	14	16.9%	14	16.9%	35	42.2%

Q6. Overall satisfaction with the quality of services

¹ Rows may not sum to 100 percent due to rounding.





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SATISFACTION WITH THE HELP FROM REGIONAL CENTER WHEN YOUR CHILD TURNED THREE YEARS OLD

	Q31																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	1	5.6%	0	0.0%	0	0.0%	1	5.6%	2	11.1%	2	11.1%	2	11.1%	10	55.6%
Central Valley	1	5.9%	0	0.0%	0	0.0%	1	5.9%	4	23.5%	0	0.0%	0	0.0%	1	5.9%	3	17.6%	7	41.2%
East Bay	3	10.0%	0	0.0%	0	0.0%	1	3.3%	6	20.0%	2	6.7%	3	10.0%	2	6.7%	3	10.0%	10	33.3%
East Los Angeles	1	5.9%	1	5.9%	0	0.0%	0	0.0%	1	5.9%	0	0.0%	3	17.6%	1	5.9%	2	11.8%	8	47.1%
Far Northern	1	5.9%	0	0.0%	0	0.0%	0	0.0%	1	5.9%	1	5.9%	3	17.6%	2	11.8%	1	5.9%	8	47.1%
Golden Gate	1	3.6%	1	3.6%	0	0.0%	0	0.0%	6	21.4%	4	14.3%	2	7.1%	2	7.1%	3	10.7%	9	32.1%
Harbor	2	9.5%	1	4.8%	1	4.8%	0	0.0%	1	4.8%	0	0.0%	1	4.8%	4	19.0%	1	4.8%	10	47.6%
Inland	2	9.5%	0	0.0%	1	4.8%	0	0.0%	2	9.5%	0	0.0%	1	4.8%	4	19.0%	1	4.8%	10	47.6%
Kern	1	4.8%	0	0.0%	1	4.8%	0	0.0%	0	0.0%	1	4.8%	2	9.5%	4	19.0%	2	9.5%	10	47.6%
Lanterman	1	4.2%	0	0.0%	1	4.2%	1	4.2%	3	12.5%	1	4.2%	1	4.2%	2	8.3%	0	0.0%	14	58.3%
North Bay	1	4.2%	0	0.0%	2	8.3%	0	0.0%	2	8.3%	1	4.2%	4	16.7%	1	4.2%	1	4.2%	12	50.0%
North Los Angeles	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	12.0%	1	4.0%	3	12.0%	4	16.0%	5	20.0%	9	36.0%
Orange	3	12.0%	1	4.0%	0	0.0%	0	0.0%	1	4.0%	0	0.0%	2	8.0%	1	4.0%	1	4.0%	16	64.0%
Redwood Coast	1	4.3%	0	0.0%	0	0.0%	0	0.0%	5	21.7%	0	0.0%	2	8.7%	3	13.0%	2	8.7%	10	43.5%
San Andreas	1	4.3%	0	0.0%	1	4.3%	0	0.0%	4	17.4%	1	4.3%	0	0.0%	3	13.0%	5	21.7%	8	34.8%
San Diego	1	4.0%	0	0.0%	0	0.0%	1	4.0%	1	4.0%	1	4.0%	5	20.0%	2	8.0%	1	4.0%	13	52.0%
San Gabriel/Pomona	3	13.6%	1	4.5%	0	0.0%	0	0.0%	4	18.2%	0	0.0%	1	4.5%	1	4.5%	2	9.1%	10	45.5%
South Central LA	2	9.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	4.8%	1	4.8%	3	14.3%	14	66.7%
Tri-Counties	2	10.0%	0	0.0%	0	0.0%	0	0.0%	1	5.0%	0	0.0%	3	15.0%	3	15.0%	2	10.0%	9	45.0%
Valley Mountain	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	15.8%	1	5.3%	1	5.3%	2	10.5%	4	21.1%	8	42.1%
Westside	0	0.0%	1	7.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	7.1%	4	28.6%	4	28.6%	4	28.6%

Q31. Satisfaction with the help from regional center when your child turned three years old

¹ Rows may not sum to 100 percent due to rounding.





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SERVICES HAVE BEEN DESIGNED TO FIT INTO YOUR EVERYDAY FAMILY ROUTINE

	Q10																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	5	6.3%	1	1.3%	8	10.0%	8	10.0%	17	21.3%	41	51.3%
Central Valley	0	0.0%	0	0.0%	0	0.0%	3	3.8%	13	16.7%	4	5.1%	5	6.4%	6	7.7%	6	7.7%	41	52.6%
East Bay	0	0.0%	0	0.0%	2	2.4%	2	2.4%	7	8.2%	4	4.7%	12	14.1%	11	12.9%	5	5.9%	42	49.4%
East Los Angeles	1	1.3%	1	1.3%	0	0.0%	0	0.0%	6	7.6%	2	2.5%	7	8.9%	10	12.7%	17	21.5%	35	44.3%
Far Northern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	2	2.6%	0	0.0%	4	5.3%	14	18.4%	9	11.8%	46	60.5%
Golden Gate	1	1.3%	0	0.0%	0	0.0%	4	5.1%	7	9.0%	4	5.1%	7	9.0%	15	19.2%	10	12.8%	30	38.5%
Harbor	1	1.3%	0	0.0%	1	1.3%	0	0.0%	5	6.3%	1	1.3%	3	3.8%	11	13.8%	9	11.3%	49	61.3%
Inland	0	0.0%	0	0.0%	1	1.2%	0	0.0%	5	6.0%	3	3.6%	5	6.0%	8	9.5%	9	10.7%	53	63.1%
Kern	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	5.2%	2	2.6%	3	3.9%	13	16.9%	11	14.3%	44	57.1%
Lanterman	1	1.3%	0	0.0%	1	1.3%	2	2.5%	5	6.3%	2	2.5%	6	7.6%	15	19.0%	6	7.6%	41	51.9%
North Bay	0	0.0%	2	2.6%	0	0.0%	1	1.3%	6	7.7%	3	3.8%	4	5.1%	9	11.5%	8	10.3%	45	57.7%
North Los Angeles	0	0.0%	1	1.2%	0	0.0%	1	1.2%	10	12.0%	5	6.0%	7	8.4%	9	10.8%	14	16.9%	36	43.4%
Orange	0	0.0%	0	0.0%	1	1.2%	1	1.2%	3	3.5%	1	1.2%	9	10.6%	16	18.8%	11	12.9%	43	50.6%
Redwood Coast	1	1.3%	0	0.0%	0	0.0%	0	0.0%	6	8.0%	3	4.0%	7	9.3%	13	17.3%	10	13.3%	35	46.7%
San Andreas	0	0.0%	0	0.0%	1	1.2%	0	0.0%	5	6.1%	3	3.7%	11	13.4%	13	15.9%	13	15.9%	36	43.9%
San Diego	3	3.9%	0	0.0%	1	1.3%	0	0.0%	8	10.5%	1	1.3%	4	5.3%	14	18.4%	9	11.8%	36	47.4%
San Gabriel/Pomona	0	0.0%	1	1.3%	1	1.3%	2	2.5%	1	1.3%	2	2.5%	3	3.8%	5	6.3%	13	16.5%	51	64.6%
South Central LA	1	1.2%	0	0.0%	0	0.0%	1	1.2%	5	6.0%	0	0.0%	4	4.8%	9	10.8%	7	8.4%	56	67.5%
Tri-Counties	1	1.2%	1	1.2%	0	0.0%	1	1.2%	6	7.3%	2	2.4%	7	8.5%	16	19.5%	12	14.6%	36	43.9%
Valley Mountain	2	2.5%	0	0.0%	1	1.3%	0	0.0%	7	8.9%	2	2.5%	7	8.9%	7	8.9%	10	12.7%	43	54.4%
Westside	1	1.3%	1	1.3%	1	1.3%	2	2.5%	7	8.8%	5	6.3%	8	10.0%	12	15.0%	10	12.5%	33	41.3%

Q10. Services have been designed to fit into your everyday family routine

¹ Rows may not sum to 100 percent due to rounding.





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL SATISFACTION WITH THE INFORMATION TO PLAN FOR YOUR CHILD'S NEEDS

	Q14																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	1	1.3%	0	0.0%	0	0.0%	2	2.5%	5	6.3%	6	7.5%	12	15.0%	9	11.3%	7	8.8%	38	47.5%
Central Valley	2	2.5%	0	0.0%	1	1.3%	0	0.0%	15	19.0%	2	2.5%	5	6.3%	12	15.2%	6	7.6%	36	45.6%
East Bay	3	3.6%	1	1.2%	1	1.2%	2	2.4%	12	14.3%	4	4.8%	9	10.7%	17	20.2%	9	10.7%	26	31.0%
East Los Angeles	1	1.3%	0	0.0%	1	1.3%	0	0.0%	10	12.8%	1	1.3%	5	6.4%	13	16.7%	10	12.8%	37	47.4%
Far Northern	1	1.4%	0	0.0%	0	0.0%	4	5.6%	10	14.1%	2	2.8%	4	5.6%	9	12.7%	8	11.3%	33	46.5%
Golden Gate	3	3.9%	3	3.9%	0	0.0%	2	2.6%	8	10.4%	2	2.6%	6	7.8%	13	16.9%	20	26.0%	20	26.0%
Harbor	0	0.0%	3	3.8%	2	2.5%	2	2.5%	5	6.3%	3	3.8%	7	8.8%	9	11.3%	11	13.8%	38	47.5%
Inland	0	0.0%	0	0.0%	2	2.4%	0	0.0%	6	7.1%	1	1.2%	3	3.5%	15	17.6%	11	12.9%	47	55.3%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	7	9.0%	2	2.6%	7	9.0%	13	16.7%	10	12.8%	38	48.7%
Lanterman	1	1.3%	0	0.0%	2	2.5%	0	0.0%	4	5.1%	5	6.3%	7	8.9%	8	10.1%	8	10.1%	44	55.7%
North Bay	1	1.3%	0	0.0%	0	0.0%	2	2.6%	6	7.9%	4	5.3%	7	9.2%	12	15.8%	10	13.2%	34	44.7%
North Los Angeles	1	1.2%	1	1.2%	2	2.4%	1	1.2%	11	13.3%	2	2.4%	6	7.2%	16	19.3%	14	16.9%	29	34.9%
Orange	1	1.2%	1	1.2%	0	0.0%	1	1.2%	12	14.1%	9	10.6%	8	9.4%	10	11.8%	13	15.3%	30	35.3%
Redwood Coast	0	0.0%	1	1.3%	4	5.3%	0	0.0%	5	6.7%	1	1.3%	12	16.0%	14	18.7%	4	5.3%	34	45.3%
San Andreas	1	1.3%	1	1.3%	0	0.0%	1	1.3%	12	15.0%	2	2.5%	10	12.5%	10	12.5%	6	7.5%	37	46.3%
San Diego	2	2.6%	0	0.0%	0	0.0%	1	1.3%	11	14.3%	3	3.9%	7	9.1%	12	15.6%	13	16.9%	28	36.4%
San Gabriel/Pomona	1	1.3%	0	0.0%	3	3.9%	1	1.3%	7	9.2%	2	2.6%	2	2.6%	8	10.5%	14	18.4%	38	50.0%
South Central LA	0	0.0%	1	1.3%	0	0.0%	0	0.0%	9	11.4%	2	2.5%	3	3.8%	10	12.7%	12	15.2%	42	53.2%
Tri-Counties	1	1.3%	0	0.0%	2	2.5%	3	3.8%	9	11.3%	1	1.3%	7	8.8%	16	20.0%	9	11.3%	32	40.0%
Valley Mountain	1	1.3%	0	0.0%	2	2.5%	0	0.0%	9	11.3%	2	2.5%	3	3.8%	12	15.0%	10	12.5%	41	51.3%
Westside	3	3.8%	1	1.3%	0	0.0%	1	1.3%	11	13.9%	3	3.8%	5	6.3%	11	13.9%	10	12.7%	34	43.0%

Q14. Overall satisfaction with the information to plan for your child's needs

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

EASE OF FINDING INFORMATION ABOUT AVAILABLE SERVICES

	Q16																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	2	2.7%	0	0.0%	1	1.3%	7	9.3%	7	9.3%	3	4.0%	7	9.3%	10	13.3%	9	12.0%	29	38.7%
Central Valley	2	2.6%	1	1.3%	1	1.3%	5	6.5%	18	23.4%	1	1.3%	7	9.1%	10	13.0%	9	11.7%	23	29.9%
East Bay	2	2.4%	2	2.4%	4	4.8%	4	4.8%	11	13.3%	7	8.4%	5	6.0%	18	21.7%	6	7.2%	24	28.9%
East Los Angeles	0	0.0%	0	0.0%	0	0.0%	1	1.3%	9	11.5%	4	5.1%	6	7.7%	15	19.2%	10	12.8%	33	42.3%
Far Northern	3	4.1%	0	0.0%	1	1.4%	2	2.7%	10	13.5%	5	6.8%	7	9.5%	9	12.2%	6	8.1%	31	41.9%
Golden Gate	5	6.7%	3	4.0%	4	5.3%	4	5.3%	6	8.0%	8	10.7%	7	9.3%	11	14.7%	13	17.3%	14	18.7%
Harbor	5	6.9%	1	1.4%	1	1.4%	1	1.4%	9	12.5%	3	4.2%	9	12.5%	16	22.2%	2	2.8%	25	34.7%
Inland	5	5.9%	1	1.2%	0	0.0%	5	5.9%	8	9.4%	1	1.2%	6	7.1%	14	16.5%	5	5.9%	40	47.1%
Kern	3	3.8%	0	0.0%	0	0.0%	2	2.6%	12	15.4%	4	5.1%	10	12.8%	11	14.1%	7	9.0%	29	37.2%
Lanterman	0	0.0%	4	5.1%	3	3.8%	2	2.6%	10	12.8%	2	2.6%	6	7.7%	11	14.1%	8	10.3%	32	41.0%
North Bay	2	2.6%	3	3.9%	1	1.3%	3	3.9%	12	15.8%	4	5.3%	5	6.6%	13	17.1%	4	5.3%	29	38.2%
North Los Angeles	1	1.2%	5	6.1%	4	4.9%	3	3.7%	14	17.1%	4	4.9%	12	14.6%	9	11.0%	5	6.1%	25	30.5%
Orange	3	3.6%	1	1.2%	3	3.6%	2	2.4%	14	16.7%	8	9.5%	8	9.5%	10	11.9%	7	8.3%	28	33.3%
Redwood Coast	0	0.0%	3	4.1%	2	2.7%	2	2.7%	10	13.5%	6	8.1%	8	10.8%	11	14.9%	9	12.2%	23	31.1%
San Andreas	0	0.0%	0	0.0%	1	1.3%	5	6.3%	18	22.5%	9	11.3%	7	8.8%	10	12.5%	5	6.3%	25	31.3%
San Diego	8	10.4%	1	1.3%	2	2.6%	4	5.2%	9	11.7%	4	5.2%	5	6.5%	12	15.6%	6	7.8%	26	33.8%
San Gabriel/Pomona	4	5.2%	0	0.0%	2	2.6%	2	2.6%	11	14.3%	3	3.9%	4	5.2%	13	16.9%	9	11.7%	29	37.7%
South Central LA	4	4.9%	2	2.4%	0	0.0%	4	4.9%	8	9.8%	3	3.7%	5	6.1%	9	11.0%	15	18.3%	32	39.0%
Tri-Counties	3	3.8%	2	2.5%	0	0.0%	4	5.0%	14	17.5%	6	7.5%	8	10.0%	8	10.0%	11	13.8%	24	30.0%
Valley Mountain	2	2.5%	2	2.5%	7	8.8%	2	2.5%	8	10.0%	1	1.3%	12	15.0%	9	11.3%	10	12.5%	27	33.8%
Westside	3	3.8%	3	3.8%	3	3.8%	3	3.8%	13	16.5%	3	3.8%	13	16.5%	10	12.7%	8	10.1%	20	25.3%

Q16. Ease of finding information about available services

¹ Rows may not sum to 100 percent due to rounding.





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SOCIAL AND EMOTIONAL OUTCOMES

	Q20																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	9.5%	2	2.7%	14	18.9%	8	10.8%	8	10.8%	35	47.3%
Central Valley	0	0.0%	0	0.0%	1	1.4%	1	1.4%	15	21.7%	2	2.9%	5	7.2%	9	13.0%	9	13.0%	27	39.1%
East Bay	1	1.2%	0	0.0%	1	1.2%	1	1.2%	10	12.2%	8	9.8%	7	8.5%	17	20.7%	8	9.8%	29	35.4%
East Los Angeles	0	0.0%	0	0.0%	1	1.3%	0	0.0%	5	6.4%	5	6.4%	3	3.8%	12	15.4%	8	10.3%	44	56.4%
Far Northern	1	1.4%	1	1.4%	0	0.0%	0	0.0%	8	11.3%	4	5.6%	5	7.0%	12	16.9%	10	14.1%	30	42.3%
Golden Gate	0	0.0%	0	0.0%	0	0.0%	1	1.3%	9	11.8%	6	7.9%	10	13.2%	12	15.8%	7	9.2%	31	40.8%
Harbor	2	2.6%	1	1.3%	0	0.0%	1	1.3%	7	9.0%	2	2.6%	7	9.0%	13	16.7%	9	11.5%	36	46.2%
Inland	1	1.2%	1	1.2%	0	0.0%	0	0.0%	9	11.0%	3	3.7%	4	4.9%	7	8.5%	9	11.0%	48	58.5%
Kern	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	7.8%	2	2.6%	3	3.9%	10	13.0%	8	10.4%	48	62.3%
Lanterman	1	1.3%	0	0.0%	0	0.0%	2	2.6%	8	10.3%	6	7.7%	11	14.1%	9	11.5%	6	7.7%	35	44.9%
North Bay	1	1.3%	0	0.0%	0	0.0%	0	0.0%	10	13.3%	5	6.7%	9	12.0%	11	14.7%	3	4.0%	36	48.0%
North Los Angeles	0	0.0%	0	0.0%	1	1.3%	0	0.0%	8	10.4%	3	3.9%	10	13.0%	14	18.2%	5	6.5%	36	46.8%
Orange	0	0.0%	1	1.2%	1	1.2%	0	0.0%	13	16.0%	2	2.5%	8	9.9%	15	18.5%	10	12.3%	31	38.3%
Redwood Coast	1	1.4%	0	0.0%	0	0.0%	0	0.0%	9	12.9%	7	10.0%	5	7.1%	13	18.6%	5	7.1%	30	42.9%
San Andreas	0	0.0%	0	0.0%	0	0.0%	1	1.2%	5	6.2%	6	7.4%	12	14.8%	11	13.6%	4	4.9%	42	51.9%
San Diego	3	4.2%	1	1.4%	1	1.4%	0	0.0%	11	15.3%	2	2.8%	3	4.2%	10	13.9%	6	8.3%	35	48.6%
San Gabriel/Pomona	2	2.6%	0	0.0%	0	0.0%	0	0.0%	11	14.1%	2	2.6%	6	7.7%	12	15.4%	7	9.0%	38	48.7%
South Central LA	2	2.4%	0	0.0%	2	2.4%	2	2.4%	6	7.3%	5	6.1%	7	8.5%	13	15.9%	4	4.9%	41	50.0%
Tri-Counties	1	1.3%	0	0.0%	2	2.5%	0	0.0%	7	8.8%	4	5.0%	6	7.5%	21	26.3%	5	6.3%	34	42.5%
Valley Mountain	0	0.0%	0	0.0%	0	0.0%	0	0.0%	15	19.7%	1	1.3%	3	3.9%	12	15.8%	2	2.6%	43	56.6%
Westside	1	1.3%	0	0.0%	1	1.3%	1	1.3%	11	14.7%	4	5.3%	8	10.7%	11	14.7%	7	9.3%	31	41.3%

Q20. Social and emotional outcomes

¹ Rows may not sum to 100 percent due to rounding.





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

COGNITIVE OUTCOMES

	Q21																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	4.0%	3	4.0%	12	16.0%	10	13.3%	11	14.7%	36	48.0%
Central Valley	0	0.0%	0	0.0%	0	0.0%	3	4.5%	8	12.1%	2	3.0%	7	10.6%	13	19.7%	5	7.6%	28	42.4%
East Bay	0	0.0%	1	1.2%	2	2.4%	4	4.9%	6	7.3%	5	6.1%	12	14.6%	15	18.3%	8	9.8%	29	35.4%
East Los Angeles	2	2.6%	0	0.0%	1	1.3%	0	0.0%	5	6.4%	5	6.4%	4	5.1%	12	15.4%	11	14.1%	38	48.7%
Far Northern	2	2.9%	0	0.0%	0	0.0%	0	0.0%	6	8.8%	4	5.9%	9	13.2%	12	17.6%	9	13.2%	26	38.2%
Golden Gate	0	0.0%	0	0.0%	0	0.0%	0	0.0%	11	15.3%	5	6.9%	7	9.7%	15	20.8%	8	11.1%	26	36.1%
Harbor	0	0.0%	0	0.0%	1	1.3%	1	1.3%	6	7.8%	4	5.2%	7	9.1%	14	18.2%	6	7.8%	38	49.4%
Inland	1	1.2%	1	1.2%	1	1.2%	0	0.0%	10	12.2%	3	3.7%	4	4.9%	10	12.2%	9	11.0%	43	52.4%
Kern	1	1.3%	0	0.0%	0	0.0%	0	0.0%	6	8.0%	5	6.7%	8	10.7%	6	8.0%	4	5.3%	45	60.0%
Lanterman	1	1.3%	0	0.0%	0	0.0%	1	1.3%	14	18.4%	2	2.6%	12	15.8%	10	13.2%	7	9.2%	29	38.2%
North Bay	0	0.0%	0	0.0%	0	0.0%	2	2.7%	9	12.3%	2	2.7%	11	15.1%	12	16.4%	7	9.6%	30	41.1%
North Los Angeles	3	3.8%	0	0.0%	1	1.3%	0	0.0%	8	10.1%	6	7.6%	9	11.4%	10	12.7%	8	10.1%	34	43.0%
Orange	0	0.0%	1	1.3%	1	1.3%	0	0.0%	12	15.2%	2	2.5%	11	13.9%	17	21.5%	9	11.4%	26	32.9%
Redwood Coast	2	2.9%	0	0.0%	0	0.0%	0	0.0%	6	8.8%	6	8.8%	8	11.8%	17	25.0%	6	8.8%	23	33.8%
San Andreas	1	1.3%	0	0.0%	0	0.0%	0	0.0%	7	8.9%	6	7.6%	9	11.4%	11	13.9%	8	10.1%	37	46.8%
San Diego	2	2.8%	0	0.0%	1	1.4%	2	2.8%	12	16.9%	1	1.4%	8	11.3%	8	11.3%	5	7.0%	32	45.1%
San Gabriel/Pomona	3	4.1%	0	0.0%	0	0.0%	0	0.0%	8	10.8%	3	4.1%	11	14.9%	9	12.2%	5	6.8%	35	47.3%
South Central LA	1	1.2%	1	1.2%	0	0.0%	0	0.0%	13	15.9%	7	8.5%	11	13.4%	15	18.3%	4	4.9%	30	36.6%
Tri-Counties	0	0.0%	2	2.5%	1	1.3%	0	0.0%	13	16.3%	3	3.8%	10	12.5%	16	20.0%	13	16.3%	22	27.5%
Valley Mountain	0	0.0%	0	0.0%	2	2.7%	1	1.4%	12	16.2%	0	0.0%	9	12.2%	8	10.8%	5	6.8%	37	50.0%
Westside	1	1.4%	0	0.0%	0	0.0%	2	2.7%	10	13.5%	2	2.7%	9	12.2%	17	23.0%	7	9.5%	26	35.1%

Q21. Cognitive outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

SPEECH AND LANGUAGE OUTCOMES

	Q22																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	1	1.5%	0	0.0%	2	3.0%	11	16.7%	5	7.6%	11	16.7%	5	7.6%	5	7.6%	26	39.4%
Central Valley	1	1.5%	1	1.5%	2	3.1%	4	6.2%	13	20.0%	5	7.7%	6	9.2%	10	15.4%	5	7.7%	18	27.7%
East Bay	1	1.3%	2	2.5%	3	3.8%	4	5.0%	18	22.5%	10	12.5%	3	3.8%	12	15.0%	3	3.8%	24	30.0%
East Los Angeles	2	2.7%	0	0.0%	1	1.4%	1	1.4%	14	18.9%	4	5.4%	10	13.5%	8	10.8%	5	6.8%	29	39.2%
Far Northern	0	0.0%	0	0.0%	2	3.4%	1	1.7%	10	16.9%	5	8.5%	8	13.6%	5	8.5%	3	5.1%	25	42.4%
Golden Gate	3	4.2%	1	1.4%	1	1.4%	1	1.4%	17	23.6%	4	5.6%	9	12.5%	12	16.7%	5	6.9%	19	26.4%
Harbor	2	2.7%	1	1.4%	1	1.4%	1	1.4%	8	11.0%	5	6.8%	4	5.5%	10	13.7%	8	11.0%	33	45.2%
Inland	1	1.3%	1	1.3%	0	0.0%	2	2.6%	16	20.5%	8	10.3%	6	7.7%	12	15.4%	11	14.1%	21	26.9%
Kern	1	1.4%	2	2.9%	2	2.9%	0	0.0%	14	20.3%	2	2.9%	2	2.9%	7	10.1%	5	7.2%	34	49.3%
Lanterman	3	4.6%	1	1.5%	0	0.0%	2	3.1%	15	23.1%	4	6.2%	9	13.8%	7	10.8%	2	3.1%	22	33.8%
North Bay	1	1.4%	0	0.0%	1	1.4%	4	5.5%	14	19.2%	4	5.5%	9	12.3%	7	9.6%	3	4.1%	30	41.1%
North Los Angeles	2	2.6%	1	1.3%	1	1.3%	1	1.3%	9	11.7%	7	9.1%	8	10.4%	5	6.5%	7	9.1%	36	46.8%
Orange	3	3.8%	2	2.6%	2	2.6%	0	0.0%	16	20.5%	5	6.4%	7	9.0%	13	16.7%	5	6.4%	25	32.1%
Redwood Coast	2	2.8%	1	1.4%	0	0.0%	1	1.4%	13	18.3%	6	8.5%	6	8.5%	10	14.1%	3	4.2%	29	40.8%
San Andreas	0	0.0%	0	0.0%	0	0.0%	0	0.0%	21	26.9%	5	6.4%	9	11.5%	8	10.3%	7	9.0%	28	35.9%
San Diego	5	7.7%	2	3.1%	1	1.5%	0	0.0%	13	20.0%	4	6.2%	9	13.8%	5	7.7%	4	6.2%	22	33.8%
San Gabriel/Pomona	3	4.3%	0	0.0%	1	1.4%	1	1.4%	21	30.0%	6	8.6%	9	12.9%	1	1.4%	3	4.3%	25	35.7%
South Central LA	2	2.6%	2	2.6%	0	0.0%	0	0.0%	24	31.6%	6	7.9%	6	7.9%	7	9.2%	9	11.8%	20	26.3%
Tri-Counties	4	5.1%	0	0.0%	3	3.8%	2	2.6%	16	20.5%	6	7.7%	7	9.0%	10	12.8%	10	12.8%	20	25.6%
Valley Mountain	3	4.2%	1	1.4%	1	1.4%	1	1.4%	14	19.4%	3	4.2%	7	9.7%	12	16.7%	4	5.6%	26	36.1%
Westside	1	1.4%	0	0.0%	1	1.4%	2	2.8%	13	18.3%	4	5.6%	11	15.5%	11	15.5%	5	7.0%	23	32.4%

Q22. Speech and language outcomes

¹ Rows may not sum to 100 percent due to rounding.





2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

PHYSICAL/MOTOR OUTCOMES

	Q23																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	1	1.4%	1	1.4%	7	9.5%	4	5.4%	9	12.2%	14	18.9%	7	9.5%	31	41.9%
Central Valley	1	1.5%	0	0.0%	1	1.5%	4	5.9%	8	11.8%	2	2.9%	5	7.4%	12	17.6%	8	11.8%	27	39.7%
East Bay	2	2.4%	0	0.0%	2	2.4%	1	1.2%	11	13.4%	5	6.1%	11	13.4%	17	20.7%	4	4.9%	29	35.4%
East Los Angeles	0	0.0%	0	0.0%	1	1.3%	0	0.0%	5	6.5%	2	2.6%	4	5.2%	13	16.9%	8	10.4%	44	57.1%
Far Northern	1	1.4%	0	0.0%	0	0.0%	1	1.4%	1	1.4%	3	4.3%	3	4.3%	9	12.9%	13	18.6%	39	55.7%
Golden Gate	1	1.4%	0	0.0%	1	1.4%	1	1.4%	10	14.1%	3	4.2%	7	9.9%	14	19.7%	5	7.0%	29	40.8%
Harbor	0	0.0%	0	0.0%	0	0.0%	0	0.0%	6	8.1%	2	2.7%	8	10.8%	12	16.2%	8	10.8%	38	51.4%
Inland	1	1.3%	0	0.0%	1	1.3%	0	0.0%	7	8.9%	0	0.0%	2	2.5%	15	19.0%	7	8.9%	46	58.2%
Kern	1	1.3%	0	0.0%	0	0.0%	2	2.6%	4	5.1%	4	5.1%	7	9.0%	7	9.0%	8	10.3%	45	57.7%
Lanterman	0	0.0%	0	0.0%	0	0.0%	1	1.3%	5	6.7%	7	9.3%	5	6.7%	11	14.7%	9	12.0%	37	49.3%
North Bay	0	0.0%	0	0.0%	0	0.0%	0	0.0%	7	9.6%	2	2.7%	5	6.8%	16	21.9%	8	11.0%	35	47.9%
North Los Angeles	0	0.0%	0	0.0%	1	1.4%	0	0.0%	10	13.5%	5	6.8%	2	2.7%	11	14.9%	8	10.8%	37	50.0%
Orange	2	2.5%	0	0.0%	0	0.0%	2	2.5%	6	7.6%	5	6.3%	10	12.7%	13	16.5%	9	11.4%	32	40.5%
Redwood Coast	2	2.9%	0	0.0%	0	0.0%	0	0.0%	9	12.9%	6	8.6%	3	4.3%	18	25.7%	6	8.6%	26	37.1%
San Andreas	0	0.0%	0	0.0%	0	0.0%	1	1.3%	11	14.1%	3	3.8%	13	16.7%	11	14.1%	6	7.7%	33	42.3%
San Diego	5	7.0%	0	0.0%	0	0.0%	2	2.8%	6	8.5%	3	4.2%	5	7.0%	11	15.5%	6	8.5%	33	46.5%
San Gabriel/Pomona	2	2.7%	0	0.0%	1	1.4%	0	0.0%	7	9.5%	1	1.4%	6	8.1%	6	8.1%	10	13.5%	41	55.4%
South Central LA	0	0.0%	0	0.0%	3	3.7%	1	1.2%	7	8.5%	2	2.4%	12	14.6%	11	13.4%	6	7.3%	40	48.8%
Tri-Counties	1	1.2%	0	0.0%	2	2.5%	0	0.0%	9	11.1%	2	2.5%	8	9.9%	10	12.3%	16	19.8%	33	40.7%
Valley Mountain	1	1.3%	0	0.0%	1	1.3%	2	2.7%	11	14.7%	3	4.0%	5	6.7%	5	6.7%	3	4.0%	44	58.7%
Westside	2	2.6%	1	1.3%	0	0.0%	1	1.3%	4	5.3%	5	6.6%	5	6.6%	11	14.5%	16	21.1%	31	40.8%

Q23. Physical/motor outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

ADAPTIVE SKILL OUTCOMES

	Q24																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	1	1.5%	8	11.8%	2	2.9%	9	13.2%	13	19.1%	11	16.2%	24	35.3%
Central Valley	0	0.0%	0	0.0%	3	4.6%	1	1.5%	8	12.3%	5	7.7%	5	7.7%	14	21.5%	6	9.2%	23	35.4%
East Bay	3	3.8%	0	0.0%	2	2.5%	0	0.0%	18	22.8%	3	3.8%	9	11.4%	11	13.9%	9	11.4%	24	30.4%
East Los Angeles	1	1.3%	1	1.3%	0	0.0%	0	0.0%	6	7.6%	4	5.1%	8	10.1%	9	11.4%	7	8.9%	43	54.4%
Far Northern	1	1.4%	0	0.0%	0	0.0%	0	0.0%	4	5.7%	3	4.3%	6	8.6%	15	21.4%	9	12.9%	32	45.7%
Golden Gate	2	3.0%	0	0.0%	0	0.0%	0	0.0%	18	26.9%	3	4.5%	7	10.4%	10	14.9%	5	7.5%	22	32.8%
Harbor	1	1.4%	0	0.0%	3	4.1%	0	0.0%	6	8.2%	3	4.1%	6	8.2%	11	15.1%	9	12.3%	34	46.6%
Inland	2	2.5%	0	0.0%	0	0.0%	0	0.0%	8	10.0%	5	6.3%	6	7.5%	15	18.8%	10	12.5%	34	42.5%
Kern	1	1.3%	1	1.3%	0	0.0%	0	0.0%	4	5.2%	5	6.5%	6	7.8%	13	16.9%	3	3.9%	44	57.1%
Lanterman	1	1.4%	0	0.0%	0	0.0%	1	1.4%	14	19.2%	4	5.5%	11	15.1%	10	13.7%	8	11.0%	24	32.9%
North Bay	1	1.4%	0	0.0%	0	0.0%	1	1.4%	11	14.9%	3	4.1%	9	12.2%	12	16.2%	8	10.8%	29	39.2%
North Los Angeles	1	1.4%	0	0.0%	1	1.4%	2	2.7%	10	13.7%	4	5.5%	7	9.6%	14	19.2%	4	5.5%	30	41.1%
Orange	2	2.5%	1	1.3%	0	0.0%	2	2.5%	10	12.7%	4	5.1%	9	11.4%	17	21.5%	8	10.1%	26	32.9%
Redwood Coast	2	2.9%	0	0.0%	0	0.0%	2	2.9%	10	14.5%	6	8.7%	7	10.1%	13	18.8%	5	7.2%	24	34.8%
San Andreas	0	0.0%	0	0.0%	0	0.0%	1	1.3%	20	26.7%	5	6.7%	9	12.0%	9	12.0%	6	8.0%	25	33.3%
San Diego	4	6.2%	0	0.0%	0	0.0%	2	3.1%	11	16.9%	2	3.1%	3	4.6%	8	12.3%	7	10.8%	28	43.1%
San Gabriel/Pomona	3	4.2%	0	0.0%	1	1.4%	1	1.4%	11	15.3%	3	4.2%	7	9.7%	10	13.9%	3	4.2%	33	45.8%
South Central LA	1	1.2%	1	1.2%	3	3.7%	0	0.0%	18	22.0%	4	4.9%	12	14.6%	10	12.2%	6	7.3%	27	32.9%
Tri-Counties	4	5.1%	0	0.0%	1	1.3%	2	2.5%	10	12.7%	4	5.1%	8	10.1%	10	12.7%	13	16.5%	27	34.2%
Valley Mountain	1	1.3%	0	0.0%	1	1.3%	1	1.3%	12	16.0%	4	5.3%	6	8.0%	11	14.7%	6	8.0%	33	44.0%
Westside	1	1.4%	0	0.0%	0	0.0%	1	1.4%	10	13.7%	4	5.5%	8	11.0%	13	17.8%	10	13.7%	26	35.6%

Q24. Adaptive skill outcomes

¹ Rows may not sum to 100 percent due to rounding.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES BY REGIONAL CENTER

OVERALL QUALITY OF LIFE OUTCOMES

	Q25																			
	Score 1		Score 2		Score 3		Score 4		Score 5		Score 6		Score 7		Score 8		Score 9		Score 10	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Alta	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	2.7%	2	2.7%	7	9.6%	18	24.7%	10	13.7%	34	46.6%
Central Valley	0	0.0%	0	0.0%	0	0.0%	3	4.4%	9	13.2%	5	7.4%	6	8.8%	9	13.2%	8	11.8%	28	41.2%
East Bay	1	1.2%	0	0.0%	2	2.5%	0	0.0%	10	12.3%	4	4.9%	10	12.3%	14	17.3%	8	9.9%	32	39.5%
East Los Angeles	0	0.0%	1	1.3%	0	0.0%	0	0.0%	3	3.8%	1	1.3%	7	9.0%	16	20.5%	7	9.0%	43	55.1%
Far Northern	0	0.0%	0	0.0%	0	0.0%	1	1.5%	3	4.4%	2	2.9%	6	8.8%	10	14.7%	9	13.2%	37	54.4%
Golden Gate	0	0.0%	0	0.0%	0	0.0%	0	0.0%	13	16.9%	3	3.9%	10	13.0%	15	19.5%	6	7.8%	30	39.0%
Harbor	0	0.0%	0	0.0%	2	2.6%	2	2.6%	3	3.9%	2	2.6%	5	6.5%	13	16.9%	12	15.6%	38	49.4%
Inland	1	1.2%	0	0.0%	0	0.0%	1	1.2%	4	4.8%	0	0.0%	3	3.6%	13	15.7%	17	20.5%	44	53.0%
Kern	0	0.0%	0	0.0%	0	0.0%	1	1.3%	5	6.7%	4	5.3%	2	2.7%	10	13.3%	11	14.7%	42	56.0%
Lanterman	1	1.3%	0	0.0%	0	0.0%	2	2.6%	4	5.2%	2	2.6%	7	9.1%	18	23.4%	5	6.5%	38	49.4%
North Bay	0	0.0%	0	0.0%	0	0.0%	1	1.3%	8	10.5%	3	3.9%	8	10.5%	11	14.5%	7	9.2%	38	50.0%
North Los Angeles	0	0.0%	0	0.0%	1	1.3%	1	1.3%	10	12.7%	3	3.8%	8	10.1%	17	21.5%	8	10.1%	31	39.2%
Orange	0	0.0%	0	0.0%	0	0.0%	1	1.2%	10	12.3%	4	4.9%	11	13.6%	11	13.6%	10	12.3%	34	42.0%
Redwood Coast	1	1.4%	0	0.0%	0	0.0%	0	0.0%	5	6.9%	3	4.2%	10	13.9%	12	16.7%	6	8.3%	35	48.6%
San Andreas	0	0.0%	0	0.0%	0	0.0%	0	0.0%	8	10.0%	7	8.8%	6	7.5%	12	15.0%	11	13.8%	36	45.0%
San Diego	3	4.2%	1	1.4%	0	0.0%	0	0.0%	9	12.5%	0	0.0%	5	6.9%	10	13.9%	8	11.1%	36	50.0%
San Gabriel/Pomona	1	1.3%	0	0.0%	1	1.3%	1	1.3%	5	6.3%	0	0.0%	12	15.2%	14	17.7%	3	3.8%	42	53.2%
South Central LA	0	0.0%	1	1.3%	1	1.3%	0	0.0%	6	7.5%	1	1.3%	8	10.0%	18	22.5%	6	7.5%	39	48.8%
Tri-Counties	2	2.6%	0	0.0%	1	1.3%	1	1.3%	11	14.3%	1	1.3%	7	9.1%	16	20.8%	12	15.6%	26	33.8%
Valley Mountain	0	0.0%	0	0.0%	1	1.3%	0	0.0%	9	12.0%	3	4.0%	5	6.7%	12	16.0%	9	12.0%	36	48.0%
Westside	0	0.0%	0	0.0%	1	1.3%	0	0.0%	8	10.3%	6	7.7%	6	7.7%	16	20.5%	12	15.4%	29	37.2%

Q25. Overall quality of life outcomes

¹ Rows may not sum to 100 percent due to rounding.



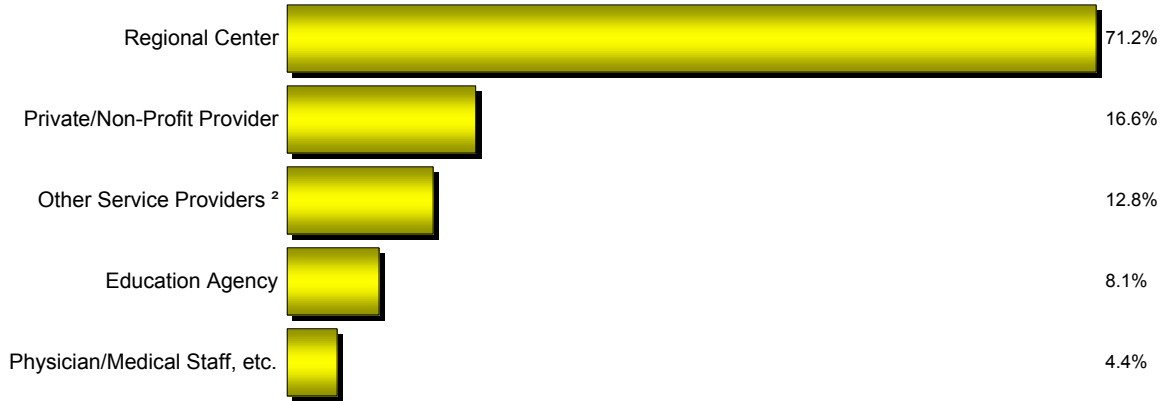


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR TOTAL DDS RESPONDENTS

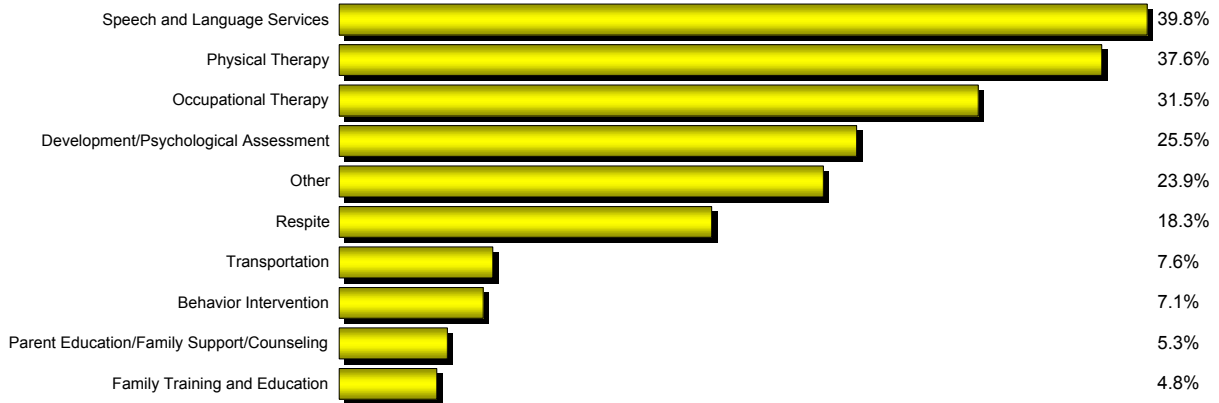
SERVICE PROVIDER ¹

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES ¹

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER ¹

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ²
Physical Therapy	64.7%	18.1%	4.1%	4.1%	9.2%
Parent Education/Family Support/Counseling	56.8%	15.3%	7.6%	5.9%	14.4%
Development/Psychological Assessment	63.7%	14.8%	6.3%	6.7%	8.5%
Transportation	60.8%	15.8%	8.8%	6.4%	8.2%
Respite	61.6%	16.2%	8.1%	4.5%	9.6%
Occupational Therapy	61.5%	17.7%	6.1%	4.9%	9.7%
Speech and Language Services	59.6%	16.3%	9.0%	4.2%	10.9%
Family Training and Education	58.4%	15.9%	6.2%	9.7%	9.7%
Behavior Intervention	63.3%	14.6%	7.6%	4.4%	10.1%
Other	53.2%	15.4%	8.7%	4.2%	18.5%

¹ The Percents here are regional center average percents to provide an indication of relative statewide patterns these are multiple response items so sum of the percents may not equal sum of the categories and do not total 100 percent

² Family Resource Centers account for 1.9 percent; balance of other providers was 10.9 percent

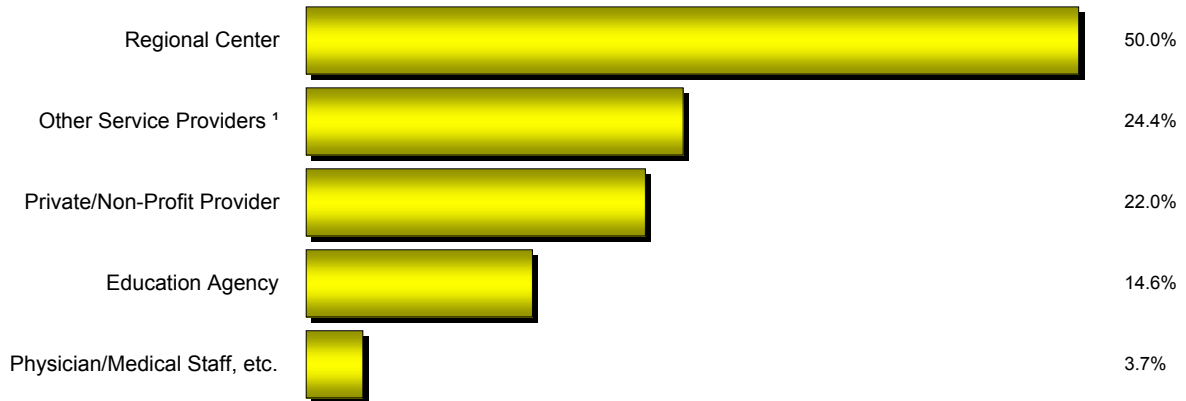


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR ALTA

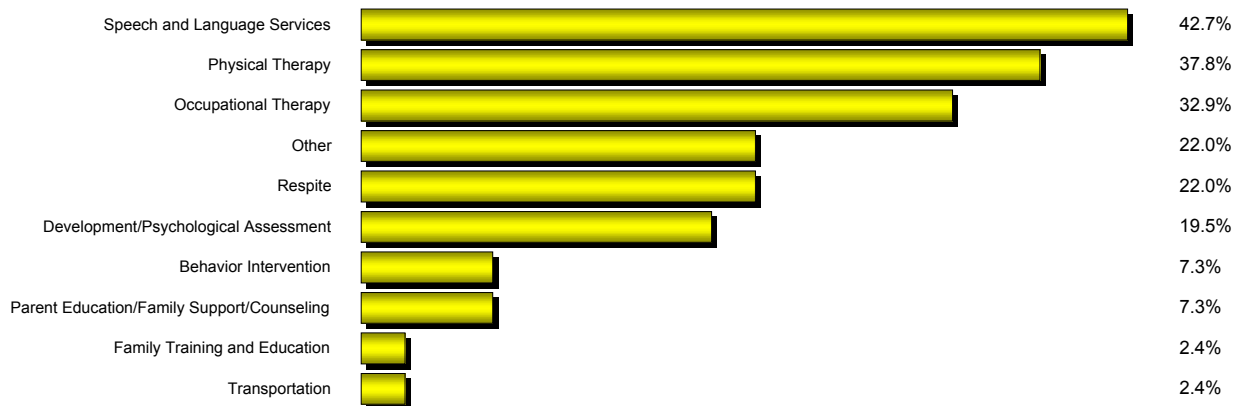
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	38.9%	16.7%	8.3%	2.8%	33.3%
Parent Education/Family Support/Counseling	57.1%	14.3%	14.3%	0.0%	14.3%
Development/Psychological Assessment	58.8%	11.8%	11.8%	0.0%	17.6%
Transportation	50.0%	0.0%	0.0%	0.0%	50.0%
Respite	42.9%	23.8%	9.5%	4.8%	19.0%
Occupational Therapy	52.8%	22.2%	11.1%	2.8%	11.1%
Speech and Language Services	50.0%	16.7%	14.3%	2.4%	16.7%
Family Training and Education	0.0%	33.3%	0.0%	33.3%	33.3%
Behavior Intervention	50.0%	0.0%	25.0%	0.0%	25.0%
Other	23.8%	28.6%	19.0%	4.8%	23.8%

¹ Family Resource Centers are included in other service providers.

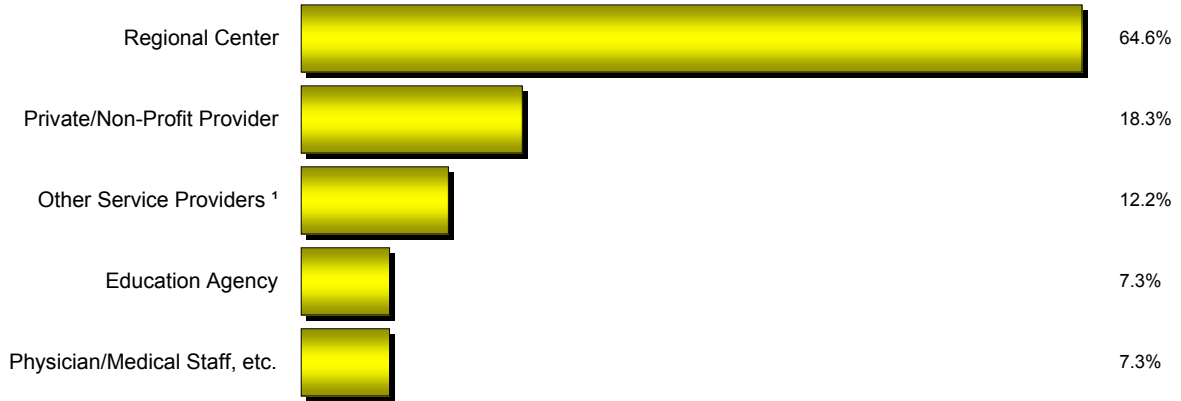


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR CENTRAL VALLEY

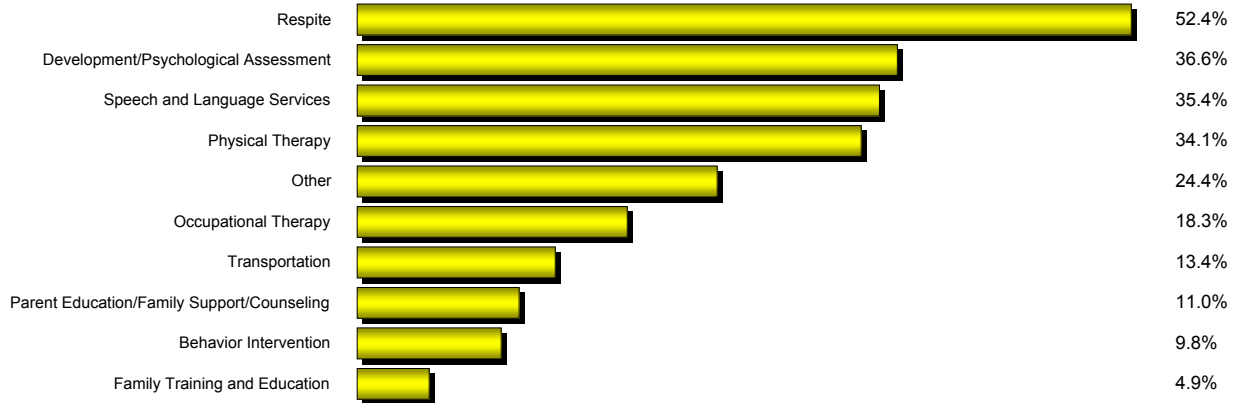
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	67.7%	16.1%	3.2%	9.7%	3.2%
Parent Education/Family Support/Counseling	66.7%	22.2%	0.0%	11.1%	0.0%
Development/Psychological Assessment	66.7%	16.7%	5.6%	5.6%	5.6%
Transportation	72.7%	18.2%	9.1%	0.0%	0.0%
Respite	63.5%	15.4%	5.8%	7.7%	7.7%
Occupational Therapy	45.0%	30.0%	5.0%	15.0%	5.0%
Speech and Language Services	50.0%	21.9%	6.3%	3.1%	18.8%
Family Training and Education	60.0%	20.0%	20.0%	0.0%	0.0%
Behavior Intervention	54.5%	27.3%	9.1%	0.0%	9.1%
Other	54.2%	25.0%	8.3%	4.2%	8.3%

¹ Family Resource Centers are included in other service providers.

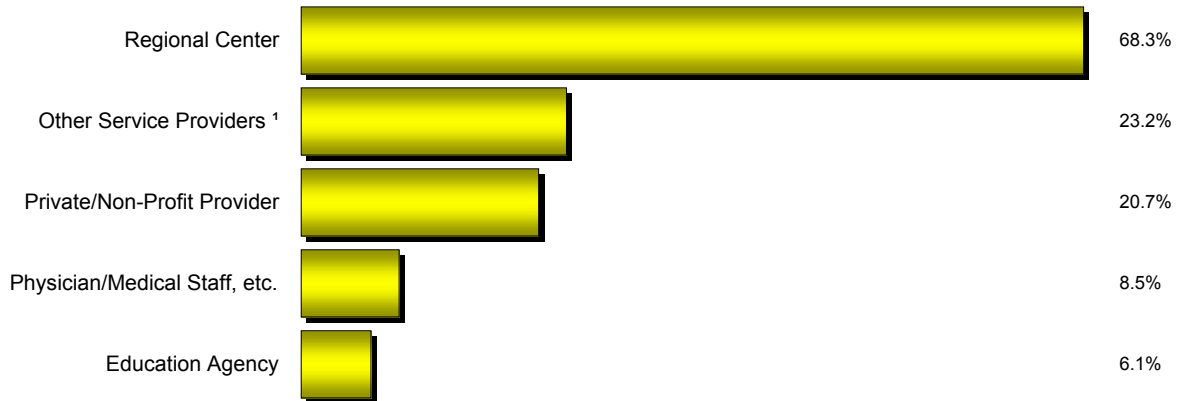


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR EAST BAY

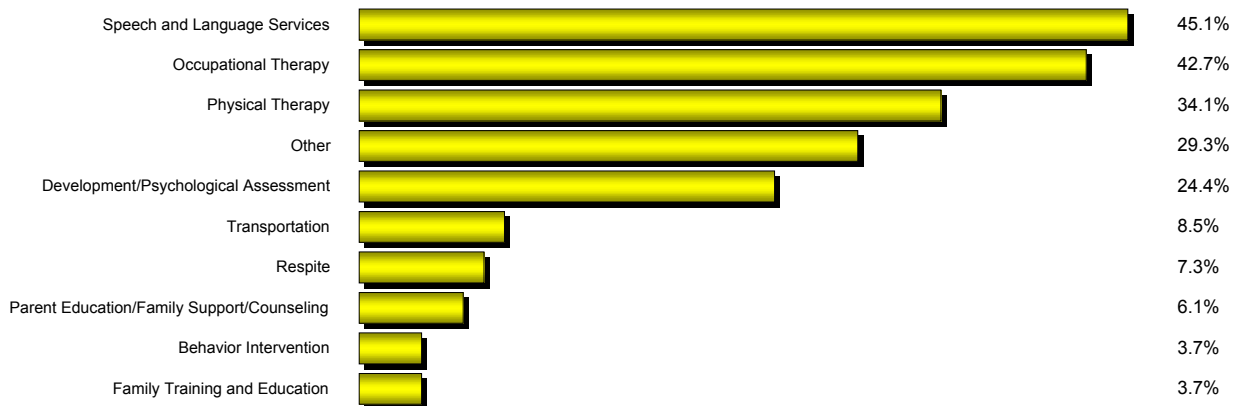
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	58.5%	14.6%	2.4%	9.8%	14.6%
Parent Education/Family Support/Counseling	42.9%	14.3%	0.0%	14.3%	28.6%
Development/Psychological Assessment	54.8%	12.9%	6.5%	9.7%	16.1%
Transportation	50.0%	16.7%	0.0%	16.7%	16.7%
Respite	28.6%	14.3%	0.0%	14.3%	42.9%
Occupational Therapy	45.7%	19.6%	4.3%	13.0%	17.4%
Speech and Language Services	48.9%	19.1%	8.5%	8.5%	14.9%
Family Training and Education	50.0%	0.0%	16.7%	16.7%	16.7%
Behavior Intervention	100%	0.0%	0.0%	0.0%	0.0%
Other	40.0%	13.3%	6.7%	6.7%	33.3%

¹ Family Resource Centers are included in other service providers.

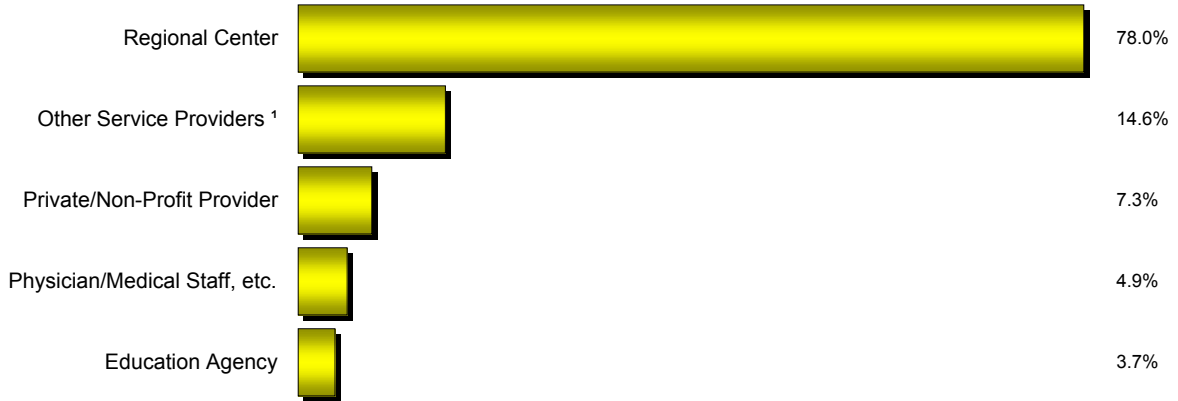


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ANALYSIS OF EARLY START SERVICES FOR EAST LOS ANGELES

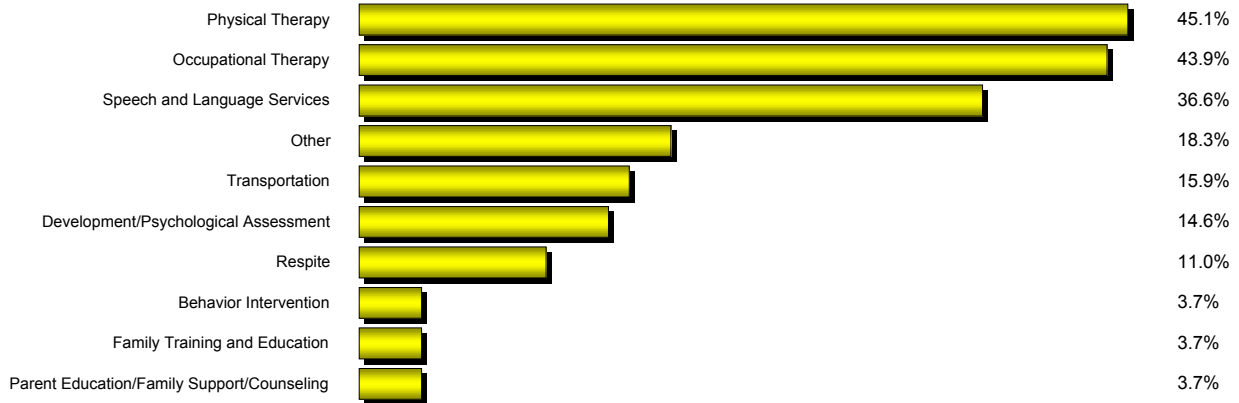
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	76.2%	7.1%	2.4%	4.8%	9.5%
Parent Education/Family Support/Counseling	66.7%	0.0%	0.0%	0.0%	33.3%
Development/Psychological Assessment	50.0%	15.0%	5.0%	15.0%	15.0%
Transportation	57.9%	10.5%	5.3%	10.5%	15.8%
Respite	72.7%	0.0%	0.0%	9.1%	18.2%
Occupational Therapy	71.4%	9.5%	4.8%	4.8%	9.5%
Speech and Language Services	62.9%	8.6%	5.7%	5.7%	17.1%
Family Training and Education	75.0%	0.0%	0.0%	0.0%	25.0%
Behavior Intervention	75.0%	0.0%	0.0%	0.0%	25.0%
Other	52.9%	11.8%	0.0%	0.0%	35.3%

¹ Family Resource Centers are included in other service providers.

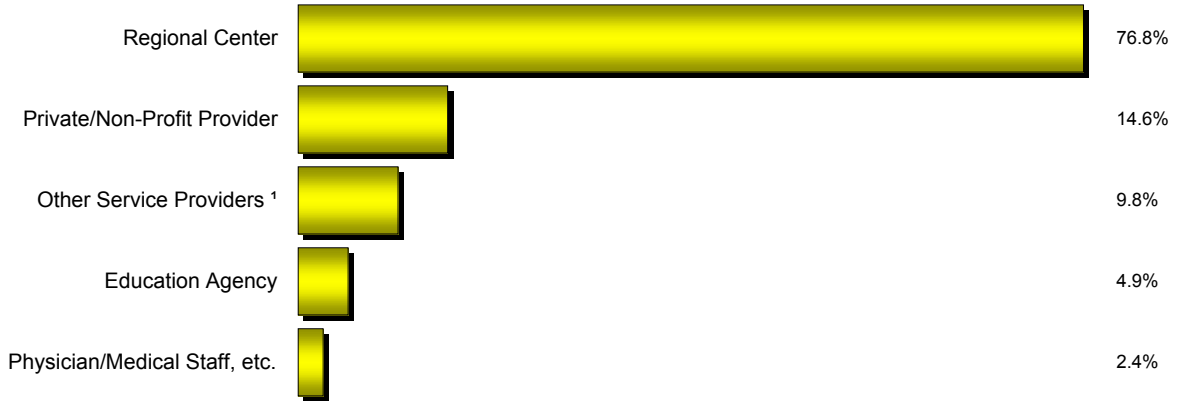


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ANALYSIS OF EARLY START SERVICES FOR FAR NORTHERN

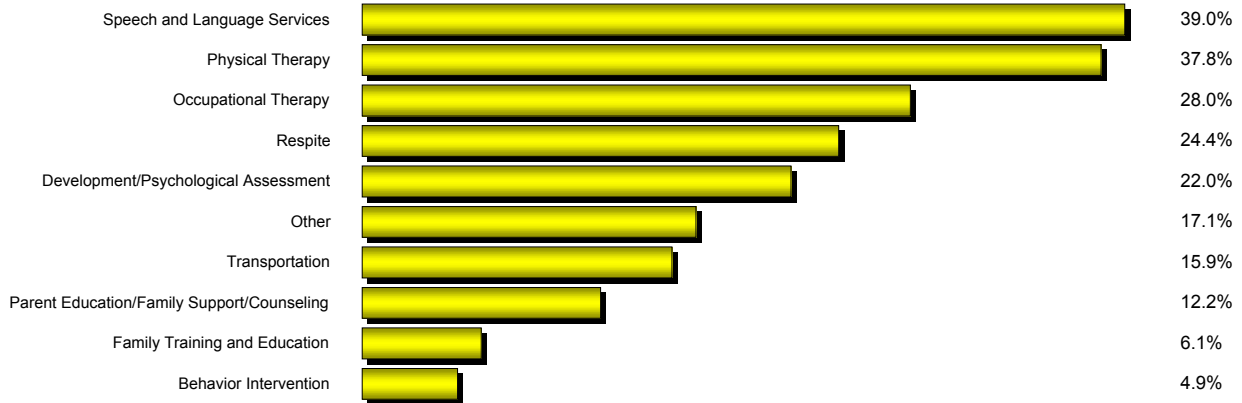
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	65.0%	20.0%	2.5%	5.0%	7.5%
Parent Education/Family Support/Counseling	69.2%	15.4%	0.0%	7.7%	7.7%
Development/Psychological Assessment	71.4%	19.0%	4.8%	4.8%	0.0%
Transportation	57.1%	19.0%	4.8%	9.5%	9.5%
Respite	73.1%	15.4%	3.8%	3.8%	3.8%
Occupational Therapy	70.4%	18.5%	3.7%	3.7%	3.7%
Speech and Language Services	68.4%	10.5%	7.9%	5.3%	7.9%
Family Training and Education	57.1%	0.0%	0.0%	28.6%	14.3%
Behavior Intervention	66.7%	16.7%	0.0%	16.7%	0.0%
Other	70.6%	11.8%	11.8%	0.0%	5.9%

¹ Family Resource Centers are included in other service providers.

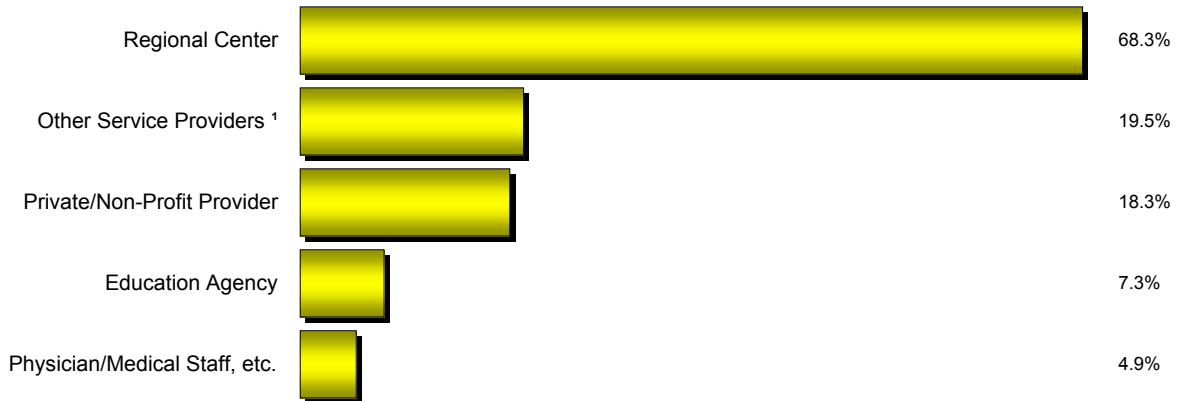


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR GOLDEN GATE

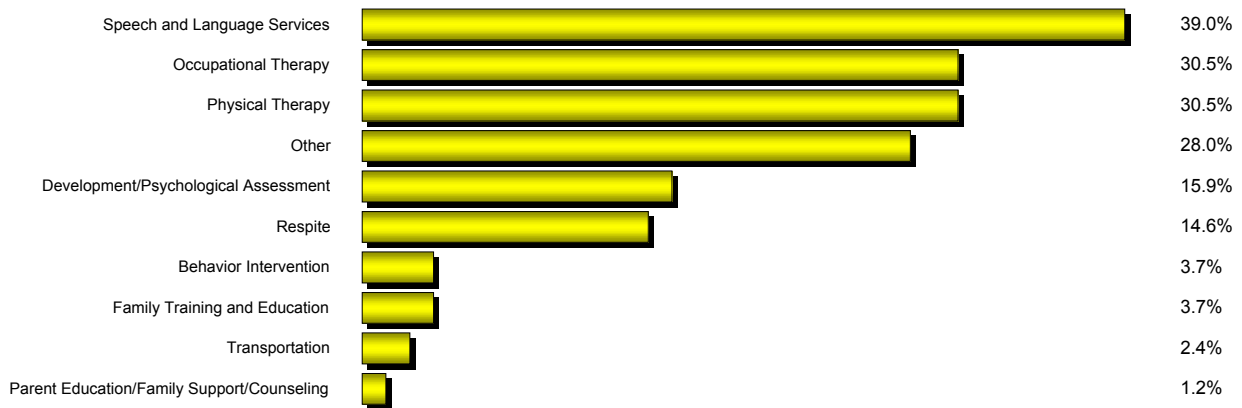
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	48.5%	27.3%	6.1%	6.1%	12.1%
Parent Education/Family Support/Counseling	0.0%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	52.9%	17.6%	5.9%	11.8%	11.8%
Transportation	50.0%	0.0%	0.0%	25.0%	25.0%
Respite	57.9%	15.8%	10.5%	5.3%	10.5%
Occupational Therapy	50.0%	18.4%	10.5%	10.5%	10.5%
Speech and Language Services	50.0%	15.0%	5.0%	7.5%	22.5%
Family Training and Education	60.0%	0.0%	0.0%	20.0%	20.0%
Behavior Intervention	100%	0.0%	0.0%	0.0%	0.0%
Other	51.5%	12.1%	12.1%	3.0%	21.2%

¹ Family Resource Centers are included in other service providers.



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ANALYSIS OF EARLY START SERVICES FOR HARBOR

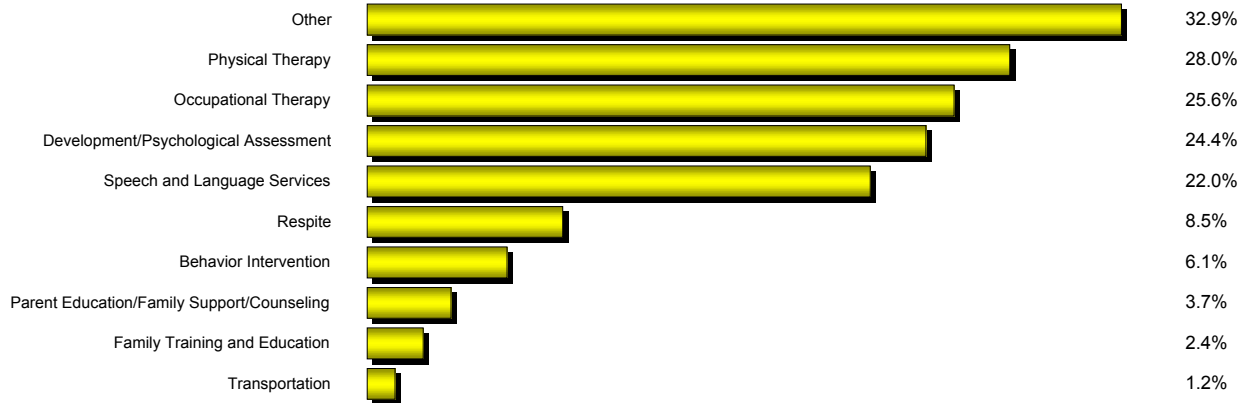
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	80.8%	7.7%	3.8%	3.8%	3.8%
Parent Education/Family Support/Counseling	66.7%	33.3%	0.0%	0.0%	0.0%
Development/Psychological Assessment	89.5%	0.0%	0.0%	0.0%	10.5%
Transportation	100%	0.0%	0.0%	0.0%	0.0%
Respite	50.0%	0.0%	37.5%	0.0%	12.5%
Occupational Therapy	76.0%	8.0%	4.0%	0.0%	12.0%
Speech and Language Services	68.4%	10.5%	15.8%	0.0%	5.3%
Family Training and Education	50.0%	0.0%	0.0%	0.0%	50.0%
Behavior Intervention	83.3%	16.7%	0.0%	0.0%	0.0%
Other	64.0%	12.0%	8.0%	4.0%	12.0%

¹ Family Resource Centers are included in other service providers.

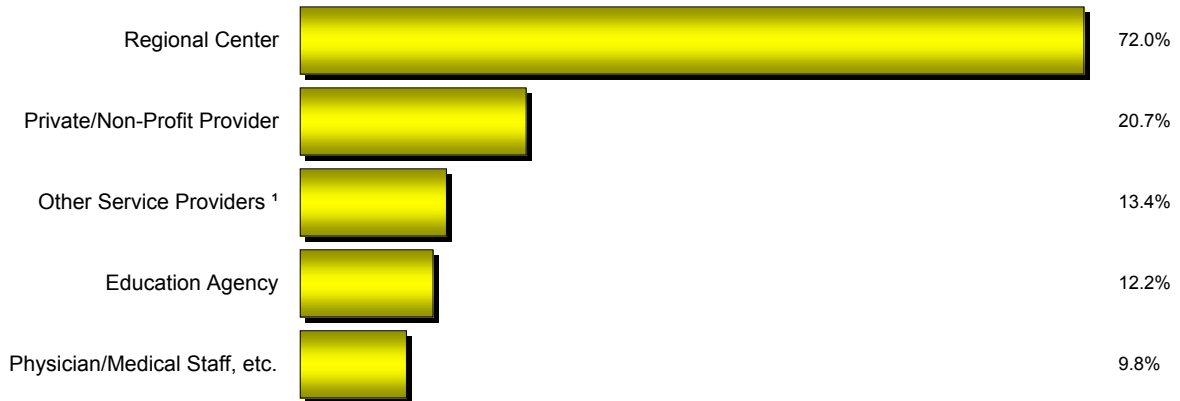


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ANALYSIS OF EARLY START SERVICES FOR INLAND

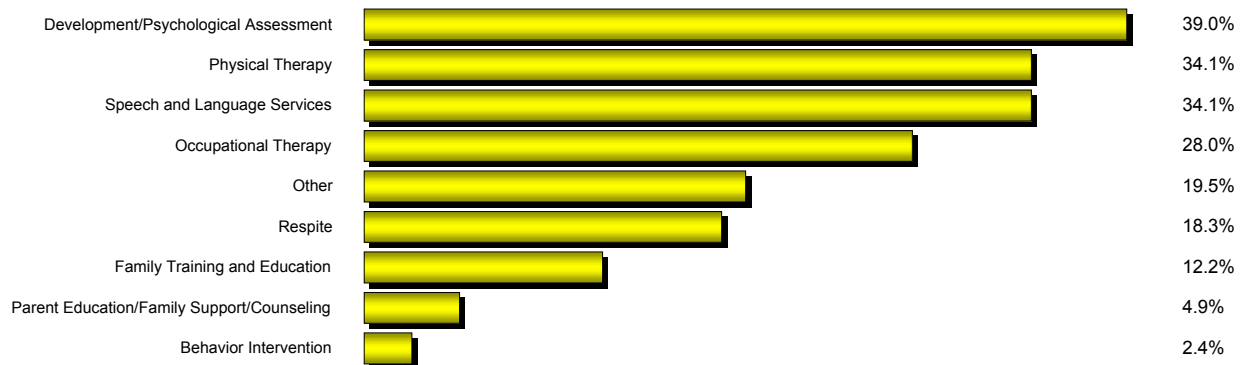
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



No respondents reported for Transportation, so that category is not shown.

EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	47.6%	31.0%	0.0%	9.5%	11.9%
Parent Education/Family Support/Counseling	44.4%	11.1%	11.1%	22.2%	11.1%
Development/Psychological Assessment	55.6%	15.6%	2.2%	15.6%	11.1%
Transportation	0.0%	0.0%	0.0%	0.0%	0.0%
Respite	44.0%	16.0%	12.0%	12.0%	16.0%
Occupational Therapy	50.0%	26.5%	2.9%	8.8%	11.8%
Speech and Language Services	53.8%	17.9%	10.3%	7.7%	10.3%
Family Training and Education	43.8%	25.0%	6.3%	12.5%	12.5%
Behavior Intervention	40.0%	20.0%	0.0%	20.0%	20.0%
Other	52.4%	9.5%	4.8%	14.3%	19.0%

¹ Family Resource Centers are included in other service providers.

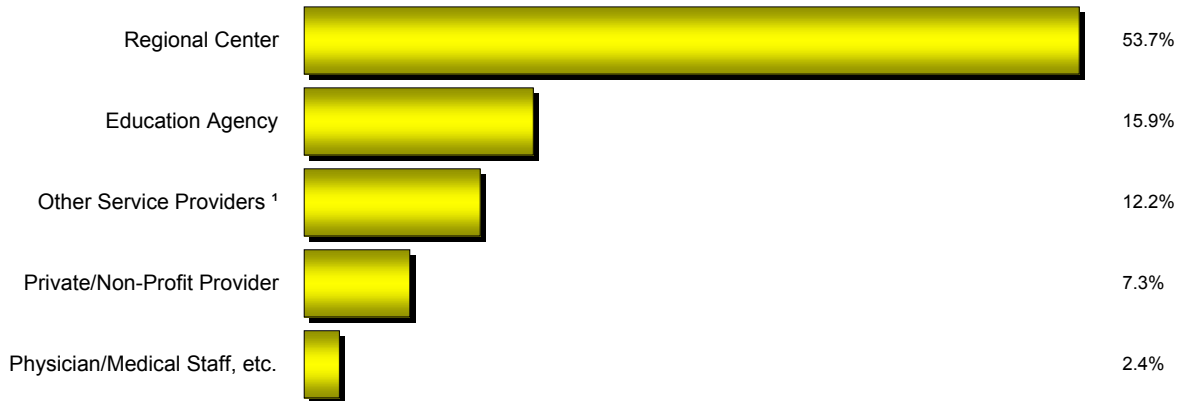


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ANALYSIS OF EARLY START SERVICES FOR KERN

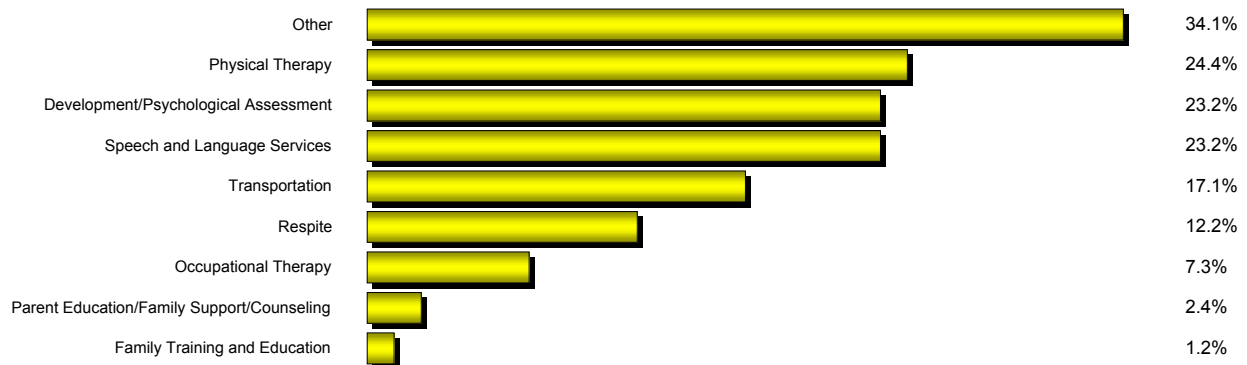
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



No respondents reported for Behavior Intervention, so that category is not shown.

EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	58.8%	5.9%	11.8%	5.9%	17.6%
Parent Education/Family Support/Counseling	33.3%	33.3%	33.3%	0.0%	0.0%
Development/Psychological Assessment	61.1%	5.6%	22.2%	5.6%	5.6%
Transportation	64.3%	14.3%	14.3%	0.0%	7.1%
Respite	60.0%	10.0%	20.0%	0.0%	10.0%
Occupational Therapy	57.1%	14.3%	14.3%	0.0%	14.3%
Speech and Language Services	47.4%	15.8%	26.3%	5.3%	5.3%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	0.0%	0.0%	0.0%	0.0%	0.0%
Other	44.0%	8.0%	20.0%	0.0%	28.0%

¹ Family Resource Centers are included in other service providers.

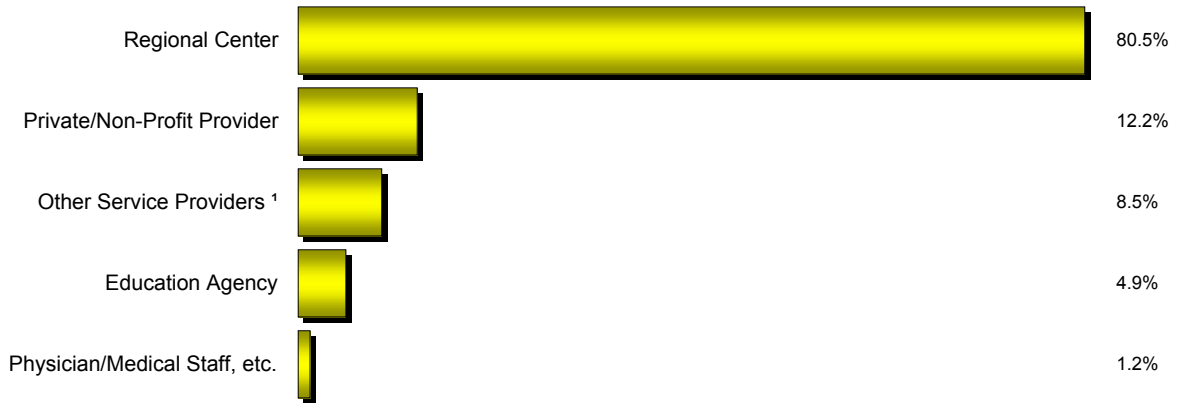


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ANALYSIS OF EARLY START SERVICES FOR LANTERMAN

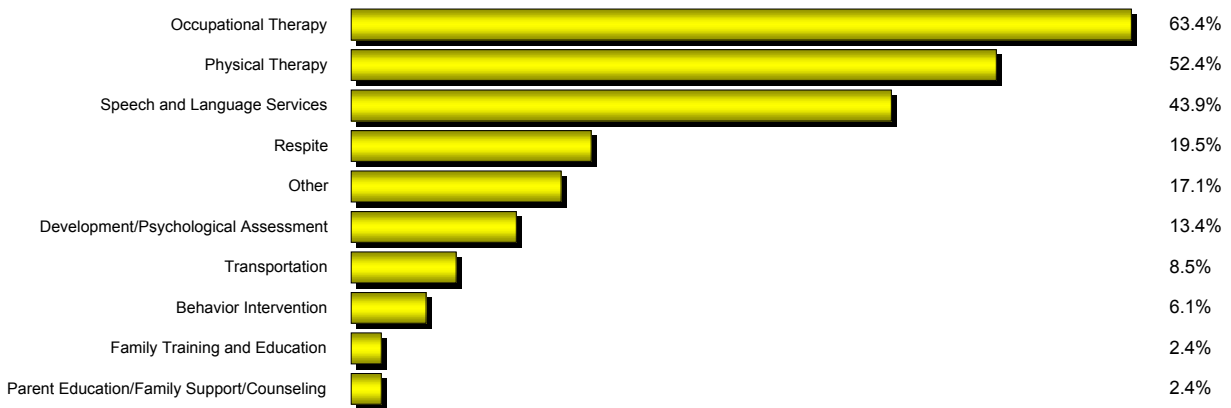
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	76.6%	10.6%	2.1%	0.0%	10.6%
Parent Education/Family Support/Counseling	33.3%	0.0%	0.0%	0.0%	66.7%
Development/Psychological Assessment	81.8%	0.0%	0.0%	0.0%	18.2%
Transportation	62.5%	12.5%	0.0%	0.0%	25.0%
Respite	75.0%	6.3%	6.3%	0.0%	12.5%
Occupational Therapy	74.6%	11.9%	3.4%	1.7%	8.5%
Speech and Language Services	74.4%	9.3%	4.7%	2.3%	9.3%
Family Training and Education	66.7%	0.0%	0.0%	0.0%	33.3%
Behavior Intervention	57.1%	0.0%	14.3%	0.0%	28.6%
Other	70.6%	17.6%	5.9%	0.0%	5.9%

¹ Family Resource Centers are included in other service providers.

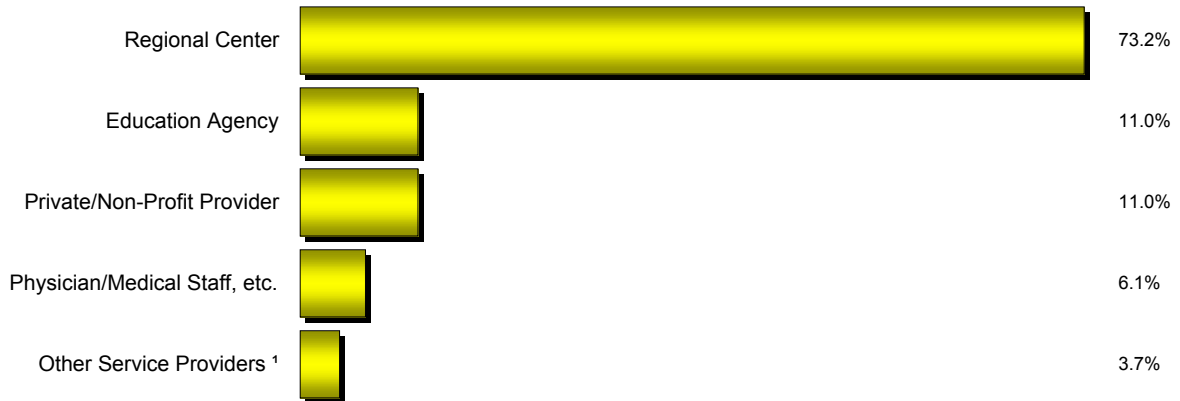


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR NORTH BAY

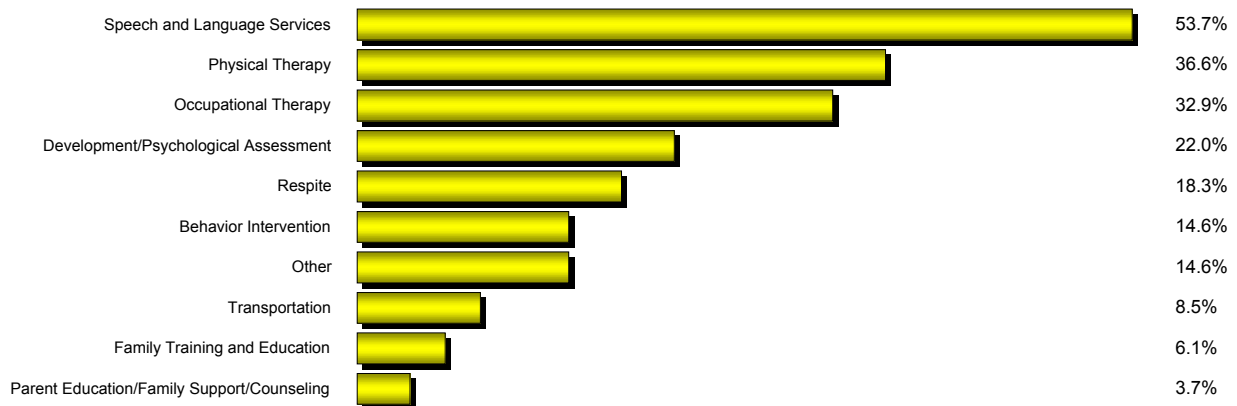
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	71.4%	11.4%	8.6%	5.7%	2.9%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	57.1%	9.5%	9.5%	19.0%	4.8%
Transportation	85.7%	14.3%	0.0%	0.0%	0.0%
Respite	68.4%	10.5%	5.3%	10.5%	5.3%
Occupational Therapy	75.0%	6.3%	9.4%	6.3%	3.1%
Speech and Language Services	73.5%	12.2%	8.2%	4.1%	2.0%
Family Training and Education	71.4%	14.3%	0.0%	14.3%	0.0%
Behavior Intervention	83.3%	8.3%	8.3%	0.0%	0.0%
Other	66.7%	8.3%	16.7%	0.0%	8.3%

¹ Family Resource Centers are included in other service providers.

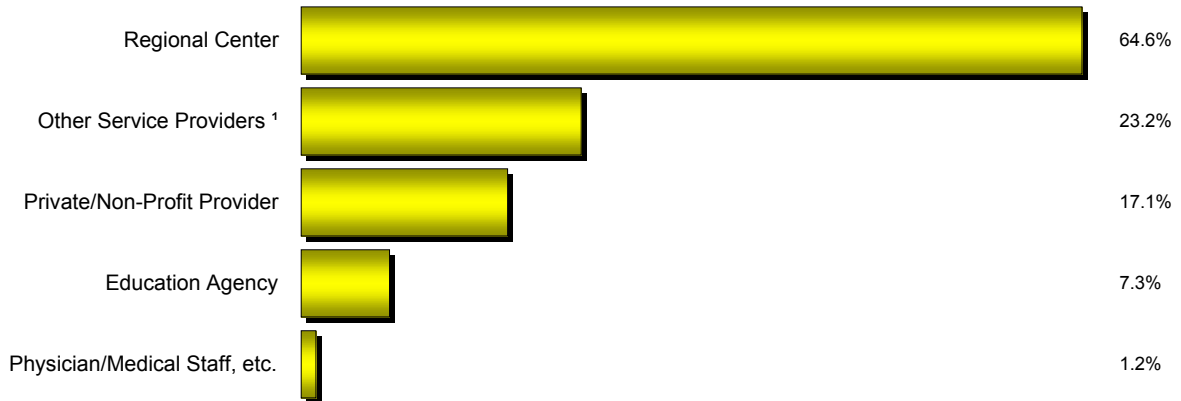


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ANALYSIS OF EARLY START SERVICES FOR NORTH LOS ANGELES

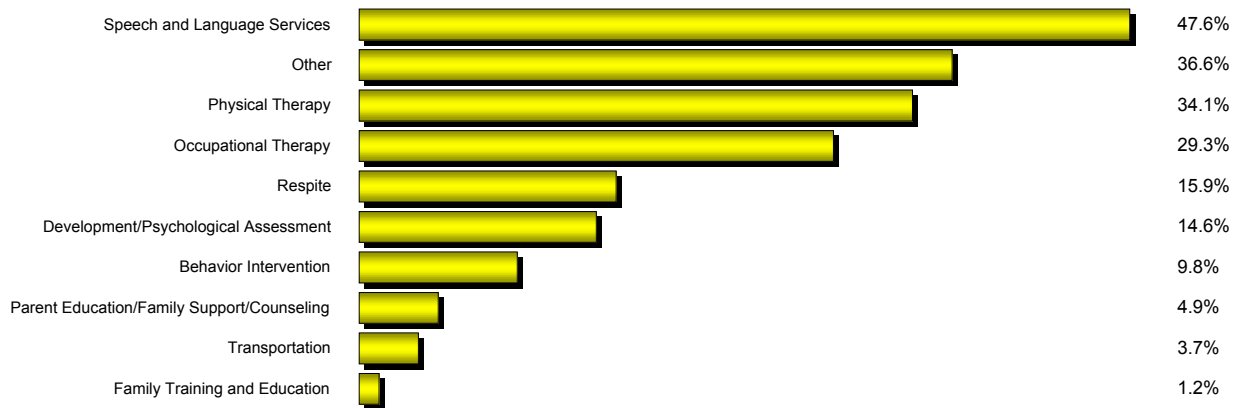
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	68.8%	21.9%	0.0%	0.0%	9.4%
Parent Education/Family Support/Counseling	57.1%	42.9%	0.0%	0.0%	0.0%
Development/Psychological Assessment	38.9%	22.2%	11.1%	5.6%	22.2%
Transportation	100%	0.0%	0.0%	0.0%	0.0%
Respite	44.4%	16.7%	16.7%	0.0%	22.2%
Occupational Therapy	51.5%	21.2%	6.1%	3.0%	18.2%
Speech and Language Services	54.3%	15.2%	6.5%	0.0%	23.9%
Family Training and Education	100%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	42.9%	21.4%	7.1%	7.1%	21.4%
Other	44.8%	13.8%	6.9%	0.0%	34.5%

¹ Family Resource Centers are included in other service providers.

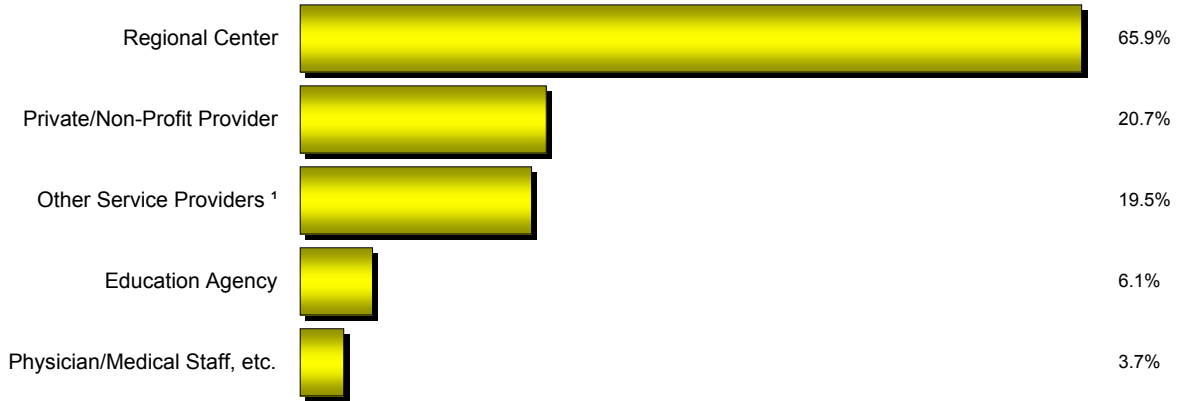


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR ORANGE

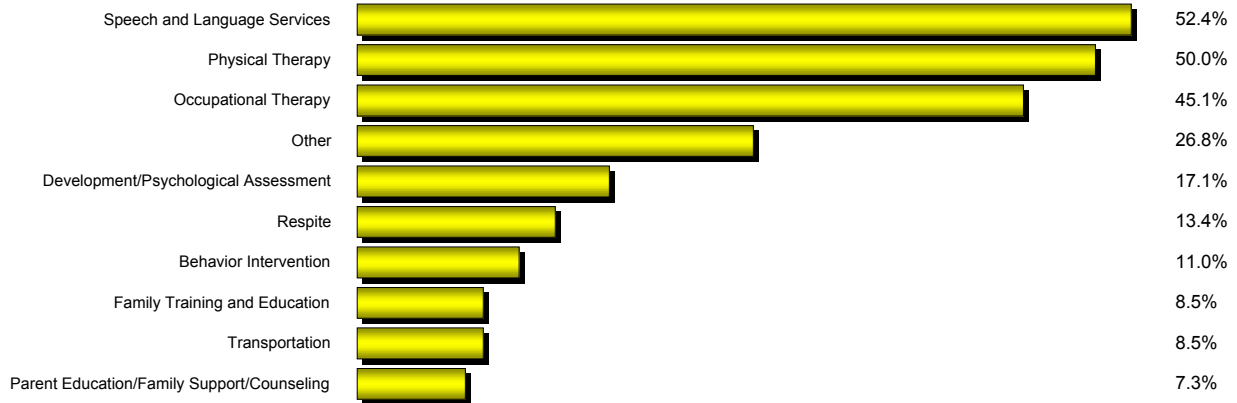
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	59.6%	23.4%	6.4%	2.1%	8.5%
Parent Education/Family Support/Counseling	75.0%	12.5%	0.0%	0.0%	12.5%
Development/Psychological Assessment	73.7%	10.5%	5.3%	5.3%	5.3%
Transportation	70.0%	10.0%	20.0%	0.0%	0.0%
Respite	69.2%	23.1%	0.0%	0.0%	7.7%
Occupational Therapy	54.3%	19.6%	6.5%	2.2%	17.4%
Speech and Language Services	50.9%	20.8%	9.4%	3.8%	15.1%
Family Training and Education	63.6%	27.3%	9.1%	0.0%	0.0%
Behavior Intervention	61.5%	15.4%	15.4%	7.7%	0.0%
Other	54.2%	12.5%	0.0%	8.3%	25.0%

¹ Family Resource Centers are included in other service providers.

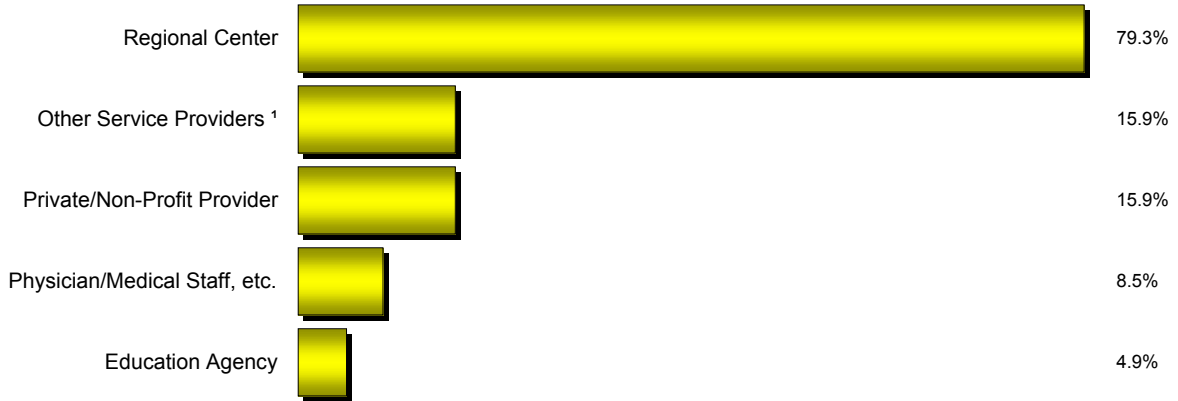


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR REDWOOD COAST

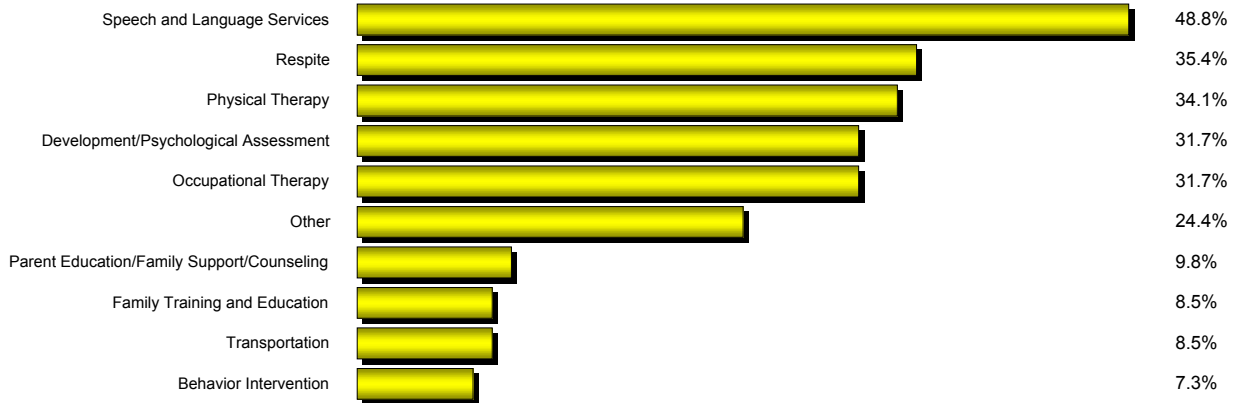
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	77.1%	8.6%	2.9%	2.9%	8.6%
Parent Education/Family Support/Counseling	50.0%	14.3%	7.1%	7.1%	21.4%
Development/Psychological Assessment	52.4%	19.0%	2.4%	9.5%	16.7%
Transportation	66.7%	22.2%	0.0%	11.1%	0.0%
Respite	71.8%	15.4%	0.0%	2.6%	10.3%
Occupational Therapy	75.0%	12.5%	0.0%	6.3%	6.3%
Speech and Language Services	68.5%	13.0%	5.6%	3.7%	9.3%
Family Training and Education	70.0%	10.0%	10.0%	0.0%	10.0%
Behavior Intervention	71.4%	0.0%	14.3%	0.0%	14.3%
Other	55.2%	6.9%	3.4%	10.3%	24.1%

¹ Family Resource Centers are included in other service providers.

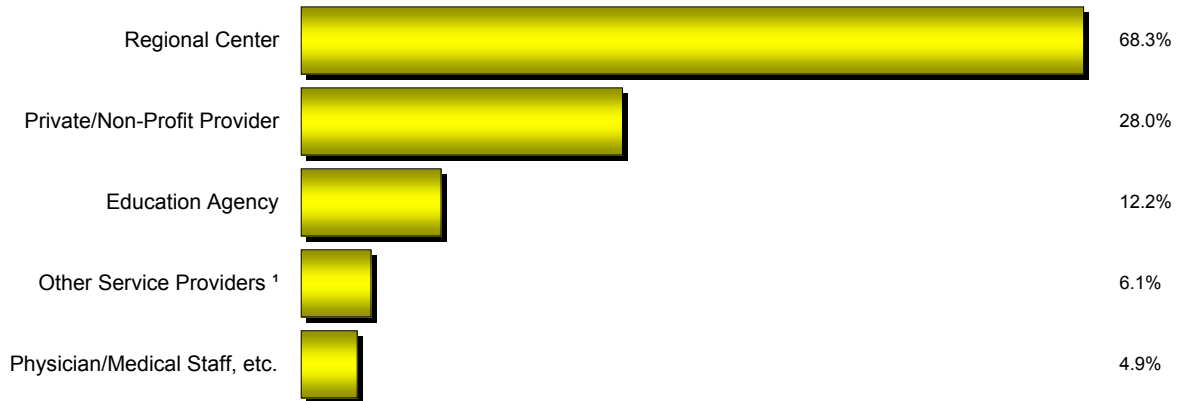


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR SAN ANDREAS

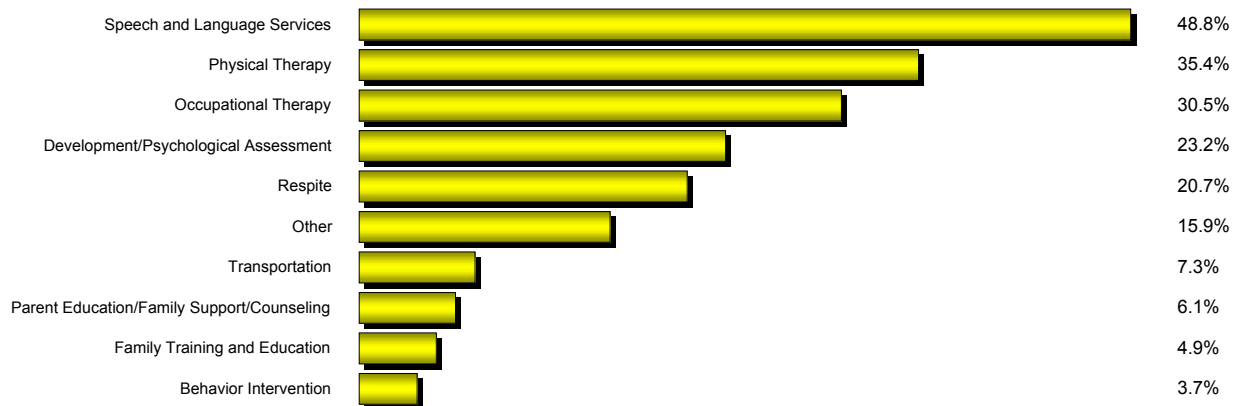
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	60.0%	28.6%	5.7%	2.9%	2.9%
Parent Education/Family Support/Counseling	40.0%	0.0%	40.0%	0.0%	20.0%
Development/Psychological Assessment	58.3%	16.7%	12.5%	8.3%	4.2%
Transportation	57.1%	14.3%	28.6%	0.0%	0.0%
Respite	60.0%	20.0%	15.0%	5.0%	0.0%
Occupational Therapy	50.0%	23.5%	11.8%	8.8%	5.9%
Speech and Language Services	49.0%	22.4%	14.3%	8.2%	6.1%
Family Training and Education	0.0%	50.0%	0.0%	25.0%	25.0%
Behavior Intervention	50.0%	0.0%	0.0%	25.0%	25.0%
Other	60.0%	26.7%	6.7%	0.0%	6.7%

¹ Family Resource Centers are included in other service providers.

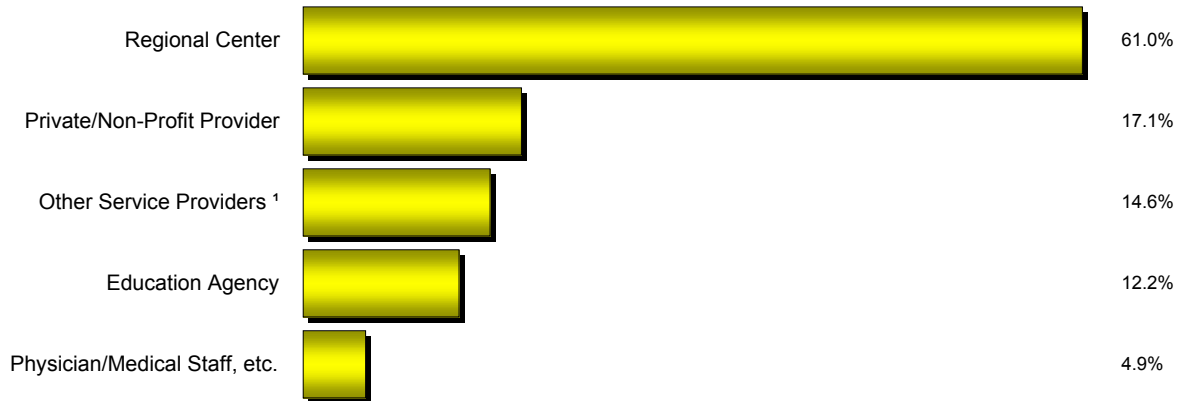


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR SAN DIEGO

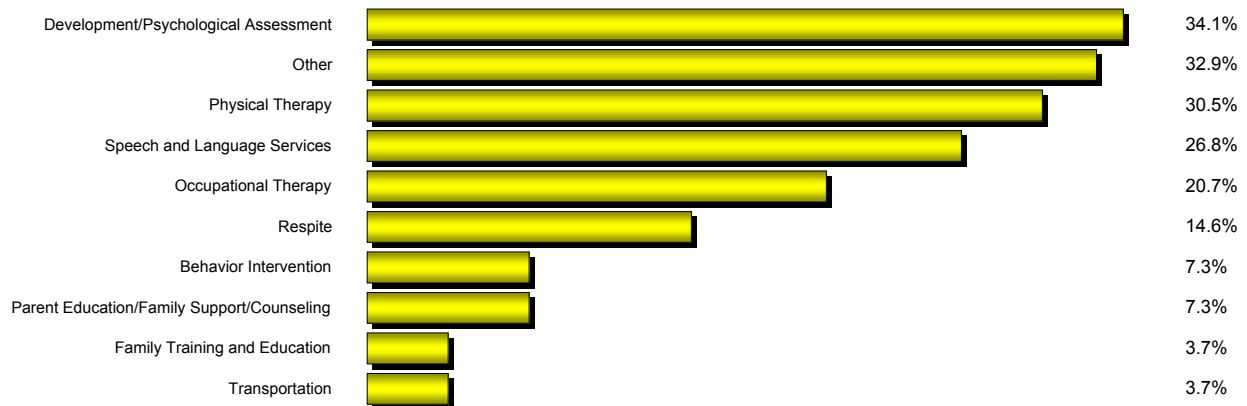
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	48.3%	24.1%	10.3%	3.4%	13.8%
Parent Education/Family Support/Counseling	16.7%	0.0%	16.7%	16.7%	50.0%
Development/Psychological Assessment	64.7%	14.7%	8.8%	5.9%	5.9%
Transportation	50.0%	25.0%	0.0%	0.0%	25.0%
Respite	43.8%	25.0%	12.5%	6.3%	12.5%
Occupational Therapy	36.8%	26.3%	10.5%	5.3%	21.1%
Speech and Language Services	54.8%	9.7%	16.1%	6.5%	12.9%
Family Training and Education	33.3%	16.7%	33.3%	16.7%	0.0%
Behavior Intervention	42.9%	14.3%	0.0%	14.3%	28.6%
Other	46.2%	23.1%	11.5%	3.8%	15.4%

¹ Family Resource Centers are included in other service providers.

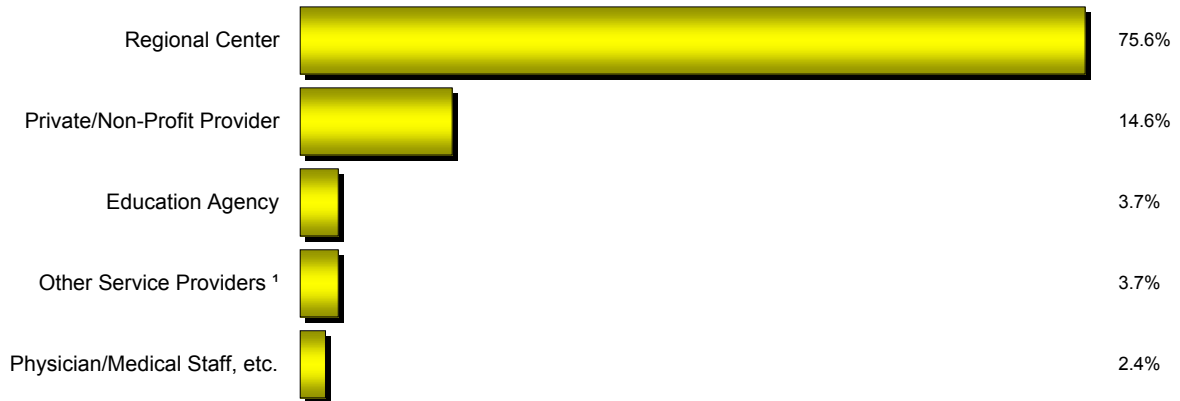


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR SAN GABRIEL/POMONA

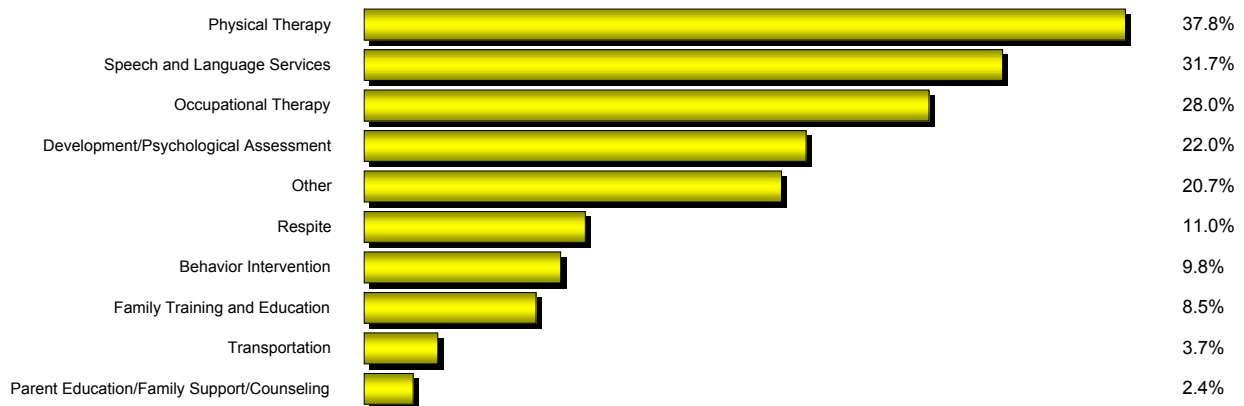
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	74.3%	20.0%	0.0%	2.9%	2.9%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	84.2%	10.5%	5.3%	0.0%	0.0%
Transportation	75.0%	25.0%	0.0%	0.0%	0.0%
Respite	70.0%	30.0%	0.0%	0.0%	0.0%
Occupational Therapy	80.8%	15.4%	0.0%	3.8%	0.0%
Speech and Language Services	85.7%	14.3%	0.0%	0.0%	0.0%
Family Training and Education	100%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	75.0%	12.5%	0.0%	0.0%	12.5%
Other	57.1%	14.3%	21.4%	0.0%	7.1%

¹ Family Resource Centers are included in other service providers.



2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR SOUTH CENTRAL LA

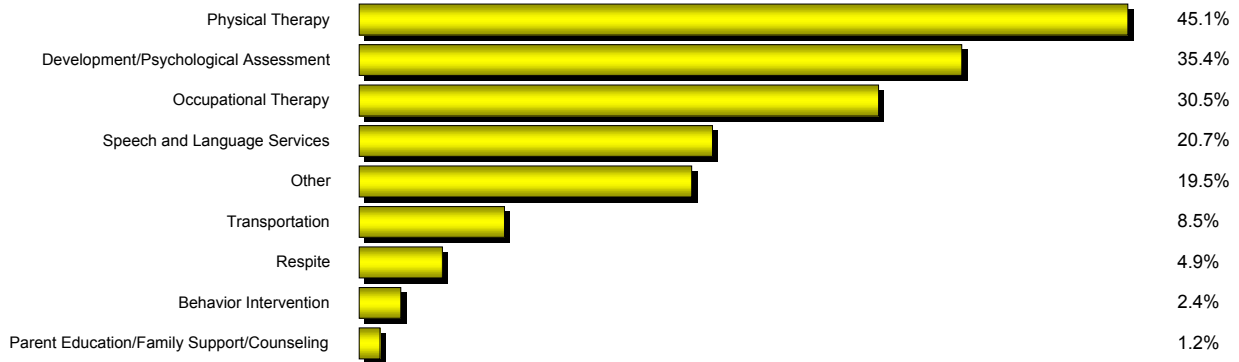
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



No respondents reported for Family Training and Education, so that category is not shown.

EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	79.1%	14.0%	2.3%	2.3%	2.3%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	76.5%	14.7%	5.9%	2.9%	0.0%
Transportation	60.0%	10.0%	20.0%	10.0%	0.0%
Respite	42.9%	14.3%	14.3%	14.3%	14.3%
Occupational Therapy	80.8%	15.4%	0.0%	0.0%	3.8%
Speech and Language Services	71.4%	14.3%	9.5%	4.8%	0.0%
Family Training and Education	0.0%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	100%	0.0%	0.0%	0.0%	0.0%
Other	76.5%	17.6%	0.0%	0.0%	5.9%

¹ Family Resource Centers are included in other service providers.

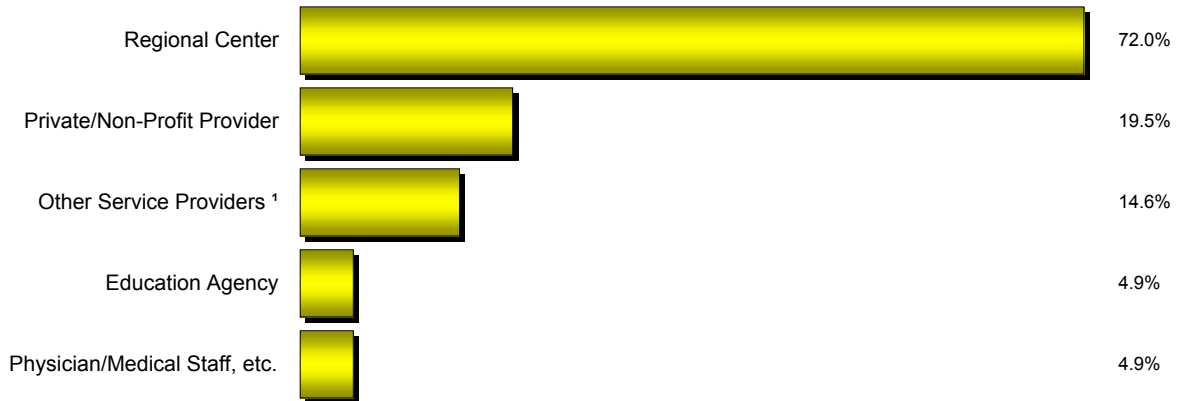


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR TRI-COUNTIES

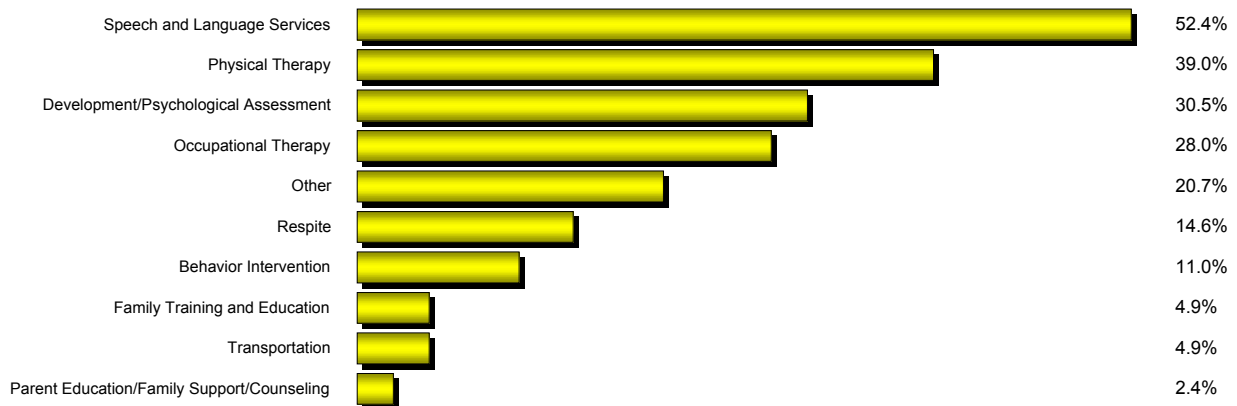
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	63.2%	21.1%	2.6%	2.6%	10.5%
Parent Education/Family Support/Counseling	100%	0.0%	0.0%	0.0%	0.0%
Development/Psychological Assessment	71.4%	17.9%	0.0%	3.6%	7.1%
Transportation	33.3%	33.3%	16.7%	16.7%	0.0%
Respite	78.6%	21.4%	0.0%	0.0%	0.0%
Occupational Therapy	66.7%	14.8%	3.7%	3.7%	11.1%
Speech and Language Services	62.7%	19.6%	5.9%	3.9%	7.8%
Family Training and Education	66.7%	16.7%	0.0%	16.7%	0.0%
Behavior Intervention	66.7%	33.3%	0.0%	0.0%	0.0%
Other	55.6%	5.6%	0.0%	5.6%	33.3%

¹ Family Resource Centers are included in other service providers.

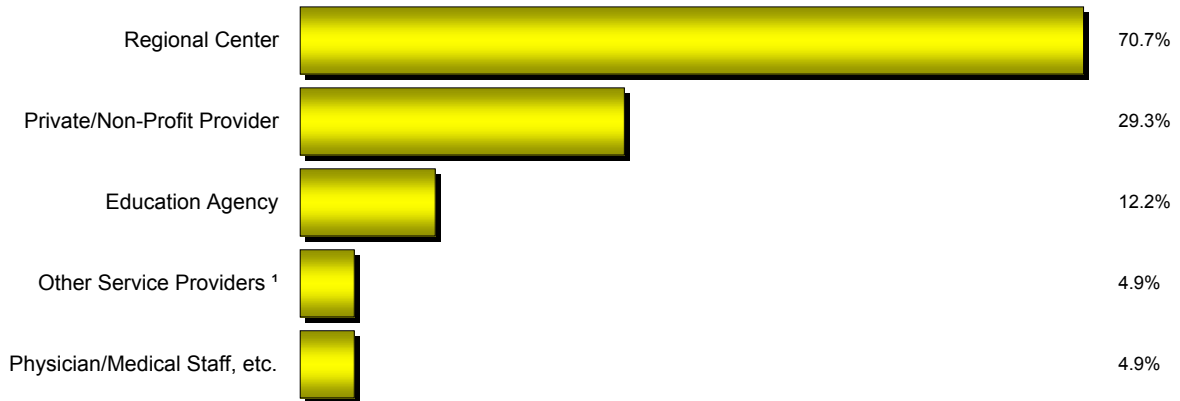


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR VALLEY MOUNTAIN

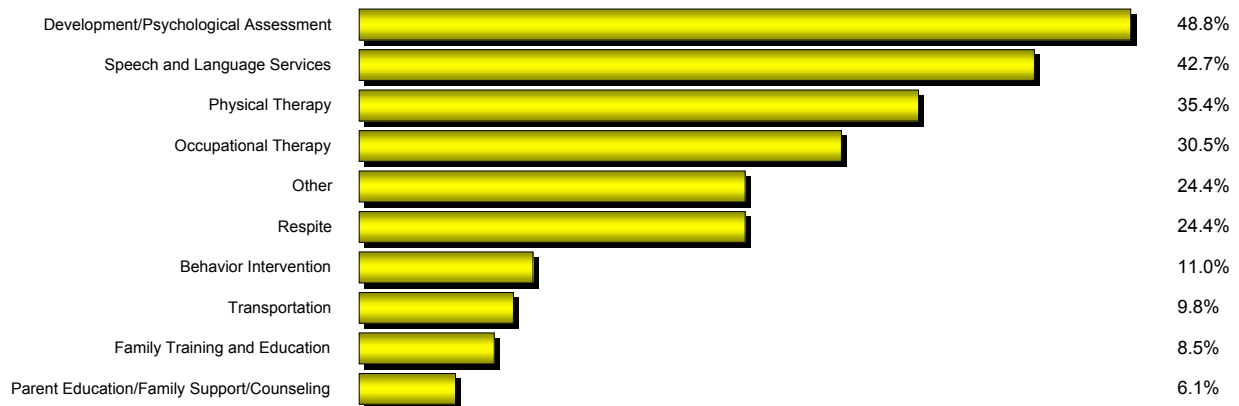
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	51.2%	31.7%	9.8%	4.9%	2.4%
Parent Education/Family Support/Counseling	62.5%	25.0%	12.5%	0.0%	0.0%
Development/Psychological Assessment	61.2%	24.5%	8.2%	2.0%	4.1%
Transportation	46.7%	26.7%	13.3%	6.7%	6.7%
Respite	60.7%	25.0%	10.7%	0.0%	3.6%
Occupational Therapy	52.9%	35.3%	11.8%	0.0%	0.0%
Speech and Language Services	46.2%	32.7%	13.5%	3.8%	3.8%
Family Training and Education	62.5%	37.5%	0.0%	0.0%	0.0%
Behavior Intervention	57.1%	28.6%	0.0%	7.1%	7.1%
Other	52.2%	26.1%	13.0%	8.7%	0.0%

¹ Family Resource Centers are included in other service providers.

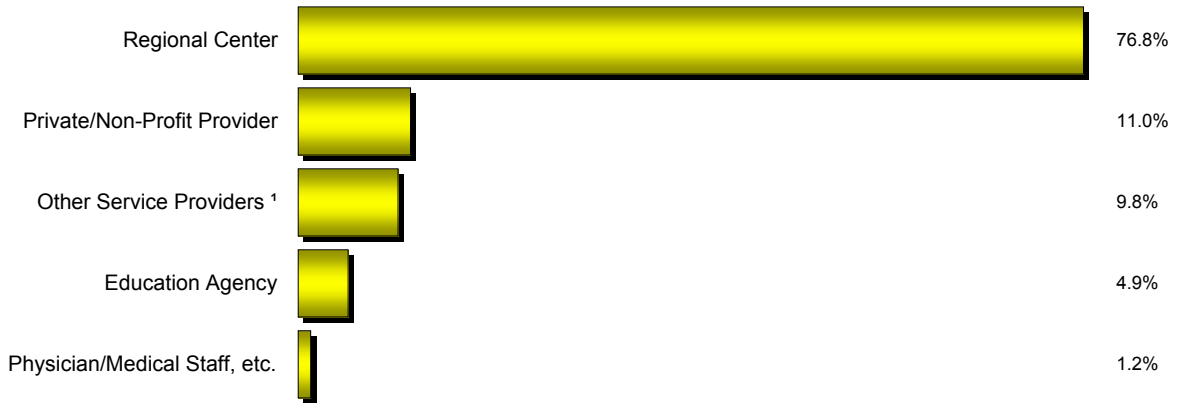


2001 Early Start Program: Family Satisfaction Survey

ANALYSIS OF EARLY START SERVICES FOR WESTSIDE

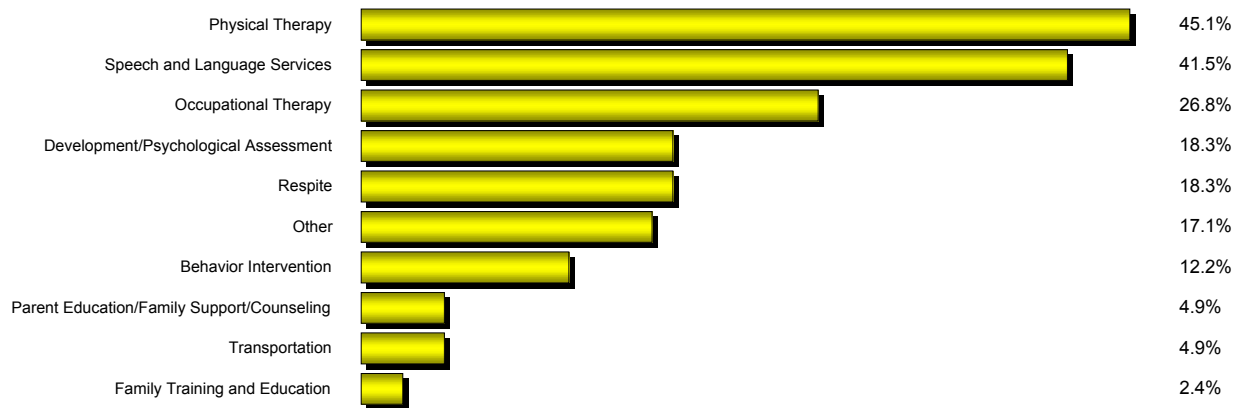
SERVICE PROVIDER

Q2. Who provides your Early Start services? (multiple responses allowed)



EARLY START SERVICES

Q1. What services are you and your family currently receiving? (multiple responses allowed)



EARLY START SERVICES BY SERVICE PROVIDER

Early Start Services	Regional Center	Private/Non-Profit Provider	Education Agency	Physician/Medical Staff, etc.	Other Service Providers ¹
Physical Therapy	82.1%	10.3%	0.0%	0.0%	7.7%
Parent Education/Family Support/Counseling	40.0%	20.0%	20.0%	0.0%	20.0%
Development/Psychological Assessment	82.4%	5.9%	5.9%	0.0%	5.9%
Transportation	75.0%	0.0%	25.0%	0.0%	0.0%
Respite	82.4%	5.9%	11.8%	0.0%	0.0%
Occupational Therapy	70.8%	4.2%	12.5%	0.0%	12.5%
Speech and Language Services	75.0%	8.3%	5.6%	0.0%	11.1%
Family Training and Education	100%	0.0%	0.0%	0.0%	0.0%
Behavior Intervention	66.7%	8.3%	25.0%	0.0%	0.0%
Other	58.3%	25.0%	8.3%	8.3%	0.0%

¹ Family Resource Centers are included in other service providers.

Summary

“Overall satisfaction ratings reported by those responding on behalf of children participating in the Early Start program were “good” to “excellent” across all 21 regional centers (7.99 - 9.21).”

“The satisfaction levels also were high across nearly all categories including: satisfaction with regional centers, meeting IFSP goals, and the quality and quantity of services received.”

“The overwhelming majority (regional centers’ average was 97.4 percent) of respondents stated that support, services, and resources they received enhanced their child’s quality of life, and that the early intervention services increased their family’s capacity to enhance their child’s development (regional centers’ average was 96.4 percent). ”

“...the system performs well across all regional centers, age groups, and ethnicities for most families.”

2001 Early Start Program: Family Satisfaction Survey

Summary of Results

The primary purpose of this satisfaction survey was to collect and analyze data on how well the program is performing in the following areas: communication with families, Individualized Family Service Plans (IFSP), service coordination, service delivery, quality, timeliness and quantity of services, and transition planning.

Overall satisfaction ratings reported by those responding on behalf of children participating in the Early Start program were “good” to “excellent” across all 21 regional center’s (7.99 - 9.21). The satisfaction levels also were high across nearly all categories including: satisfaction with regional centers, meeting IFSP goals, and the quality and quantity of services received.

Respondents reported the greatest level of satisfaction with Early Start services received (7.99 - 9.21). Families reported being least satisfied with the services when their child turned three (7.10 - 8.76), quantity of services received (7.70 - 8.72), the ease of finding information (6.81 - 8.40), and the progress regarding speech and language outcomes (7.05 - 8.10).

The overwhelming majority (regional centers’ average was 97.4 percent) of respondents stated that support, services, and resources they received enhanced their child’s quality of life, and that the early intervention services increased their family’s capacity to enhance their child’s development (regional centers’ average was 96.4 percent).

The most notable difference regarding responses by ethnicity was that those responding on behalf of Spanish/Latin/Hispanic children reported a slightly higher overall satisfaction with Early Start program services compared to those responding on behalf of children categorized as “all others.”

The data suggested a trend with age: respondents of children in the youngest age group (birth through 12 months) were least satisfied, each older age group showing higher satisfaction ratings until the oldest age group (49 through 60 months), where the level was lower.

The results suggest that, for the most part, ***the system performs well across all regional centers, age groups, and ethnicities for most families.*** However, there are few areas that apparently have worked less smoothly for a sizeable number of respondents. Among these areas worthy of attention are timeliness of services, transition planning and knowledge of what the family can do if they disagree with a regional center decision.



APPENDIX

Methodology

Survey Background and Design

XenologiX was asked to conduct the *2001 Early Start Program: Family Satisfaction Survey* based on consumers who were currently receiving Early Start program services from the Department of Developmental Services. The parameters given to XenologiX for the satisfaction survey were:

- 1) Sample to consist of DDS Early Start population with status codes 1 (prevention), 2 (active client), and 3 (genetics).
- 2) DDS requested a sample size sufficient to provide results at the 95 percent confidence level. Subject to the DDS requirements, XenologiX proposed an initial sample size of 7,234 children to reach the target of 1,585 completed interviews: an expected response rate of 22.0 percent.

In developing the questionnaire, one area of interest was transition services. To include transition services, the redefined population included children over age three who had recently transitioned out of the Early Start program. The new population numbered 31,585 and included all children age 39 months or less as of September 1, 2001 and children who were status 1, 2, or 3 during one or more of the preceding 12 months. Consistent with this change in methodology, the initial sample size increased to 9,802 and the target number of complete interviews increased to 1,706.

Interview Instrument Development

Initial design, development, review and revisions took place in July 2001. Questionnaire content was guided by State and Federal requirements. All reviews and inputs were provided by DDS program management, research staff, Family Resource Center Network, and two subcommittees of the Interagency Coordinating Council: 1) the Quality Assurance Subcommittee; and 2) the Family Services Support Subcommittee. The questionnaire received final approval during November 2001.

Methodology Sampling

The Department of Developmental Services drew the sample based on demographic considerations. The sample required 10.0 percent of those age 36 months and 24.0 percent of each age group from birth through 24 months of age.¹ Based on the sampling criterion, there were three regional centers that had sample sizes below 100. The samples for those three centers were augmented proportionately by age to bring them above 100.

Sample data for two regional centers had no telephone numbers recorded for more than five percent of their sample. The sample for those two regional centers was augmented to meet a five percent sampling minimum.²

The samples were then combined and compared to the total Early Start population distribution. Based on this analysis, two subpopulations were not captured: Native Americans and children whose case status was “D” (Closed-Eligibility Not Determined). The samples were augmented so the sample included the total population for these two subpopulations.

As some questionnaire items specifically asked respondents to recall details of the IFSP meeting, XenologiX recommended excluding families who had an IFSP meeting more than four to six months prior to the survey using their assumption that the IFSP meeting occurred close to the child’s birth date. In addition, a large number of telephone numbers provided were not in service. Preliminary analysis of the initial sample data by XenologiX indicated that augmenting sample size by 30 percent should permit reaching target response levels for most centers. Later, additional sample augmentation was included for three regional centers based on actual experience. The final augmented sample size was 9,802, which XenologiX used as follows:

Initial sample	9,802
Unusable telephone numbers	1,161
Unused sample	3,349
Used sample	5,292

Although conventional calculations of response rate equals 17 percent, based on the used sample of 5,292, and a total of 1,706 survey participants, the final response rate for this effort was 32.2 percent.

¹ Age as of September 1, 2000, rounded to the last whole year.

² For example, if numbers were missing for seven percent, the sample size increased by 12 percent.

Methodology

Data Collection

On November 2, 2001, DDS mailed pre-notification letters to the Executive Directors and Early Start Program Managers at each regional center. The letters provided information about the *2001 Early Start Program: Family Satisfaction Survey*.

Data collection commenced on November 5, 2001. Interviews were conducted via telephone (and not via postal mail, in-person interviews or the internet) based on the following factors:

- 1) *No literacy requirement*, which could prohibit some individuals who cannot read or write from participating in mail or web-based efforts;
- 2) Flexibility to conduct the interviews in the respondent's preferred language (in mail and internet efforts, survey language is often limited and translations are not always reliable);
- 3) *Speed of data collection* - telephone interviews can be conducted at a faster pace over fewer days;
- 4) *Cost* - telephone interviewing tends to be less expensive than face-to-face or mail modes of data collection;
- 5) *Understandability* – telephone interviews offer the respondent the opportunity to ask questions if they do not understand an item or abbreviation;
- 6) *Reliability* – because a telephone interview may enhance understandability, reliability also may be enhanced; and
- 7) *Response Rate* – the response rates may be better than mail surveys when all sample members are appropriately contacted.

A total of 1,706 telephone interviews were conducted between November 5th and 28th and December 21st and 22nd, 2001. The average telephone interview lasted 15 minutes, 27 seconds.

A total of six attempts were made to contact each family or primary care provider. Interviews were conducted in the respondent's language of choice for each survey participant and were scheduled at a convenient time for the individual responding on behalf of the child.

Interviews were conducted by professional interviewing staff who had received at least two weeks of specialized training. All interviewers were monitored for quality assurance and respondent confidentiality was maintained.

Methodology

Survey Notes

Although the initial analysis plan called for a random sample with a 95 percent confidence level, several factors resulted in the sample not meeting the planned sample criteria. Over sampling was necessary to achieve adequate representation of ethnicities and ages.

As with any survey methodology, the families with the lowest socio-economic status may be under-represented. This phenomenon may be attributed in part to the difficulty of contacting families who may not have telephones, registered addresses, or who move frequently. Suggestions for addressing this issue would include conducting special studies, planning for secondary methods of contact (e.g., non-telephone methods), and using tracking strategies common to follow-up studies to locate persons no longer reachable at telephone or address on file.

Data Demographics

The following tables illustrate the degree to which the respondent survey data represents California's Early Start (ES) population:

For each regional center: the participant data represented between 4.45 and 5.10 percent of their total ES population;

By residential type: the participant data was representative within less than one percent (0.84 percent);

Within ethnicity: the participant data was representative within seven percent, with each ethnicity representing at least one percent of the ES population included;

For primary language: the participant data was representative within 4.33 percent, with all primary languages representing at least one percent of the ES population included;

By consumer status: the participant data distribution was within 18 percent, with all status codes representing at least one percent of the ES population included; and

For gender: the participant data was within two percent of the ES population.

Data Demographics

Regional Center	Population		Survey Participants	
	Count	Percent	Count	Percent
Lanterman	860	2.7%	79	4.6%
Golden Gate	1,027	3.3%	79	4.6%
San Diego	2,804	8.9%	83	4.9%
Far Northern	536	1.7%	76	4.5%
Alta	1,689	5.3%	82	4.8%
San Andreas	1,773	5.6%	82	4.8%
Tri-Counties	1,734	5.5%	82	4.8%
Central Valley	1,586	5.0%	80	4.7%
Orange	2,713	8.6%	86	5.0%
Inland	2,540	8.0%	85	5.0%
Redwood Coast	329	1.0%	75	4.4%
North Bay	1,024	3.2%	79	4.6%
Kern	684	2.2%	79	4.6%
East Los Angeles	1,117	3.5%	79	4.6%
South Central LA	1,373	4.3%	83	4.9%
Harbor	1,892	6.0%	82	4.8%
Westside	1,292	4.1%	83	4.9%
Valley Mountain	1,465	4.6%	81	4.7%
North Los Angeles	2,061	6.5%	84	4.9%
San Gabriel/Pomona	1,225	3.9%	80	4.7%
East Bay	1,861	5.9%	87	5.1%
TOTAL	31,585	100%	1,706	100%

2001 Early Start Program: Family Satisfaction Survey

Data Demographics

Type of Residence	Population		Survey Participants	
	Count	Percent	Count	Percent
Out of State	20	0.1%	0	0.0%
Parent	28,747	91.0%	1567	91.9%
Own Home	1	0.0%	0	0.0%
Correctional Institution (Prison)	1	0.0%	1	0.1%
CCF (RCFE)	4	0.0%	1	0.1%
CCF (1-3 Beds)	11	0.0%	0	0.0%
CCF(4-6 Beds)	43	0.1%	2	0.1%
CCF	3	0.0%	0	0.0%
CCF	1	0.0%	0	0.0%
CCF Special Health Care Needs/Childre	5	0.0%	0	0.0%
Health Facility	1	0.0%	0	0.0%
Health Facility	5	0.0%	0	0.0%
ICF-DD/N (4-6 Beds)	31	0.1%	0	0.0%
ICF-DD/N (7-15 Beds)	5	0.0%	0	0.0%
Health Facility	1	0.0%	0	0.0%
ICF-DD H (7-15 Beds)	1	0.0%	0	0.0%
SNF/NF Nursing	11	0.0%	0	0.0%
CCF (obsolete)	12	0.0%	1	0.1%
Child Foster	1,932	6.1%	97	5.7%
Adult Foster	1	0.0%	0	0.0%
Child Foster-Certified	288	0.9%	23	1.3%
Health Facility	4	0.0%	0	0.0%
Acute Hospital	42	0.1%	1	0.1%
Other	1	0.0%	0	0.0%
Sub-Acute Pediatric	16	0.1%	0	0.0%
Community Treatment Facility	3	0.0%	0	0.0%
Transient/Homeless	2	0.0%	0	0.0%
Other	393	1.2%	13	0.8%
TOTAL	31,585	100.0%	1,706	100.0%

Data Demographics

Primary Ethnicity	Population		Survey Participants	
	Count	Percent	Count	Percent
Asian	1	0.0%	0	0.0%
African American	2,176	6.9%	96	5.6%
Filipino	310	1.0%	18	1.1%
Native American	69	0.2%	18	1.1%
Spanish/Latin/Hispanic	10,457	33.1%	520	30.5%
White	7,386	23.4%	522	30.6%
Other Asian	523	1.7%	9	0.5%
Cambodian	35	0.1%	0	0.0%
Chinese	175	0.6%	7	0.4%
Guamanian	2	0.0%	0	0.0%
Native Hawaiian	4	0.0%	0	0.0%
Asian Indian	66	0.2%	0	0.0%
Japanese	28	0.1%	0	0.0%
Korean	46	0.1%	0	0.0%
Laotian	8	0.0%	2	0.1%
Hmong	28	0.1%	4	0.2%
Other Pacific Islander Group	30	0.1%	1	0.1%
Samoan	20	0.1%	0	0.0%
Thai	1	0.0%	0	0.0%
Vietnamese	103	0.3%	4	0.2%
Other/Mixed	1,839	5.8%	97	5.7%
Unknown	8,278	26.2%	408	23.9%
TOTAL	31,585	100.0%	1,706	100.0%

2001 Early Start Program: Family Satisfaction Survey

Data Demographics

Primary Language	Population		Survey Participants	
	Count	Percent	Count	Percent
ASL (American Sign Language)	9	0.0%	0	0.0%
Other Sign Language	2	0.0%	0	0.0%
English	23,896	75.7%	1366	80.1%
Armenian	10	0.0%	0	0.0%
Somali	1	0.0%	0	0.0%
Amharic	2	0.0%	0	0.0%
French	3	0.0%	0	0.0%
Portuguese	3	0.0%	0	0.0%
Spanish	6,760	21.4%	339	19.9%
Other Latin	1	0.0%	0	0.0%
Cantonese Chinese	102	0.3%	0	0.0%
Mandarin Chinese	46	0.1%	0	0.0%
Japanese	17	0.1%	0	0.0%
Vietnamese	148	0.5%	0	0.0%
Korean	28	0.1%	0	0.0%
Laotian	9	0.0%	0	0.0%
Cambodian	30	0.1%	0	0.0%
Other Asian	26	0.1%	0	0.0%
German	1	0.0%	0	0.0%
Miao (Hmong)	33	0.1%	0	0.0%
Thai	1	0.0%	0	0.0%
Mien	3	0.0%	0	0.0%
Other Germanic	1	0.0%	0	0.0%
Hungarian	1	0.0%	0	0.0%
Russian	36	0.1%	0	0.0%
Other Uralic-Slavic Languages	4	0.0%	0	0.0%
Samoan	2	0.0%	0	0.0%
Tagalog	42	0.1%	1	0.1%
Other Pacific Island	4	0.0%	0	0.0%
Arabic	23	0.1%	0	0.0%
Hebrew	5	0.0%	0	0.0%
Farsi	14	0.0%	0	0.0%
Hindi (Northern India)	26	0.1%	0	0.0%
Urdu (Pakistan India)	8	0.0%	0	0.0%
Other Indo-Iranian Language	13	0.0%	0	0.0%
Danish	1	0.0%	0	0.0%
Other Scandinavian	1	0.0%	0	0.0%
All Other Languages	253	0.8%	0	0.0%
Unknown	20	0.1%	0	0.0%
TOTAL	31,585	100%	1,706	100%

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Data Demographics

Client Status	Population		Survey Participants	
	Count	Percent	Count	Percent
Intake and Assessment	75	0.2%	1	0.1%
Prevention (High Risk Infant)	18,093	57.3%	1283	75.2%
Active Client	5,321	16.8%	264	15.5%
Genetics (at Risk Person)	13	0.0%	1	0.1%
Inactive	1,481	4.7%	29	1.7%
Closed Transfer	95	0.3%	5	0.3%
Closed Not DD	4,262	13.5%	70	4.1%
Closed Deceased	209	0.7%	0	0.0%
Closed Not Determined	616	2.0%	33	1.9%
Closed Out of State	194	0.6%	1	0.1%
Closed Other	1,207	3.8%	19	1.1%
Other	19	0.1%	0	0.0%
TOTAL	31,585	100%	1,706	100%

Gender	Population		Survey Participants	
	Count	Percent	Count	Percent
Male	19,096	60.5%	1065	62.4%
Female	12,489	39.5%	641	37.6%
TOTAL	31,585	100%	1,706	100%



2001 Early Start Program: Family Satisfaction Survey

Questionnaire

Department of Developmental Services 2001-02 Early Start Family Satisfaction Survey

“Hello, my name is _____. I am calling on behalf of the Department of Developmental Services and _____ Regional Center. Am I speaking to? **ASK FOR ONE OF THE NAMES ON THE LIST. USUALLY THIS WILL BE A PARENT – EITHER PARENT, OR IN SOME CASES A GUARDIAN ARE ALL QUALIFIED RESPONDENTS. WE ARE LOOKING FOR THE PARENT OR MAIN CARE PROVIDER. IF THIS INDIVIDUAL IS NOT AVAILABLE, ARRANGE FOR CALLBACK. IF THE PERSON YOU SPEAK TO ON THE PHONE ASKS YOU TO SPEAK TO ANOTHER REPRESENTATIVE, YOU ARE ALLOWED TO DO SO, BUT PLEASE MAKE NOTE OF WHO THE RESPONDENT IS – RELATIONSHIP TO THE CHILD.** As part of an annual audit, the Department and _____ **Regional Center** is gathering information from families about the services the regional centers provide to the community. This information will help the Department and _____ **Regional Center** better understand how well families are being served. In order to help improve their services, they need to know what you think about their performance. This effort is very important to the Department and the regional center. We are not trying to sell you anything and we will not ask you for any personal information. We just want to know what you think of _____ **regional center’s** services.”

“This survey should be fun and interesting and will only take about ten minutes” (If “No” – “Would you like me to call back later?” – Find out when a good time is and call back.) There are no right or wrong answers, please feel free to answer all the questions according to how you feel. You won’t get into any trouble for your answers. Your answers will be kept confidential. As we go through the survey, if you do not understand something I say, please let me know and I will try to say it in a different way.

2001 Early Start Program: Family Satisfaction Survey

First, I would like to ask you a couple of general questions. There are no right or wrong answers; please feel free to answer all questions according to how you feel. Your answers will be compiled with that of other families and then given to the Department and the regional center in a report. No names will appear anywhere in this report.

A. Just to verify, can you please tell me what your relationship is to (child's name)?

- Mother (includes step-mother)
- Father (includes step-father)
- Foster Parent
- Residential Care Provider
- Sibling
- Grandparent
- Other Family (Aunt/Uncle, etc.)
- Other _____

B. Can you please tell me how old (child's name) is, in years and months?

Years Months

Early Start Services

The next set of questions asks you about the early start services you and your family may be receiving. Again, there are no right or wrong answers and no one will get in trouble as a result of this survey.

1. What early start services are you and your family currently receiving? (multiple responses allowed)

- | | |
|---|--|
| <input type="checkbox"/> Physical Therapy | <input type="checkbox"/> Occupational Therapy |
| <input type="checkbox"/> Parent Education/Family Support/Counseling | <input type="checkbox"/> Speech and Language Services |
| <input type="checkbox"/> Developmental/Psychological Assessment | <input type="checkbox"/> Family Training and Education |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Behavior Intervention |
| <input type="checkbox"/> Respite | <input type="checkbox"/> Other _____ |

2. Who provides these services? (Note to Interviewers: This refers to the organization that performs the service, not necessarily who funds the service.) (multiple responses allowed)

- The Regional Center
- Family Resource Center
- A private or non-profit Early Start/Intervention Provider (CCS, private physical therapist, etc.)
- Local Education Agencies (SELPA/LEA Infant Program, etc.)
- Physician/Medical Staff/Pediatrician/Family Doctor, etc.
- Other _____
- Don't Know

3. Who had the most say in choosing these services?

- "My family did" (I did, my family did, my spouse and I, etc.)
- The IFSP or Planning Team (Decided at the IFSP or Planning Meeting)
- The Regional Center/Service Coordinator
- Service Provider/Program "told us what we needed"
- Physician/Medical Staff/Pediatrician/Family Doctor, etc.
- Other _____
- Don't Know
- "We didn't have a choice", "They just told us what we would receive"*

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4. Did your family receive all of the Early Start services that were specified in your IFSP?
 (If Necessary: The Individualized Family Service Plan - IFSP - and the planning team meeting is organized by the regional center and focuses on the abilities and needs of your child and your family, as well as what services may be appropriate for your child. The IFSP meeting is held every year, with a review of the plan occurring every six months. *(If necessary: Your regional center service coordinator should have coordinated this meeting with you to discuss your child's and family's progress, wants and needs, as well as how well services are meeting your family's needs.)*
 Yes, we received all of the services stated in the IFSP
 No, we have not received any of the services specified in the IFSP
 No, we only received about one-quarter of the services stated in the IFSP
 No, we only received about half of the services stated in the IFSP
 No, but we received most of the services
 Don't Know/Remember
5. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how would you rate the amount of service (number of service hours) you and your family receive?
6. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how satisfied are you with the quality of the services you and your family receive?
7. Did the services outlined in your family's IFSP start on time or when you were told they would (as specified in the IFSP)?
 Yes, all of the services started on time (skip to q10)
 No, but most services started on time
 No, very few services started on time
 No, none of the services started on time
 Don't Know/Remember (skip to Q10)
- If they did not start on-time continue to Q8.
8. (If they didn't start on time) What services were delayed? (open-end)
9. Approximately how much of a delay was there in the start of services?
 Less than one week
 Between 1-2 weeks
 2-4 weeks
 More than one month, but less than two months
 More than two month, but less than three months
 More than three month, but less than four months
 More than four month, but less than five months
 More than five month, but less than six months
 More than six months
 Don't Know/Remember
10. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how would you rate how well services have been designed to fit into your everyday family schedule or routine?

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11. Have service providers demonstrated how you can work with your child between intervention sessions?

Yes No

12. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how would you rate the services in meeting your IFSP outcomes [goals]?

13. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, overall how would you rate the services you receive?

Information

The next couple of questions ask about early start information you and your family may have received from the regional center.

14. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how sufficient is the information you have received to plan for your child's needs?

15. Do you know what to do if you disagree with a decision made by the regional center or by the LEA? (For example, decisions regarding eligibility or need for specific services.)

Yes No

16. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how would you rate the ease of finding information about what services may be available to you?

17. When you were first looking for assistance, was culturally relevant information available to you? (For example, was information provided to you in your language of choice? Was the information ethnically relevant to you? Was the information relevant to your culture's value system?)

Yes, all of the information we needed was available in culturally relevant formats

Yes, a great deal of culturally relevant material was available

Yes, but only some culturally relevant material was available

No, culturally relevant materials were not available

Don't Know/Remember

IFSP

The next set of questions asks about your family's Individualized Family Service Plan and the planning team meeting. The planning team meeting is organized by the regional center and focuses on the abilities and needs of your child and your family, as well as what services may be appropriate for your child. The IFSP meeting is held every year, with a review of the plan occurring every six months. (If necessary: Your regional center service coordinator should have coordinated this meeting with you to discuss your child's and family's progress, wants and needs, as well as how well services are meeting your family's needs.)

18. Were things that are important *to you* discussed at your most recent planning team meeting (IFSP)?

- Yes, we discussed all of the issues that were important to us
- Yes, most important issues were discussed
- Yes, but only a few important issues were discussed
- No, important items were not discussed
- Don't Know/Remember

19. During the planning team (IFSP) meeting, did the service coordinator discuss your family's needs and wants with you?

- Yes, we discussed all of our family's needs or wants
- Yes, most of our family's needs or wants were discussed
- Yes, but only a few of our family's needs or wants were discussed
- No, none of our family's needs or wants were discussed
- Don't Know/Remember

Personal Outcomes

Using a 1 to 10 scale, where 1 is Much Worse, 10 is Much Better, and 5 is the Same, how would you rate your child's progress towards meeting the _____ outcomes (goals) identified by the planning team?

20. Social and Emotional (the child's ability to interact with and relate to others)

___ ___ No Intervention Needed Don't Know

21. Cognitive (the level of cognitive functioning, including problem-solving, learning, processing information)

___ ___ No Intervention Needed Don't Know

22. Speech and Language (Ability to communicate)

___ ___ No Intervention Needed Don't Know

23. Physical/Motor (including vision, hearing, mobility, coordination)

___ ___ No Intervention Needed Don't Know

24. Adaptive Skill (child's ability to take care of him/herself)

___ ___ No Intervention Needed Don't Know

25. Overall Quality of Life

___ ___ No Intervention Needed Don't Know

26. (If family receives family supports, services and resources - Q1, Parent Education or Parent Training options only) Do you believe the family supports, services, and resources have enhanced (improved) your child's quality of life?

Yes No

27. Overall, do you feel that the early intervention services you have received have increased your family's capacity to enhance (improved) your child's development?

Yes No

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Overall

These last couple of questions ask about your overall satisfaction with the regional center's early start services.

28. (If Child is older than 3 years of age and exiting Part C):
Did your child receive all of the services identified on his or her IFSP by his or her third birthday?
- Yes No Don't Know/Remember
29. (If Child is younger than 3 years of age and eligible for Part B):
Did your child receive all of the special education and related services identified on his or her IEP by his or her third birthday?
- Yes No Don't Know/Remember
30. (If Child is younger than 3 years of age and eligible for Part B): Did your child receive all of the appropriate services identified on his or her IFSP by his or her third birthday?
- Yes No Don't Know/Remember
31. (If Child is older than 3 years of age): Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how would you rate the help (in planning, etc.) you received from the regional center in transitioning your child and his/her services when he/she turned 3 years of age?
- —
32. Using a 1 to 10 scale, where 1 is Unacceptable, 10 is Outstanding, and 5 is Average, how would you rate the services the regional center provides for your family?
- —

"Thank you for participating in this effort and answering these questions. The Department of Developmental Services and _____ Regional Center wants to give you the best service possible and your information is very important in helping them serve you better. Thank you again for talking to me."