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**2006 ASSESSMENT OF THE
OKLAHOMA SOONERSTART PROGRAM:
FROM THE PERSPECTIVE OF FAMILY MEMBERS**

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CHAPTER 1

METHODS AND PROCEDURES

OVERVIEW

The primary aim of this study was to evaluate the services provided by the SoonerStart program from the perspective of family members. Data collection was conducted from April 30 to May 12, 2006. A total of 304 telephone interviews were completed for the study. The overall response rate was 46% and the cooperation rate was 47%.

The survey sample consisted of a listed sample of families who had a child that was either currently receiving services from SoonerStart or had previously received services from SoonerStart. Selection procedures guaranteed that every family had an equal chance to be included in the survey. No more than one time in twenty should chance variation in the sample cause the overall results to vary by more than 5.5 percentage points from the answers that would be obtained if all SoonerStart families were interviewed.

The information gathered from this study will assist the Oklahoma Commission on Children and Youth in evaluating the SoonerStart program from the family members' perspectives.

OBJECTIVES

The study assessed the following objectives:

- To gather information on family background characteristics (e.g., relationship to child, length of time in the SoonerStart program).
- To assess former clients' transition from the SoonerStart program, including the reason why they left the program, receiving other services upon leaving the program, and satisfaction with SoonerStart staff helping the family learn about other services upon leaving the program.
- To assess family satisfaction with the SoonerStart program and services.
- To evaluate family member satisfaction of interactions with SoonerStart staff persons.
- To assess family member satisfaction with the ability of SoonerStart staff to teach and educate the family regarding the child's condition/delay/disability.
- To obtain a measure of family change on several indicators.
- To determine the impact of the program and how it could be improved.

SAMPLING DESIGN

The target population consisted of all current and former SoonerStart clients whose birth dates were between 1-1-2002 and 12-31-2005. A random stratified sample of 1,052 client records was drawn on April 21, 2006 from the eligible clients – drawn proportionate to the 10 sub-state regions. Upon screening the sample for duplicate records, 1,049 records remained. The sample data file contained the target children's names, dates of birth, sex, parents' first and last names, addresses, and home and/or business telephone numbers. In addition, the sample was coded by sub-state region. The goal was to conduct 304 interviews from the random stratified sample. Quotas were constructed for each of the 10 sub-state regions so that number of completed interviews in each region would be proportionate to the number of clients enrolled in each region.

Names, addresses, and phone numbers were obtained from the Oklahoma Commission on Children and Youth. Prior to calling, a letter was sent to each potential respondent describing the purpose of the study, confidentiality, voluntary participation, and how they were selected (see Appendix D). Integrity of the sampling frame is given in a later section of this chapter (see Evaluation of the Sample). To statistically represent the target population at 95% confidence with +/- 5.5% error, 296 completed interviews were needed.

INSTRUMENT DESIGN

For the 2006 Family Survey, the 2005 survey instrument was reviewed by the ICC Evaluation Committee with consideration given to the logic model developed by the committee and the goals of the family survey. Items pertaining to services received upon leaving SoonerStart were modified; in particular, items pertaining to receipt of services on the IEP were reduced. In addition, items regarding family member's experiences with the SoonerStart program were refined and expanded. A new section of items was added pertaining to efforts to educate and inform the family members about the child's condition/delay/disability. And lastly, items in the section pertaining to indications of family change were completely revised and updated. The survey instrument was distributed to family members for their review and recommendations on how to improve the questions. The aim was to limit the survey to approximately 75 items, resulting in a 15-minute telephone interview.

INTERVIEWING

The survey was administered as a telephone interview. The Bureau of Social Research (BSR) at Oklahoma State University conducted the interviews between April 30 and May 12, 2006. Computer Assisted Telephone Interviewing (CATI) was the data collection technology used for this project.

Training of Interviewers

Interviewers were part-time workers for the BSR. They were selected for their communication and data collection skills, trained for this project, and supervised closely during all their work. Many interviewers had worked at the BSR previous semesters on other projects.

All interviewers attended a training session that covered survey protocol and policies for this project, and the actual survey questionnaire was reviewed item by item. In addition, interviewers were trained on “sensitivity issues” for interviewing persons in this population. Following the training session, each interviewer had a practice session on the computer with the BSR Coordinator or another CATI supervisor. All new interviewers had to pass an oral competency practice interview.

As an employment requirement, all interviewers were required to read and sign a statement of professional ethics that contains explicit guidelines about appropriate interviewer behavior and protection of confidential respondent information.

Computer Assisted Telephone Interviews

This project used the Ci3 for Windows system (from Sawtooth Software, Inc.) for authoring the interview script for the computer program. Once programmed, the interview script was then uploaded to the interviewing software, WinCATI version 4.2 (from Sawtooth Technologies, Inc.).

To conduct interviews using Computer Assisted Telephone Interviewing (CATI) software, each interviewer used a personal computer, which displayed survey questions on the computer screen one at a time in the proper order. The interviewer wore a telephone headset and had both hands free for entering responses into the computer via the keyboard. Responses were entered as numbers, such as “1” for yes and “2” for no.

Supervision

Interviewers were supervised throughout the data collection process. Supervisory responsibilities included monitoring interviewers, responding to interviewer questions, reviewing call back appointments for the next day, and running reports on interviewer productivity.

Operations

Interviews were conducted by telephone from the phone bank located at the BSR. The interviewing was organized into evening shifts Monday through Thursday and an afternoon shift on Friday. The majority of interviewing (85%) took place in the evening.

Telephone numbers (contact records) to be called were automatically assigned a priority code by the CATI system. The priority code was based on the outcome (or disposition) of the most recent call attempt. Attempts that resulted in the respondent asking to be called back at a later day/time received the highest priority code. Attempts that resulted in answering machines, no answers, and busy signals received lower priority codes. The disposition of each attempt was recorded and stored in the CATI system. Interviewers were instructed to review the call history of previous attempts prior to making calls. Each telephone number in the sample was called until it had been attempted at least 12 times without success or until data collection ended on May 12, 2006.

After each call attempt, the software allowed the interviewer to type a message describing the outcome of the attempt in a "message box". Interviewers were instructed to record any pertinent information about the call in this box. For example, interviewers could indicate relevant information about respondents who refused to participate in the interview, or they could record information pertaining to scheduling future interview appointments. When a respondent refused participation, interviewers were instructed to indicate the respondent's reason for declining participation in the interview, the points used by the interviewer to encourage participation, and the point at which the introductory script was terminated. In many instances, respondents who declined participation were called again in hopes of gaining their cooperation. Once a respondent refused the interview twice, their record was not attempted again.

Interviewers who set call back appointments were instructed to record the specific date and time of the scheduled appointment and whether the appointment was definite or indefinite. The computer prompted the interviewer to enter the call back date and time using a computer calendar and clock function. These call back appointments were then stored by the CATI system until the appropriate date and time.

Open-ended responses were typed, verbatim, directly into the computer using a text box on the computer screen. Completed interviews were recorded directly into the CATI system and stored on a BSR file server. Each completed interview was assigned a unique respondent number. The data files were backed up at the end of the day automatically by the CATI software.

Answering Machine Messages

The sample for this study included many households with answering machines. Interviewers were instructed to leave a message stating they were calling from the Bureau for Social Research, and they would be calling back. Interviewers gave a toll free number and stated the respondent could call the BSR to participate in the study.

MANAGEMENT OF THE DATA

Data Cleaning

After the data were converted from the Ci3 data file to an SPSS data file, the data were examined to remove data entry errors. Data cleaning involved editing the data as necessary from interviewer data correction notes, and using a computer program to evaluate each variable for out-of-range values. In addition, the open-ended text fields were spell-checked.

Coding Open-Ended Questions

Most of the survey questions were close-ended. However, there were a few open-ended questions. The content analysis for the open-ended items can be found in Appendix B. The following steps were taken to develop a coding scheme and assign a code to the responses: 1) short descriptions (1-2 words) for each verbatim response were created, 2) similar/same descriptions were grouped together, and 3) a coding schema (numbering system) for the various categories was created. The verbatim text for these items is available in Appendix C.

EVALUATION OF THE SAMPLE

Completion Status

A total of 304 telephone interviews were completed for the study. Thirteen (13) individuals (1%) refused to participate, and 324 telephone numbers (31%) were still active when interviewing terminated. The remainder of the sample was categorized as follows: 10 potential respondents were unreachable during 12 or more attempted contacts (1%) and eleven respondents were not able to complete the interview because of physical or language problems (1%). (It should be noted that a Spanish-speaking interviewer was available to translate the interview from English to Spanish, if needed). In addition, 387 telephone numbers were eliminated: 134 wrong numbers (13%), 216 non-working (disconnected) numbers (21%) and 37 not qualified records (4%). The overall response rate for the survey was 46% and the cooperation rate was 47% based on formulas specified by the American Association for Public Opinion Research (see Table 1).

TABLE 1: FINAL OVERALL SAMPLE STATUS FOR 2005 SOONERSTART FAMILY SURVEY

Status	Number	Percent
Completed interviews	304	29%
Refusal	13	1%
Active	324	31%
Twelve or more attempted contacts	10	1%
Physical/Language problem	11	1%
Eliminated:	387	
Deceased	0	0
Not correct number for respondent	134	13%
Not a working number	216	21%
Not qualified	37	4%
TOTAL	1,049	100.0%

$$\text{RESPONSE RATE} = \frac{\text{Completions}}{\text{(Total – eliminated)}} = 45.92145\%$$

$$\text{COOPERATION RATE} = \frac{\text{Completions}}{\text{(Potential interviews}^1\text{)}} = 47.4259\%$$

¹ Potential interviewers are defined as all instances where contact was made with the target respondent and are represented by the sum of the first three categories in Table 1.

Representativeness

Since the number of completed interviews in each region is proportionate to the number of clients enrolled in each region, the sample is guaranteed to accurately reflect the distribution of current and former SoonerStart clients by region.

Generalizability of Results

Since the family members who participated in this study were randomly selected from the state, the results can be generalized to SoonerStart families in Oklahoma.

SAMPLING ERROR

The margin of error for a simple random sample of the size of this study (304 respondents) is +/- 5.5 percentage points when the distribution of question responses is in the vicinity of 50%. This sampling error presumes the conventional 95% degree of desired confidence, which is equivalent to a "significance level" of .05. This means that no more than one time in twenty should chance variations in the sample because the overall study results to vary by more than 5.5 percentage points from the answers that would be obtained if all families were interviewed.

The distribution of sample responses is represented by the proportion of people responding to any question with a particular answer. For a sample size of 300 and a 50/50 distribution of question responses, the sampling error is 5.5 percentage points. A more extreme distribution of question responses has a smaller error range.

As in all public opinion surveys, the results are also subject to other types of errors associated with telephone data collection procedures. One general type of error is sampling error and includes the systematic exclusion of households without telephones. The other general type of error is non-sampling error, and includes such things as question wording and question order.

CHAPTER 2

DEMOGRAPHIC PROFILE OF THE SAMPLE

The purpose of this chapter is to describe the study sample according to its demographic characteristics.

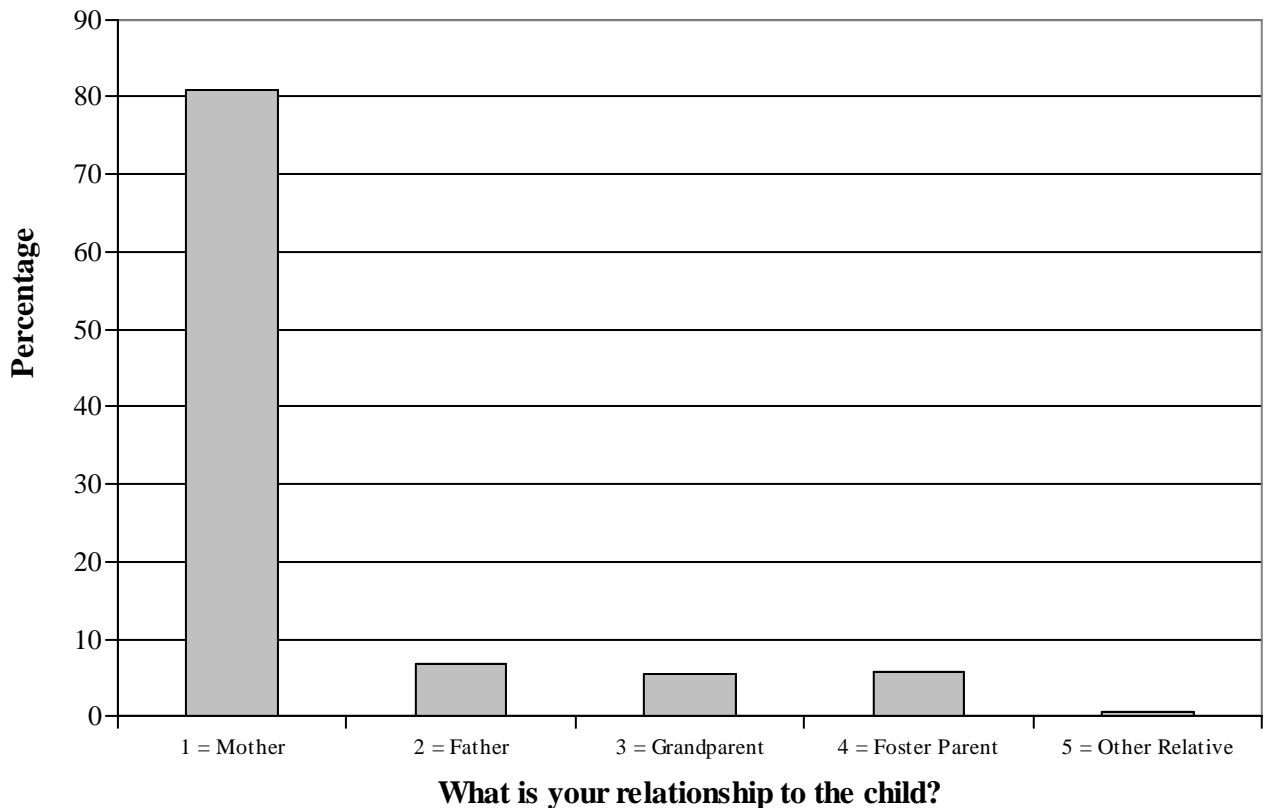
CURRENT/FORMER CLIENT STATUS

The majority of respondents had previously received services (52%), while 48% were currently receiving SoonerStart services.

RELATIONSHIP TO THE CHILD

The most frequent relationship to the child was mother (81%), followed by father at 7%, grandparent at 6%, foster parent at 6%, and other relative caregiver (e.g., brother, aunt) at less than 1% (see Figure 1).

FIGURE 1: RELATIONSHIP TO CHILD



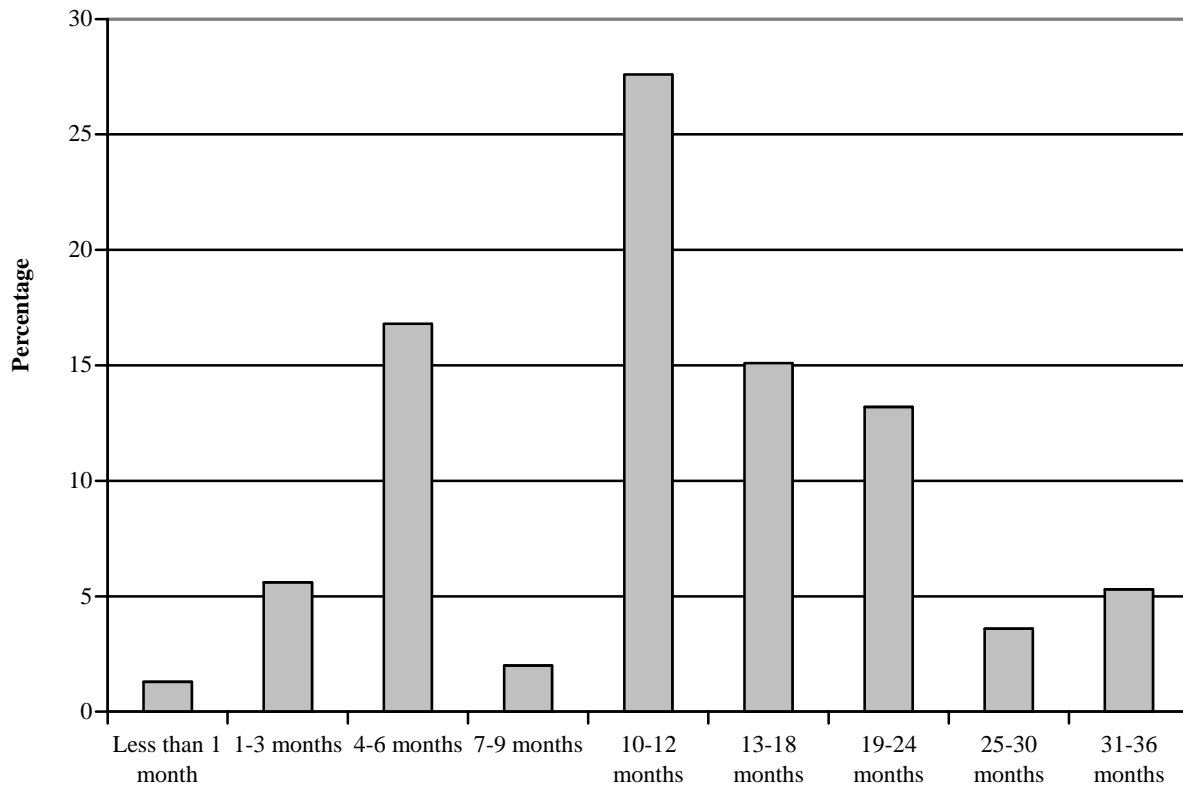
**CURRENT CARE OF CHILD (FOR FOSTER PARENTS AND OTHER
RELATIVE CAREGIVERS)**

For the 18 foster parents and two ‘other relative’ caregivers, all respondents (100%) reported the child was currently in their care.

LENGTH OF TIME IN SOONERSTART

Most respondents reported their child had received SoonerStart services for 10 to 12 months (28%). Another 17% reported 4 to 6 months, 15% indicated 13 to 18 months, 13% reported 19 to 24 months, 6% reported 1 to 3 months, 5% reported 31 to 36 months, 4% reported 25 to 30 months, 2% reported 7 to 9 months, and 1% reported less than one month (see Figure 2).

FIGURE 2: LENGTH OF TIME IN SOONERSTART



About how long has he/she been in SoonerStart?

CHAPTER 3

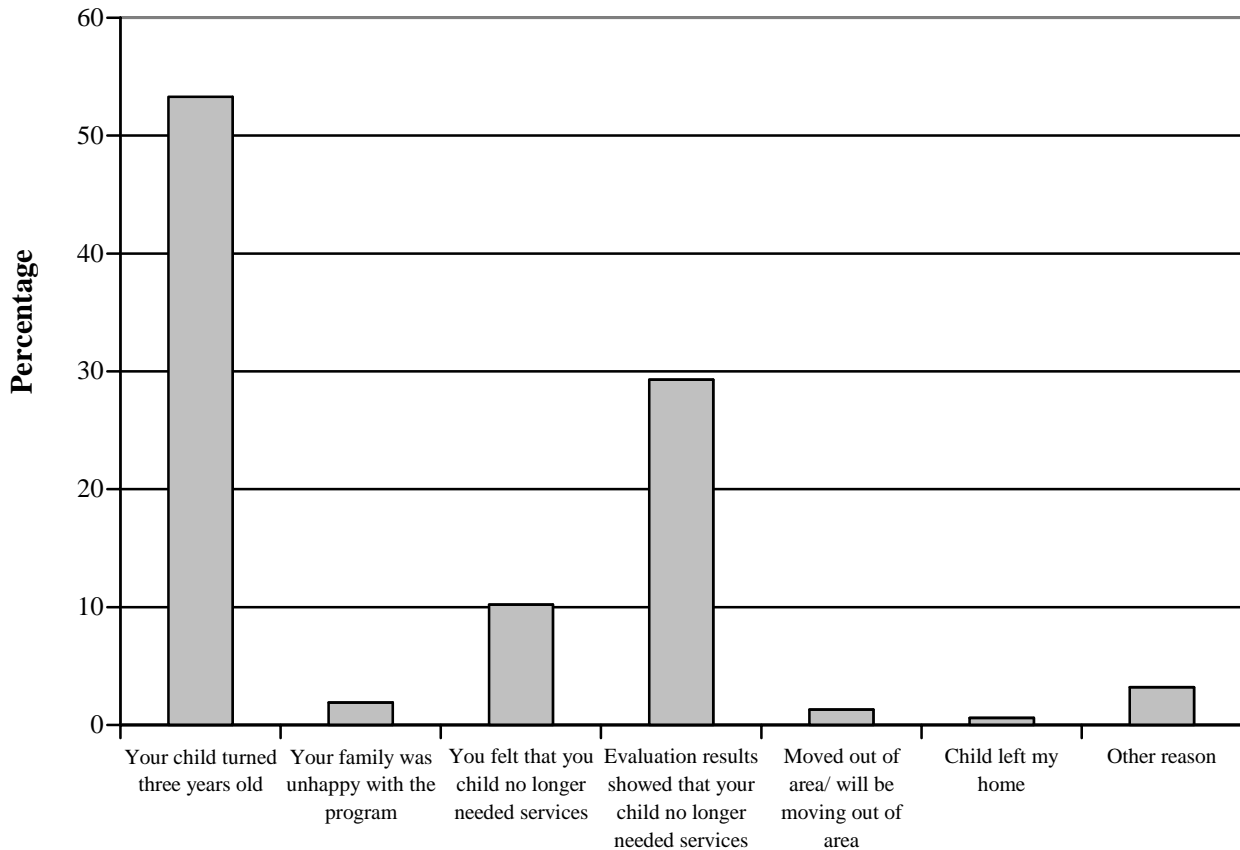
RESULTS

PART 1: FORMER CLIENTS' TRANSITION FROM THE SOONERSTART PROGRAM

Former clients were asked several questions pertaining to the time they transitioned away from the SoonerStart program. Most respondents indicated the primary reason for leaving the SoonerStart program was their “child turned three years old” (54%). Twenty-nine percent (29%) reported “evaluation results showed child no longer needed services”, 10% reported they “felt child no longer needed services”, 3% reported some “other reason”, 2% reported their “family was unhappy with the program”, 1% reported they “moved out of area/will be moving out of area”, and <1% reported their “child left my home”, (see Figure 3). For those who reported “other”, the reasons for leaving SoonerStart were the SoonerStart staff stopped coming for visits, scheduling issues, paperwork problems and the respondent wanted all of their children in SoonerStart program.

Among those family members who indicated they had left the SoonerStart program because evaluation results showed their child no longer needed services (before age 3), the vast majority (97%) of family members agreed with the decision.

FIGURE 3: REASON FOR LEAVING SOONERSTART



Primary reason WHY your family left the SoonerStart Program:

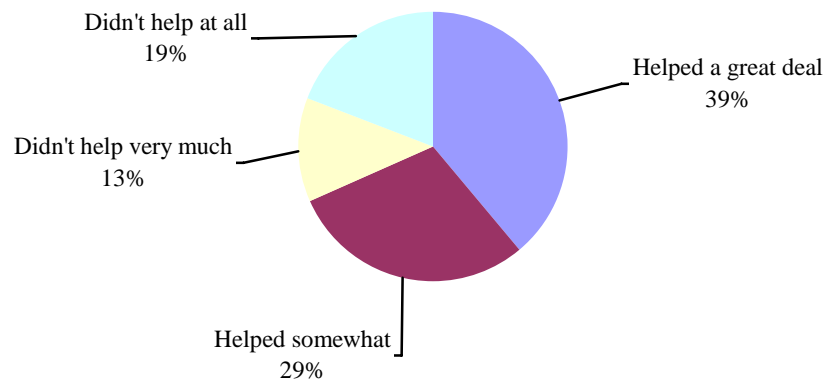
When asked “When you left SoonerStart, did you want further services”, 56% reported “no”, while 44% reported “yes”. Once leaving SoonerStart, 35% indicated their children did receive services from other groups or agencies. When asked, “What services did you receive after leaving SoonerStart?” the majority of respondents indicated they received services from a pre-school or school program.

When asked about SoonerStart’s help for the child/family after early intervention, 44% of respondents indicated that SoonerStart helped “a great deal” in learning about options for future services when child turned three. Thirty-three percent (33%) reported “they helped somewhat”, 8% reported “they didn't help very much”, and 14% reported “they didn’t help at all”. It should be noted that this was an item in which 22% of the respondents expressed dissatisfaction (i.e., reporting “they didn’t help very much” or “they didn’t help at all”). When asked “How did SoonerStart help prepare your child for the new services you received after leaving SoonerStart”, 39% reported “they helped a great deal”, 27% reported “they helped somewhat”, 10% reported “they didn’t help very much”, and 24% reported “they didn’t help at all”. (Note: 34% reported dissatisfaction on this item.) In addition, when asked “How did SoonerStart help you connect with other services or information that you need after early intervention”, 39% indicated “they

helped a great deal”, 29% indicated “they helped somewhat”, 12% indicated “they didn’t help very much, and 19% indicated “they didn’t help at all” (see Figure 4). (Note: 31% expressed dissatisfaction on this item.) Finally, when asked “During the time your child was transiting out of SoonerStart, how satisfied were you with the help you got from SoonerStart staff members”, 67% reported “very satisfied”, 18% reported “somewhat satisfied”, 8% reported “neutral”, 7% reported “somewhat dissatisfied”, and <1% reported “very dissatisfied”.

FIGURE 4: HELP RECEIVED FROM SOONERSTART TO CONNECT WITH OTHER SERVICES/INFORMATION AFTER EARLY INTERVENTION

How did SoonerStart help you connect with other services or information after early intervention?



PART 2: FAMILY SATISFACTION WITH THE SOONERSTART PROGRAM AND SERVICES

The next section of the interview applied to both current and former SoonerStart clients and asked several questions regarding the family’s experience with the SoonerStart program in general. It should be noted that findings are presented here for only some of the items in this section. (Please refer to Appendix A for findings from all items in this section of the interview.)

Almost all respondents said they know they can accept or decline any service offered and change their mind at any time (i.e., 60% reported they “strongly agreed” with this statement, while 38% reported they “agreed”). Most respondents indicated that meetings and visits are scheduled when and where the family can attend (i.e., 61% reported “strongly agree” and 35% reported “agree”). Similarly, most respondents indicated that information and reports are fully explained so they can be understood (i.e., 56% reported “strongly agree”, while 41% reported “agree”). When given the statement, “I help decide which early intervention services my child and family will receive”, 50% reported “strongly agree” and 41% reported “agree”.

There was only one item in which 10% or more of the respondents expressed a degree of dissatisfaction. When given the statement “SoonerStart staff members write the IFSP with little or no input from me and give it to me for my signature”, most indicated they disagreed (47%) or strongly disagreed (30%), 4% reported “neutral”, while 13% reported “agree”, and 6% reported “strongly agree” – for 19% reporting some agreement (“agree” + “strongly agree”).

PART 3: FAMILY MEMBER SATISFACTION WITH SOONERSTART STAFF PERSONS

The next section of the interview asked items pertaining to satisfaction with the SoonerStart staff members. It should be noted that findings are presented here for only some of the items in this section. (Please refer to Appendix A for findings from all items in this section.)

The vast majority of respondents said the SoonerStart people respect the family’s personal, cultural, and/or religious beliefs (i.e., 56% reported “strongly agree” and 41% reported “agree”). Most respondents indicated that the SoonerStart people give practical suggestion of activities to do with their child that can be part of their everyday routine (i.e., 57% reported “strongly agree” and 38% reported “agree”). When given the statement “The SoonerStart people are comfortable to talk to and work with”, the majority of respondents strongly agreed (59%) or agreed (37%).

There was one item where 18% expressed dissatisfaction. When given the statement “SoonerStart people push ideas about what I should be doing with my child even when I don’t agree”, 6% of the respondents reported “strongly agree” and 12% reported “agree”.

PART 4: EDUCATION OF FAMILY

The next section of the interview contained items that describe how SoonerStart has educated family member. These items are intended to measure “family education”. Once again, the findings are presented here for only some of the items in this section. (Please refer to Appendix A for findings from all items in this section.)

Most family members strongly agreed (46%) or agreed (43%) with the statement “SoonerStart helped me learn about the way child learns and develops.” Most respondents strongly agreed (42%) or agreed (50%) that SoonerStart helped them learn about their child’s strengths and needs. When given the statement, “I know about my child’s rights and my family rights concerning the SoonerStart services we receive.” the majority of respondents indicated yes (93%), while only 7% indicated no.

PART 5: INDICATIONS OF FAMILY CHANGE

The next section of the interview contained items that describe how SoonerStart may have affected the family member and/or child. These items are intended to measure “family change”. Once again, the findings are presented here for only some of the items in this section. (Please refer to Appendix A for findings from all items in this section.)

When given the statement “Have SoonerStart staff members helped you learn activities to use with your child that make everyday routines more successful, yes or no?” most respondents stated yes (89%). Most family members strongly agree (41%) or agree (51%) with the statement, “SoonerStart staff members have helped me to handle concerns about my child.”

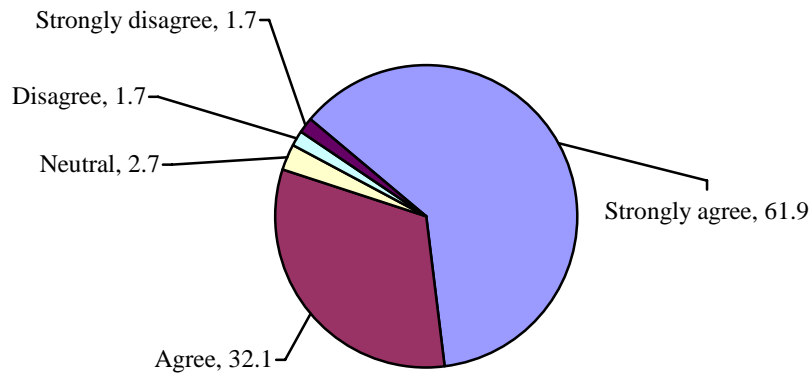
There was only one item in which 10% or more of the respondents expressed some dissatisfaction. This item was “SoonerStart helped me find opportunities to meet and chat with other parents of children with special needs if I wanted to”, with 15% reporting “disagree” and 19% reporting “strongly disagree”. (Note: 34% reported no desire for this type of interaction.) In addition to this item, there were three items with 9% or less reporting dissatisfaction: 1) “SoonerStart helped my family learn how to better access medical care we need for our child”, with 6% reporting “disagree” and 2% reporting “strongly disagree”; 2) “SoonerStart helped me find ways to reduce stress and cope with the impact of my child’s special needs on our family”, with 6% reporting “disagree” and <1% reporting “strongly disagree”; 3) “SoonerStart staff members helped my family included my child in our everyday activities such as going to the store, church, or a park.”, with 8% reporting “disagree” and 1% reporting “strongly disagree”.

PART 6: IMPACT OF THE PROGRAM AND HOW IT COULD BE IMPROVED

The last section of the interview asked family members to rate their overall level of satisfaction with the SoonerStart program. When given the statement “SoonerStart services helped improve my child’s development”, 49% reported “strongly agree” and 41% reported “agree”, while 5% reported “neutral”, 3% reported “disagree”, and 2% reported “strongly disagree”. The majority of respondents (62%) “strongly agreed” to the statement, “Overall, I am satisfied with the SoonerStart early intervention program.” Thirty-two (32%) reported “agree”, 3% reported “neutral”, 2% reported “disagree”, and 2% reported “strongly disagree” (see Figure 5).

FIGURE 5: OVERALL SATISFACTION WITH SOONERSTART PROGRAM

Overall, I am satisfied with the SoonerStart Early Intervention program.



The interview concluded with three open-ended items. On the first item, “Please describe how SoonerStart has affected your child and family”, three primary themes surfaced. First, the most common theme was that the families had a positive experience with the SoonerStart program. Examples of this theme are given by these parent comments:

- “SoonerStart has affected us in a positive way because they are very supportive. A very encouraging environment.”
- “They were very open and welcome. They made the process very comfortable and in the short period of time he made great improvements on every aspect.”

The second theme included Parenting Skills/Education. Examples of this theme are evident in the following parent comments:

- “I think that SoonerStart gave me practical ways to work with my child's strengths and how to improve weakness in a positive way.”
- “They gave us support. They were very helpful in helping us handle and learning about her and how she was going to learn, day to day things. I wished we had gotten started sooner.”

The third main theme pertained to speech and communication therapy for the child. Examples of this theme include:

- “I think <child's name> speech has improved and her ability to communicate with her sisters and parents has greatly improved. That has exceeded my expectations.”
- “Our therapist was very kind and worked very well with my child. He really loves her and his speech has come a long way in a year's time.”

Secondary themes for this open-ended question included developmental assistance and coordinating services/resources outside of SoonerStart.

On the next open-ended item, “If you could do just one thing to improve SoonerStart, what would your most important improvement be?” one principal theme emerged: no improvements are necessary. Examples of this theme include:

- “I don't know. I think they did a really good job.”
- ”Nothing, they are doing really great.”
- “I'm 100% satisfied.”

Secondary themes for this item included having more staff members and less staff turn over, having more time allotted during each visit and more frequent visits, expanding the program past age 3, need for better communication/information/coordination across staff members and for the program to do more advertising.

The last open-ended item, “Do you have any other comments about the SoonerStart program that you would like to make?” resulted in one primary theme: positive experience with the program in general. Over half of the respondent (n = 157) provided a comment that described a positive experience with SoonerStart. Examples of this theme are given by these parent comments:

- “I have four kids I have adopted and each one of the kids that have gone through the program have experienced a great therapist. I really appreciate the love and the care they give towards the children. They really get attached to them. I really love the care and the enjoyment you get out of the program.”
- “I would not hesitate to call them again. They were more than willing to help us in every situation that came up. They even called us at Christmas to see if the kids needed any toys.”
- “I think it's a great program; like I said, they've helped us in so many ways. They showed us where he should be in his speech and crawling and things like that.”

PART 7: SIGNIFICANT DIFFERENCES BETWEEN CURRENT AND FORMER CLIENTS

To determine statistically significant differences between current and former SoonerStart clients in regards to their responses to the survey items, independent sample t-tests were run on all items of the survey instrument, with the exception of the “Transition from SoonerStart” section (which only former clients completed). The purpose of this analysis was to compare the responses of current and former clients. There were four items which had a statistically significant difference in average ratings on the survey item by current/former client status.

Respondents were asked to respond to statements on a scale of 1 to 5, with 1 being “Strongly agree” and 5 being “Strongly disagree.” Two survey items assessing family satisfaction with the SoonerStart program and services had a statistically significant difference in average rating between current and former clients. When given the statement, “SoonerStart staff members provide/provided information and reports in a way

that I understand” a statistically significant difference of .033 was found, with an average rating of 1.54 for current clients and 1.40 for former clients. A statistically significant difference of .022 was found between the average rating of current (1.63) and former (1.87) clients for the statement, “SoonerStart services are helping/helped my child and family reach our IFSP outcomes.”

One survey item used to determine the impact of the program had a statistically significant difference in average rating between current and former clients. When given the statement, “SoonerStart services helped improve my child’s development” a statistically significant difference of .039 was found between the average rating of current (1.57) and former (1.77) clients.

Items that measured family change included one survey item which had a statistically significant difference in average rating between current and former clients. When respondents were asked, “Since your family has received SoonerStart Services would you say your ability to interact with your child has “stayed the same”, “gotten better”, or “gotten worse”?” a statistically significant difference of .002 was found between the average ratings of current (1.90) and former (1.76) clients.

Section A: Background Questions

QA1

For this interview today we are interested in the SoonerStart services that <child's name> received. Is <child's name> currently in SoonerStart?

	<u>Freq</u>	<u>(%)</u>
1 Yes	147	48.4
2 No	157	51.6
9 Refused to answer	0	

QA2

(IF QA1 = 1, then skip)

(IF ANS <> 1, then skip to NOTQAL1)

Then <child's name> was previously in SoonerStart?

	<u>Freq</u>	<u>(%)</u>
1 Yes	157	100.0
2 No	0	0.0
9 Refused to answer	0	

QA3

What is your relationship to <child's name>?

	<u>Freq</u>	<u>(%)</u>
1 Mother	246	80.9
2 Father	21	6.9
3 Grandparent	17	5.6
4 Foster Parent	18	5.9
5 Other Relative Caregiver (brother, aunt)	2	.7
6 Other Non-relative Caregiver (e.g., case worker)	0	0.0
9 Refused to answer	0	

QA4

(IF QA3 < 4, then skip)

(IF ANS <> 1, then skip to NOTQAL2)

Is <child's name> **CURRENTLY** in your care?

	<u>Freq</u>	<u>(%)</u>
1 Yes	20	100.0
2 No	0	0.0
9 Refused to answer	0	

QA5

About how long has he/she been in SoonerStart?

	<u>Freq</u>	<u>(%)</u>
1 Less than 1 month	4	1.3
2 1-3 months	17	5.6
3 4-6 months	51	16.8
4 7-9 months	35	11.5
5 10-12 months (1 year)	84	27.6
6 13-18 months (1.5 years)	46	15.1
7 19-24 months (2 years)	40	13.2
8 25-30 months (2.5 years)	11	3.6
9 31-36 months (3 years)	16	5.3
99 refused	0	

Section B: Transition from the Program

Now I'm going to ask you about the time that <child's name> moved from the SoonerStart program.

QB6

(IF QA2 <> 1, then skip to PRESS)

(IF ANS = 6, then skip to PRESS)

(IF ANS = 7, then skip to PRESS)

Would you tell me the primary reason WHY your family left the SoonerStart program?

	<u>Freq</u>	<u>(%)</u>
1 Your child turned three years old	84	53.3
2 Your family was unhappy with the program	3	1.9
3 You felt that your child no longer needed services (before age 3)	16	10.2
4 Evaluation results showed that your child no longer needed services	46	29.3
5 Moved out of area/will be moving out of area	2	1.3
6 Child died	0	0.0
7 Child left my home	1	6
8 Other reason	5	3.2
99 refused	0	

QB6oth

(IF QB6 <> 8, then skip)

Could you describe WHY your family left the program?

(OPEN-ENDED)

(SEE APPENDICES B AND C)

QB7

(IF QB6 <> 4, then skip)

Did you agree with this decision?

	<u>Freq</u>	<u>(%)</u>
1 Yes	44	95.7
2 No	2	4.3
9 Refused to answer	0	

QB8

When you left SoonerStart, did you WANT further services?

	<u>Freq</u>	<u>(%)</u>
1 Yes	68	43.6
2 No	88	56.4
9 Refused to answer	0	

QB9

When you left SoonerStart, did your child RECEIVE services from OTHER groups or agencies?

	<u>Freq</u>	<u>(%)</u>
1 Yes	54	34.6
2 No	102	65.4
9 Refused to answer	0	

QB9yes

IF (QB9 <> 1, then skip)

What services did you receive after leaving SoonerStart?

(OPEN-ENDED)

(SEE APPENDICES B AND C)

Now I'm going to ask a few questions about SoonerStart's help for your child and family after early intervention. For each of these items please tell me if SoonerStart helped a great deal, helped somewhat, didn't help much, or didn't help at all.

QB10

How did SoonerStart help your family learn about options for future services when your child turned three? Would you say...

	<u>Freq</u>	<u>(%)</u>
1 They helped a great deal.	62	44.0
2 They helped somewhat.	47	33.3
3 They didn't help very much.	12	8.5
4 They didn't help at all.	20	14.2
7 Not applicable	13	
9 Refused to answer	2	

QB11

How did SoonerStart help prepare your child for the new services you received after leaving SoonerStart? Would you say...

	<u>Freq</u>	<u>(%)</u>
1 They helped a great deal.	52	39.1
2 They helped somewhat.	36	27.1
3 They didn't help very much.	13	9.8
4 They didn't help at all.	32	24.1
7 Not applicable	16	
9 Refused to answer	7	

QB12

How did SoonerStart help you connect with other services or information that you needed AFTER early intervention? Would you say...

	<u>Freq</u>	<u>(%)</u>
1 They helped a great deal.	53	39.0
2 They helped somewhat.	40	29.4
3 They didn't help very much.	17	12.5
4 They didn't help at all.	26	19.1
7 Not applicable	15	
9 Refused to answer	5	

QB13

During the time your child was transitioning out of SoonerStart, how satisfied are you with the help you got from SoonerStart staff members? Would you say you are...

	<u>Freq</u>	<u>(%)</u>
1 Very satisfied	101	66.9
2 Somewhat satisfied	27	17.9
3 Neutral	12	7.9
4 Somewhat dissatisfied	10	6.6
5 Very dissatisfied	1	.7
9 Refused to answer	5	

QB14

After leaving SoonerStart, did your child have an IEP?

	<u>Freq</u>	<u>(%)</u>
1 Yes	59	(38.1)
2 No	96	(61.9)
9 Refused to answer	1	

Section C: Experience with the Program in General

PRESS

Now I'm going to read you a series of statements about different aspects of SoonerStart. You will be asked to rate the degree to which you agree or disagree with each statement. Your choices are:

Strongly Agree - if you think the statement is very true of your experiences with SoonerStart.

Agree - if you agree and think the statement is somewhat true for you.

Neutral - if you partially agree and partially disagree with the statement.

Disagree - if you do NOT agree and think the statement is somewhat untrue for you.

Strongly Disagree - if you think the statement is very untrue of your experiences.

	<u>Freq</u>	<u>(%)</u>
1 Continue	304	(100.0)

The first set of statements is about your family's experience with the program in general. As I read each one please think about how much you agree or disagree with the statement.

QC15

I found out about the SoonerStart program soon after I had concerns about my child's development or health.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	158	52.3
2 Agree	109	36.1
3 Neutral	16	5.3
4 Disagree	17	5.6
5 Strongly disagree	2	.7
9 Refused to answer	2	

QC16

Brochures and other information I received about SoonerStart helped me learn about the program.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	123	42.6
2 Agree	123	42.6
3 Neutral	19	6.6
4 Disagree	22	7.6
5 Strongly disagree	2	.7
7 Not applicable	14	
9 Refused to answer	1	

QC17

SoonerStart staff members help my family get information soon after I ask for something.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	185	61.3
2 Agree	103	34.1
3 Neutral	12	4.0
4 Disagree	1	.3
5 Strongly disagree	1	.3
9 Refused to answer	2	

QC18

SoonerStart staff members coordinate services soon after I ask for something.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	168	55.6
2 Agree	117	38.7
3 Neutral	10	3.3
4 Disagree	6	2.0
5 Strongly disagree	1	.3
9 Refused to answer	2	

QC19

The services on our IFSP have been provided in a timely way.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	157	52.2
2 Agree	125	41.5
3 Neutral	8	2.7
4 Disagree	10	3.3
5 Strongly disagree	1	.3
9 Refused to answer	3	

QC20

I help/helped decide which early intervention services my child and family will/would receive.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	152	50.2
2 Agree	125	41.3
3 Neutral	14	4.6
4 Disagree	11	3.6
5 Strongly disagree	1	.3
9 Refused to answer	1	

QC21

SoonerStart staff members give/gave us choices concerning my family's services and supports.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	149	49.2
2 Agree	129	42.6
3 Neutral	7	2.3
4 Disagree	15	5.0
5 Strongly disagree	3	1.0
9 Refused to answer	1	

QC22

SoonerStart staff members provide/provided information and reports in a way that I understand.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	170	56.1
2 Agree	125	41.3
3 Neutral	6	2.0
4 Disagree	2	.7
5 Strongly disagree	0	0.0
9 Refused to answer	1	

QC23

The outcomes on the IFSP are/were what I want/wanted for my child and family.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	145	48.7
2 Agree	128	43.0
3 Neutral	14	4.7
4 Disagree	7	2.3
5 Strongly disagree	4	1.3
9 Refused to answer	6	

QC24

SoonerStart staff members write/wrote the IFSP with LITTLE or NO input from me and give/gave it to me for my signature.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	17	5.7
2 Agree	40	13.4
3 Neutral	12	4.0
4 Disagree	139	46.6
5 Strongly disagree	90	30.2
9 Refused to answer	6	

QC25

SoonerStart services are helping/helped my child and family reach our IFSP outcomes.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	137	45.8
2 Agree	123	41.1
3 Neutral	19	6.4
4 Disagree	15	5.0
5 Strongly disagree	5	1.7
9 Refused to answer	5	

QC26

Meetings and visits are/were scheduled when and where my family and any other people I want/wanted to be there can/could attend.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	186	61.4
2 Agree	107	35.3
3 Neutral	3	1.0
4 Disagree	5	1.7
5 Strongly disagree	2	.7
9 Refused to answer	1	

QC27

SoonerStart staff members take/took into account our WHOLE family.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	166	55.0
2 Agree	121	40.1
3 Neutral	6	2.0
4 Disagree	5	1.7
5 Strongly disagree	4	1.3
9 Refused to answer	2	

QC28

I know/knew I can/could accept or decline any service offered and change my mind at any time.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	182	59.9
2 Agree	117	38.5
3 Neutral	3	1.0
4 Disagree	2	.7
5 Strongly disagree	0	0.0
9 Refused to answer	0	

QC29

I feel/felt comfortable expressing my concerns or complaints directly with the SoonerStart staff members or through calling the SoonerStart office.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	173	56.9
2 Agree	114	37.5
3 Neutral	9	3.0
4 Disagree	6	2.0
5 Strongly disagree	2	.7
9 Refused to answer	0	

QC30

Did SoonerStart staff members give your family information about the rights of parents regarding SoonerStart services, yes or no?

	<u>Freq</u>	<u>(%)</u>
1 Yes	288	98.3
2 No	5	1.7
8 Can't remember/don't know	11	
9 Refused to answer	0	

QC31

How often do/did the SoonerStart staff members give you copies of the IFSP and results of the evaluations?

	<u>Freq</u>	<u>(%)</u>
1 All of the time	239	80.2
2 Some of the time	42	14.1
3 Not very often	16	5.4
4 Never	1	.3
9 Refused to answer	6	

C: Section D: Interactions with people from SoonerStart

The next set of statements is about your interactions with the staff members from SoonerStart who help you with your child. Using the same ratings, please tell me if you **STRONGLY** agree, agree, are neutral, disagree, or **STRONGLY** disagree with each statement.

QD32

The SoonerStart staff members listen/listened to me when I tell/told them what is/was best for my child and family.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	176	57.9
2 Agree	114	37.5
3 Neutral	9	3.0
4 Disagree	2	.7
5 Strongly disagree	3	1.0
9 Refused to answer	0	

QD33

The SoonerStart staff members do/did NOT understand my child's and family's needs.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	2	.7
2 Agree	14	4.6
3 Neutral	10	3.3
4 Disagree	147	48.4
5 Strongly disagree	131	43.1
9 Refused to answer	0	

QD34

The SoonerStart staff members respect/respected our family's personal, cultural and/or religious beliefs.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	169	55.6
2 Agree	125	41.1
3 Neutral	9	3.0
4 Disagree	0	0.0
5 Strongly disagree	1	.3
9 Refused to answer	0	

QD35

The SoonerStart staff members give/gave me practical suggestions of activities to do with my child that can/could be part of my everyday routine.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	174	57.2
2 Agree	116	38.2
3 Neutral	8	2.6
4 Disagree	4	1.3
5 Strongly disagree	2	.7

QD36

The SoonerStart staff members are/were comfortable to talk to and work with.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	178	58.6
2 Agree	113	37.2
3 Neutral	6	2.0
4 Disagree	6	2.0
5 Strongly disagree	1	.3

QD37

SoonerStart staff members push/pushed ideas about what I should be doing with my child even when I don't/didn't agree.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	17	5.6
2 Agree	36	11.8
3 Neutral	21	6.9
4 Disagree	147	48.4
5 Strongly disagree	83	27.3

QD38

SoonerStart staff members accept/accepted my family's choices in a non-judgmental way.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	144	47.4
2 Agree	140	46.1
3 Neutral	11	3.6
4 Disagree	6	2.0
5 Strongly disagree	3	1.0

QD39

Did SoonerStart staff members give your family information about organizations that offer support for parents of children in SoonerStart, yes or no?

	<u>Freq</u>	<u>(%)</u>
1 Yes	228	82.6
2 No	48	17.4
8 Can't remember/don't know	28	
9 Refused to answer	0	

C: Section E: Education of Family

The next set of statements is about whether or not the SoonerStart staff helped educate you about certain aspects of your child's condition. Using the same ratings, please tell me if you STRONGLY agree, agree, are neutral, disagree, or STRONGLY disagree with each statement.

QE40

SoonerStart staff members helped me understand about the way my child learns and develops.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	138	45.7
2 Agree	130	43.0
3 Neutral	16	5.3
4 Disagree	13	4.3
5 Strongly disagree	5	1.7
9 Refused to answer	1	

QE41

SoonerStart staff members helped me learn about my child's condition, delay, or disability.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	124	41.1
2 Agree	132	43.7
3 Neutral	22	7.3
4 Disagree	16	5.3
5 Strongly disagree	8	2.6
9 Refused to answer	1	

QE42

SoonerStart staff members helped my family learn how to better access medical care we need for our child.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	97	32.2
2 Agree	124	41.2
3 Neutral	56	18.6
4 Disagree	17	5.6
5 Strongly disagree	7	2.3
9 Refused to answer	2	

QE43

SoonerStart staff members helped me learn about my child's strengths and needs.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	127	42.1
2 Agree	152	50.3
3 Neutral	14	4.6
4 Disagree	8	2.6
5 Strongly disagree	1	.3
9 Refused to answer	1	

QE44

SoonerStart staff members helped me feel more confident about my ability to help my child develop to his/her potential.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	145	48.0
2 Agree	130	43.0
3 Neutral	17	5.6
4 Disagree	8	2.6
5 Strongly disagree	2	.7
9 Refused to answer	0	

QE45

SoonerStart staff members helped me feel more comfortable telling other professionals what my child needs.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	111	36.9
2 Agree	143	47.5
3 Neutral	34	11.3
4 Disagree	10	3.3
5 Strongly disagree	3	1.0
9 Refused to answer	1	

QE46

I know/knew about my child's rights and my family rights concerning the SoonerStart services we receive/received.

	<u>Freq</u>	<u>(%)</u>
1 Yes	280	93.0
2 No	21	7.0
8 Can't remember/don't know	1	
9 Refused to answer	0	

C: Section F: Indications of family change

The next statements describe how SoonerStart may have affected your child and your family. Please rate how these statements apply to you. For each statement, please tell me if you strongly agree, agree, are neutral, disagree or strongly disagree.

QF47

IF (QB6 = 6) SKP

IF (ANS = 7) SKIPTO QG53

SoonerStart staff members helped my family cope with stressful situations.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	94	31.3
2 Agree	129	43.0
3 Neutral	56	18.7
4 Disagree	19	6.3
5 Strongly disagree	2	.7
9 Refused to answer	2	

QF48

IF (QB6 = 6) SKP

IF (ANS = 7) SKIPTO QG53

SoonerStart staff members helped my family include my child in our everyday activities, such as going to the store, church or a park.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	101	33.8
2 Agree	128	42.8
3 Neutral	43	14.4
4 Disagree	23	7.7
5 Strongly disagree	4	1.3
9 Refused to answer	3	

QF49

IF (QB6 = 6) SKP

IF (ANS = 7) SKIPTO QG53

SoonerStart staff members have helped me to handle concerns about my child.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	125	41.4
2 Agree	156	51.7
3 Neutral	14	4.6
4 Disagree	6	2.0
5 Strongly disagree	1	.3
9 Refused to answer	0	

QF50

IF (QB6 = 6) SKP

IF (ANS = 7) SKIPTO QG53

Since your family has received SoonerStart Services would you say your ability to interact with your child has "stayed the same", "gotten better", or "gotten worse"?

	<u>Freq</u>	<u>(%)</u>
1 Stayed the same	52	17.1
2 Gotten better	250	82.2
9 Refused to answer	0	

QF51

IF (QB6 = 6) SKP

IF (ANS = 7) SKIPTO QG53

Think about your everyday routines. Have SoonerStart staff members helped you learn activities to use with your child that make everyday routines more successful, yes or no?

	<u>Freq</u>	<u>(%)</u>
1 Yes	268	89.3
2 No	32	10.7
9 Refused to answer	1	

QF52

IF (QB6 = 6) SKP

IF (ANS = 7) SKIPTO QG53

Did you want to talk to other Oklahoma parents who have a child with similar developmental delays, yes or no?

	<u>Freq</u>	<u>(%)</u>
1 Yes	106	35.6
2 No	192	64.4
8 Can't remember/don't know	2	
9 Refused to answer	0	

QF52yes

IF (QB6 = 6) SKP and IF (QF52 <> 1) SKP

Please tell me if you strongly agree, agree, are neutral, disagree, or strongly disagree with the following statement... SoonerStart staff members helped me find opportunities to talk to other Oklahoma parents who have a child with similar developmental delays.

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	26	24.5
2 Agree	30	28.3
3 Neutral	14	13.2
4 Disagree	16	15.1
5 Strongly disagree	20	18.9
9 Refused to answer	0	

C: Section G: Impact of the program and how it could be improved

QG53

SoonerStart services helped improve my child's development. Do you strongly agree, agree, are neutral, disagree, or strongly disagree?

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	147	49.0
2 Agree	124	41.3
3 Neutral	15	5.0
4 Disagree	8	2.7
5 Strongly disagree	6	2.0
9 Refused to answer	0	

QG54

Overall, I am/was satisfied with the SoonerStart Early Intervention program. Do you strongly agree, agree, are neutral, disagree, or strongly disagree?

	<u>Freq</u>	<u>(%)</u>
1 Strongly agree	185	61.9
2 Agree	96	32.1
3 Neutral	8	2.7
4 Disagree	5	1.7
5 Strongly disagree	5	1.7
9 Refused to answer	1	

QG55

We are almost finished. Please describe how SoonerStart has affected your child and family.

(OPEN-ENDED)

(SEE APPENDICES B AND C)

QG56

If you could do just one thing to improve SoonerStart, what would your most important improvement be?

(OPEN-ENDED)

(SEE APPENDICES B AND C)

QG57

Do you have any other comments about the SoonerStart program that you would like to make?

(OPEN-ENDED)

(SEE APPENDICES B AND C)

dispos\$

Last disposition of interview

	<u>Freq</u>	<u>(%)</u>
0 Partial Complete	4	1.3
110 Complete	300	98.7

region
SoonerStart Region

		<u>Freq</u>	<u>(%)</u>
1	Region 1 (Northwest)	13	4.3
2	Region 2 (West)	30	9.9
3	Region 3 (Southwest)	25	8.2
4	Region 4 (South)	8	2.6
5	Region 5 (Central)	22	7.2
6	Region 6 (Oklahoma County)	30	9.9
7	Region 7 (Tulsa County)	76	25.0
8	Region 8 (Northeast)	29	9.5
9	Region 9 (East)	61	20.1
10	Region 10 (Southeast)	10	3.3

QB6th

(IF QB6 <> 8, then skip)

Could you describe WHY your family left the program?

<u>Theme</u>	<u>Count</u>
Scheduling problems	2
SoonerStart staff stopped coming for visits	1
Paperwork problems	1
Wanted both children in program	1

QB9yes

IF (QB9 <> 1, then skip)

What services did you receive after leaving SoonerStart?

<u>Theme</u>	<u>Count</u>
Services from school/pre-school	28
Therapy (occupational, physical, or speech)	15
Headstart	5
Other	5

QG55

Please describe how SoonerStart has affected your child and family.

<u>Theme</u>	<u>Count</u>
Positive experience	95
Parenting skills/education	78
Speech/communication therapy for child	57
Developmental assistance for child	25
Neutral	18
Coordinated other services and resources outside of SoonerStart	14
Negative experience	9

QG56

If you could do just ONE thing to improve SoonerStart, what would your most important improvement be?

<u>Theme</u>	<u>Count</u>
No improvements necessary	131
Better coordination/consistency/information/communication	44
More staff/less turnover/more experienced staff	21
More time per session/more frequent visits/schedule flexibility	21
Expand program past age 3	17
Do more advertising of program	17
For SoonerStart staff to interact more with child	13
Expand resources/services available through SoonerStart	10
Need better transition aid/follow-up	7
Staff/performance issues	6
More funding/equipment	5
Better testing procedures	5

QG57

Do you have any other comments about the SoonerStart program that you would like to make?

<u>Theme</u>	<u>Count</u>
Positive experience: great program/staff	157
Negative experience	7
Would recommend to others	3
Expand program/services available through SoonerStart	3
Expand program past age 3	2
Do more advertising of the program	1

QB6oth

(IF QB6 <> 8, then skip)

Could you describe WHY your family left the program?

Responses
The services just stopped coming. I have not been contacted.
Since he was a twin only one was in the program, we didn't want either one of the children to feel left out. And we also felt that he wasn't delayed.
The way that our schedule was set up I was always missing the meetings because they conflicted with previous engagements.
It was too much of a hassle to take two kids to separate special needs programs.
DHS or whoever said I didn't comply with some forms they sent.

QB9yes

(IF QB9 <> 1, then skip)

What services did you receive after leaving SoonerStart?

Responses
I don't know but I sent him to a daycare.
A nurse came out before and after SoonerStart to help.
Physical therapy for her feet.
Three year old program through school.
She's in Putnam City schools in the three year old program. She had to wait about six months after SoonerStart.
We got a private therapist and we are getting services through the school.
Head Start
Speech therapy from the public school.
Transition with public school, speech pathologist.
The school system. They put him in special classes for speech therapy
Better Life Counseling
Enrolled in public school and three year old program for kids with special needs, speech therapy.
Developmental preschool.
He's enrolled in the Darnaby School in the speech and language development class.
Speech therapy from the public school.
Big-5; Head Start
They connected us to our school district
Occupational Therapy and Speech Therapy
Services through the public school system, preschool, special education services.
Head Start and also receives speech from the Stillwater Public Schools.
Occupational and speech therapy and physical therapy through the school system.
We did get other services in the form of Total Rehab, since our financial situation increased and she no longer qualified for SoonerStart. She is still receiving services from Total Rehab.
Tulsa Public Schools IEP

Responses
Individual speech therapist.
Speech
Speech therapy, OT therapy, and preschool
He's in Moore public schools for speech classes.
Physical therapy
Public school offers some sort of speech therapy
He is in the public school system.
Occupational therapy at the hospital
Children First.
Special needs preschool
He takes speech classes at Choctaw Elementary School.
Speech therapy
Public school system in our local town, a classroom situation
Speech through public schools
Physical therapy
Special delayed class in Sand Springs school district and speech therapy
Stroud Head Start program
Public schools - speech and developmental therapy
Head Start
An hour of occupational therapy, speech therapy
He is in a half-day developmental program; his strengths are focused on speech and language.
The Choctaw Nation hospital
The school system, three year old special needs class.
Hillcrest
School system
Speech therapy
Speech therapy, physical and occupational therapy.
Physical therapy and speech.
Special needs classes through the school district.
Receiving speech therapy through the Head Start program.
Speech therapy through an elementary school.

QG55

We are almost finished. Please describe how SoonerStart has affected your child and family.

Responses
We would make an appointment and they would come and work with my son and he is getting better.
They were just a helping hand if I did need special programs, that I could turn to them. We both felt that I didn't need their services after the initial few meetings.
They are helping us to learn how to work with her and what's holding her back and how I can help her. Helps me get her to interact, learn, and develop.
We didn't understand how to deal with our sons delay, so it was frustrating for us. They helped us learn how to communicate and learn different techniques to use. Our son actually tries to communicate with us now. Overall lowering our stress levels.
He was on oxygen when he came home from the hospital. He was about a month behind. She came and helped him to exercise and gave me suggestions on how to keep his delay from not getting worse and helped him to catch up and even progress to better than where he should have been. She gave me ideas of what to do and ways to help him sit up and crawl even with cords attached to him. She really helped my stress level. She even showed my older son ways to feel included.
The biggest thing is they have been a catalyst for us to get our medical equipment. They have provided support and showed ways to interact with our son. They have also taught us about his perspective.
They have helped us with the physical therapy so she can walk better. And she has had speech therapy to help her eat.
He is behaving a lot more then he was. I think it was successful because that was our main purpose SoonerStart has affected us in a positive way because they are very supportive. A very encouraging environment.
They taught us different techniques like baby massage, and stimulation and how to better care for her because of her size, she was a premature baby.
He has improved a whole lot. Since he was a drug baby I didn't want him to be lagging behind. I know that drug babies have delayed problems. He has since popped up and progressed quite a bit. In my book he has really progressed because of their help.
I think that SoonerStart gave me practical ways to work with my child's strengths and how to improve weakness in a positive way.
They came out to the hospital for physical therapy and braces for feet.
We can understand my son's speech much better now.
They helped me learn how to cope with her, learn how to teach her functions at an appropriate level. SoonerStart is wonderful!
They helped us understand the developmental levels of our child and what our child needs to be doing.
They helped us go in the right direction to get what she needed, because she had a very rare syndrome. They helped us reach a better doctor.
It helped me understand the problems that she was having but she was so young there was not much that we can do other than the exercises.
They never really worked with him. They came over and talked to us for a little bit and never really did too much with them.

Responses
They helped me with his tempers and also helped with him listening. He couldn't speak. He would listen to them, not me. They would play games with him and he was always excited to see them. They just helped so much.
Helped me to help my daughter develop back to where she needs to be.
Helped us with our concern about the disability.
I have the best supervisor, and the woman who works with my daughter every week is phenomenal. We are so blessed to have them in our lives. We have surpassed every expectation I had for her.
Since my girls were born prematurely, they made specializations on how to handle their developmental delays. They've really helped them catch up to where they need to be.
Refused to answer.
It helped me learn how to handle a baby and how to help her with her needs. I learned about the possible problems she might have growing up.
Gave me ideas and tools to work with my child as well as input from others in the same situation.
I think <child's name> speech has improved and her ability to communicate with her sisters and parents has greatly improved. That has exceeded my expectations.
Our son was premature, and we were so lost. They have helped us understand how to help him better, and they showed us how to incorporate activities into our daily lives.
They have done a great job in teaching me in how to deal with speech, my son is delayed in speech, they have done a great job teaching me how to help him develop his speech.
They didn't.
Our caregivers have helped in every way that we've needed it.
When I applied for services, my child has a neurological speech disorder. When they did a test, they did the standard test and he only showed up for therapy less than 50 percent of the time and it's hard to help a kid when you cancel more times than you show up. I knew something wasn't right. While they were encouraging me, it made me feel good and I think that kept me from going somewhere else. I said something and they said they have many kids and I think that had a lot to do with that. He just happened to mention she had signs of Apraxia and that's very serious. I said she needed something differently and he disagreed. It could be they were overbooked. I did my own research and got a private therapist. I just felt that had they had more staff on hand, he might be willing to give her extra therapy.
My daughter couldn't eat or use her mouth right, now she can.
Very good. They interacted with him when they would come. They'd get on the floor and play with toys. It didn't take him long to start interacting. They communicated with him real good.
I had two therapists. And the one that came in to work with him on his physical delay was very helpful and wonderful to have. But the oral therapist did not really help. She just sat and watched him then told me ideas instead of working with my child.
She had a speech delay and now she is talking all of the time.
It helps us help her develop more quickly then she would if left on her own.
Our son was a year old when we adopted him and was already in SoonerStart and they knew more about him than we did. My son sucked his thumb and we couldn't understand what he was trying to say. He also needed help with his motor skills, so they were there for help and support for my child and family. They tried to help make it where the whole family got along with each other.

Responses
When you've adopted children with limited medical background, it's hard on people who don't know what's going on. I adopted a baby with a cocaine addiction, and I didn't get a lot of help from the people who were assigned to my case. They referred us to other programs, but they didn't know much about how to help my little girl. And it's so hard to have to watch her suffer through this.
I think SoonerStart was more useful as an educational tool. I don't think my children benefited much from the weekly sessions.
My son does not speak, since enrolled he has started to repeat words and very limited word usage, staff does not give me activities to help with his speech, although my son likes his staff member.
Our son has started walking. We have been working on it for a year now. He finally did it with the therapist watching.
He was on medicine for seizures, which slowed his system down, so he wasn't able to do things. They helped reassure me that once he was off the medicine, things would get better. They showed me exercises to do with him so when he was off the medicine he would be ready to go.
They're giving us different activities and options. They're helping him reach milestones successfully.
My little boy talks a lot more and he communicates with us better. He seems happy when he can communicate with us.
It helped my little boy to catch up with other kids his age in his reading and speech.
They have helped my daughter a lot with communication with adults and with dealing with siblings.
It really helped us, we were unequipped for him being premature. They helped us make things better by learning how to acclimate him into our schedule and us into ours. We learned how to help him learn.
Assisted in getting us more information for new services
Mainly they just helped us realize what the delays were and were simply caused by early birth. We learned ways to develop them.
It gave us a baseline comparison so we could know how well she was doing. It helped us to know how well she was doing.
They have helped us to bond with him and the rest of our family.
It has helped out a lot, I can now cope with other children, helped us as parents better understand our child.
I think SoonerStart helped me pay attention to things that my child was doing slower than she should be and helped me come up with strategies to help her catch up.
It has helped my son develop and meet his goals for development.
I think they helped with physical development as well as mobility developments and overall interactions with others.
I thought it could have been really helpful if we would have gotten him in sooner and if we had more frequent visits.
They were very open and welcome. They made the process very comfortable and in the short period of time he made great improvements on every aspect.
They were reassuring that our child was on track.
They helped when I had questions about what to expect, and at one age, and what to push him on what to learn to do since he was premature. They showed me all the tricks to get him to do what he was supposed to do on time.
I have learned more of what to do and what not to do in regards to my son's progression.

Responses
She's definitely better off here than she would have been in Texas. We moved here from Houston, and they don't have any programs like this. Here, they really helped my kids get help.
When we started the program our speech person constantly cancelled on us. And now that we have a new one our child is about to age out.
He was having with speech and they came in and helped us with sign language. He was beginning to learn to communicate with us and now we are working on his actual language. He wasn't able to suck through a straw and now he is able to do that... it's a great program.
It got me the push I need to understand what was going on. I was having a language problem between me and my child and they helped me be able to communicate with him.
The physical part was helped out a lot. Because they are twins the development was a little slow. But SoonerStart improved the development.
They provided resources, doctors, schools etc., that helped cope.
I believe by the different things me as a mother can spend time with him and having them every week to come different. They have different things that make him do different gestures that I wouldn't teach him unless I knew I was supposed to. They help me realize that if I was to do this and this... and how to work with him and learn a little bit of sign language as well.
This child wasn't able to suck well when she first came. They showed me how to help her suck and how to work with her. They assured me I was doing the right thing and she has almost caught completely up. The staff here is just wonderful. They are very knowledgeable on each issue she has had. She's had nutrition addressed perfectly because of their hard work. They've gotten her up and walking like she needed to be... They are just wonderful.
Our therapist was very kind and worked very well with my child. He really loves her and his speech has come a long way in a year's time.
The case worker helped me decided which doctors to take him to, helped him learn sign language, got him into a good preschool, and just helped a lot.
It was a positive reinforcement for my family.
They helped get my child up and crawling and walking and helped him with his speech.
The program has affected us very positively. We can finally get some sleep now. The condition my daughter has is new to the program too, so they have tried to set us up with programs that can help and relate to this disorder. They also have given us ideas on how to help our child eat and sleep. They prompted us to go to the National Health Convention which has set my daughter up with the National Health Department which is treating her properly because they are doing national research on her disorder by observing and helping her. So if it wasn't for this program we would still have tons of problems and wouldn't get proper treatment.
It brought us together more as a family, all worked with my child to help us help him to accomplish the goals that we had.
We learned what the problem actually was and they helped in finding help diagnosing problems.
I was concerned with her developing kind of slow. They have even helped with her older brother and he doesn't qualify, he's too old. They've just been a big help!
We can understand a little bit more about him. He's really come a long way from what they helped us with. He can follow with his eyes instead of his head, which is really cool. He's having fun and all of this is helping him build his muscles.

Responses
It helped my grandchild because she needed someone to help her with her vocabulary and the SoonerStart program allowed us to have someone to help with the vocabulary.
The whole experience was very positive; they came and worked very hard to get him into a good school and walked me through every step.
Severe communication problems which frustrated me and my child were solved by SoonerStart.
The program didn't help <child's name> at all. He actually hated the program. It was fine for educating me, but not suited for <child's name>.
They have given us more courage about his speech. When we began he said about 2 words and now he is doing wonderful. They have helped us immensely.
It helped me a great deal. This is the third child in SoonerStart of ours. I can't say enough about SoonerStart. They have helped me dramatically. It's helped me to know what to look for, how to handle the child... just a tremendous help.
I have had two kids with speech delay. She has always been very patient and encouraging and supportive. She has just been wonderful with my kids and a great help. She is very good.
They just gave us practical applications for ways to deal with everyday situations. We learned how to go to restaurants without a tantrum. They taught us how to communicate with our daughter.
It has put me more at ease with <child's name> development. I don't want to compare it with his twin brother. His brother is a little bit advanced for his age. It has helped me realize the differences between my two sons' developments.
They have done really good. They have helped him learn about his language. They're even trying to get him into the Head Start program.
<child's name> was having a bad attitude, and they helped me deal with them and have them get a better attitude, and helped get our family back together.
I have two kids in there. The oldest one, he really doesn't have any problems other than the fact that his mother is out of his life. It's given me some free time and it's also more of a schedule and it's taught them so many different things like picking their plate up and drinking out of a regular cup. The youngest one, he has went from saying one or two words and sometimes you can't understand that. Now he is saying sentences and it's wonderful. SoonerStart thought it would be great for him to be in a group with other kids and it has! It's helped me being in the program and being on the board. I'm also on the policy council. It's been a really good program for our family.
I completely believe it was the early intervention that put him where he is today.
Well they give us activities to do with him and they have gotten him caught up to where he needs to be.
My daughter had her left hand unable to function. they helped with massages and activities to help with that. They showed us massages to relieve my child's gassiness. Showed activities to help her learn to walk.
It helped us realize there are problems, but we had to go elsewhere to get more in-depth help for her condition. They did help her get where she can walk and talk a little.
They helped us access information on how to deal with some of the issues and the concerns we had, and were very supportive of us and how we wanted our child to be raised. The staff was very available and went above and beyond our expectations
They have helped me find services in the city, anytime I need to find a service in the city the SoonerStart is there for me.
She has much better social and communication skills since being in the SoonerStart program.

APPENDIX C: VERBATIUM OPEN-ENDED RESPONSES

Responses
They help you learn how to adapt in the home and socially with a child that has special needs.
He was referred for his speech delays and cognitive delays, and he has completely turned around. He didn't used to say anything, but he has progressed a lot.
They have helped her grow mentally and physically and emotionally. They have helped us understand.
It was just reassurance and that's what we needed... that he was doing fine.
He was a little behind his twin brother, and they tested him and helped him catch up. Then the person assigned would mostly talk to me. There wasn't a lot of hands-on with my son. The woman was nice, but it seemed pointless sometimes. I thought she would want to work more with him. It just wasn't what I expected.
She started SoonerStart when she was seven months old. Honestly she got a great start in the program because she got the therapy and she got to do activities that suited her age. Jamie Williams and Keri Raines were extremely wonderful. If we had any concerns they would find the answer for us if they didn't already know it. They would come to the house and they were very good to us.
It helped us.
She can interact with her siblings more.
It helped us a lot especially in his speech.
I enjoyed just talking to them and learning more about what was going on with my son. They gave me a lot of good information.
The two people that we were assigned are wonderful. They have decreased his frustration that he has. <child's name> was 3 months premature. There was a lot of things he wasn't able to do, physical things. He was never in the fetal position so we even had to work with his legs. He didn't have a clue how to do things. They worked with him with the squares and the pegs. They helped us learn because we didn't know anything and they showed us what to do with him through printouts and on a daily basis. So, they were just really good.
That's hard to do. They have been able to get us into a doctor so we could get our son's diagnosis faster than most could do. We were able to get him into school a lot quicker than we were with my older son.
It improved a whole lot on his speech. It has gotten a whole lot better than when we started. They helped me deal with things like potty training and other stuff.
It helped him in his speech patterns and pronunciation.
He was born four months early, so just being aware of what we'll encounter along the way getting him caught up on his development. They helped us deal with all the problems and improve as parents. The evaluations have been useful because they make us feel confident in what we are doing.
No.
We have a child that was 18 months old and didn't have language ability and they've helped her to develop some.
She has come a long way. They worked with her a lot to bring her up to the same level as her friends.
My daughter has speech impairment so it helped teach us how to communicate with her when she was having a difficult time speaking. It also helped us understand what she was saying.
They've made us understand what is going on with my daughter, medically. They helped her get in the programs she needed to be in to help her develop physically.
He is our first child, so we didn't really know how fast he should be developing, and they helped us a lot.

Responses
Our kids were premature, so they gave us exercises we could do with them before they started walking to help them along... teaching them ways to do the physical activities.
The program has been indispensable and that the program has made a huge impact in my life and in my child's life. I have had to deal with for different people with the SoonerStart program and they have all been a great help.
They gave us tools and activities to help my child to overcome his prematurity and they exceeded our goal pretty quickly.
She's been kind of slow in talking, and they're helping her to verbalize more things.
No.
He learned how to talk better.
It helped how to figure out how to get my child to start talking and what tool I could use to help him talk.
They helped to ease our fears regarding his motor skills, his speech, his physical abilities. They were just really really helpful.
She went from being very delayed to completely caught up and then some. She is doing very well now, and it is all because of them. The last girl, Marnee, helped her in so many ways. She has exceeded every expectation I had for her, and it's totally because of them.
Recently my child started to improved more, I am very happy with the program
It's helped them develop and feel more comfortable about themselves.
They've just helped reassure me and our family about any problems that we've had. We didn't have to figure everything out for ourselves as far as the medical conditions.
The best thing is they gave me advice, more information like how to take my daughter to the library and meet with all the kids. They are so helpful.
They just have been absolutely wonderful physically and mentally. They are full of information. They not only met her needs, but they also met my needs which are vital with my relationship with my daughter.
They are like his second parents now. They come over all the time and <child's name> loves them. They basically just play and learn at the same time. They've helped him with sign language stuff and is better with eye hand coordination.
It made me aware of services available through the state. It helped me transition into the three year old program. I don't think I would have come across the program without them.
The child has improved and I am happy with the results.
I was really grateful because they provided much help for my son, and the family was grateful because everyone didn't know how to help my son.
They have helped my son develop better. He doesn't get behind in everyday things now, except in one area.
It gave him extra help early on with his speech. He will be caught up really soon, and it's largely because of this program.
No.
The program has helped us to know what to do with him when he was younger. We didn't think he was developing correctly with everyday activities and they showed us activities we can do to help him get to his age level. He is successfully equal with his age group.
They helped in her learning areas. She's stronger at walking and talking than she used to be.

Responses
They helped me learn what was going on with my son's motor skills and how I could help him.
He was diagnosed with possible cerebral palsy and now he's a healthy, normal young boy. He got past the being limp.
They've helped me find a behavioral psychologist, and they're even going to the meeting with me. We just found out that she's autistic, and they've really eased the path for us. They're showing us so many different avenues.
When he was six months old we went to his checkup and I was concerned he wasn't rolling over and not doing the things he needed to be doing. By the time we got the results, SoonerStart was helping him sit up. All the time we were concerned about his eating and not gaining weight like he should. They helped us with putting on weight. The speech therapist really helped out a lot also. They caught him up to normal. I think without it he would probably still be facing developmental issues had he not had early intervention.
I think it gave us some guidance, but during the sessions it was mainly just me chatting with them, rather than them helping the child directly.
Helped me encourage my child to learn to talk more.
SoonerStart has helped us a lot, I am impressed.
The program made me feel more comfortable, they were really helpful in making me feel more confident.
It helped us learn how to communicate with our son and encourage him and focus on his strengths and develop those.
They reassured me that he was on target developmentally. I kind of knew but I liked to have reassurance.
We get physical therapy every week. She's helped teach my son how to develop more normally. Speech therapy comes and check to make sure he's not too far behind. They all give us ideas on things to do and activities that are educational.
I learned how to specialize in care and development because I had children before but I re-learned for my child in SoonerStart with the help of staff.
Without SoonerStart, we wouldn't know what kind of activities to do with our child to bring him up to speed. He's been reaching his milestones since then.
I think it was a wonderful opportunity. He was a preemie. The helped me understand he was behind and they eased my worries when I thought he should be doing things that he wasn't.
The program has helped us realize that our babies were going to take longer to develop. They gave us a lot of ideas on what to do and how to handle them.
They have helped me understand the stages that my babies would be going through.
It's like for a year his speech didn't change at all, then after a year it changed dramatically. The speech pathologist that came really helped me interact with me and him. Also Debbie gave me confidence in my parenting ability.
In the early days, they made me feel more comfortable with his situation.
They brought my child up to the desired level and progress was seen monthly.
They helped educate us on different activities to work with her on reflexes and motor skills.
It gave us avenues to resources that we otherwise wouldn't have been able to provide. She had some major health problems, and they helped her in a lot of ways.

Responses
They helped us with her development, she was really weak, and had low muscle tone. It was stressful because her and her sister were close together in age. They showed us techniques to deal with both children at once. They were very knowledgeable and supportive. They showed us all kinds of techniques for strengthening my child. it made me relax a little bit as a mother.
They did everything I asked of them with my son. He wouldn't be what he is today without them. They helped me so much.
They've given us exercises to do with him to help him, and he's made great progress.
They helped us get the child on the right path he needed to be on as far as catching up on reflexes and motor skills.
They gave us more ideas to help with their development and now the girls are doing very well.
It really helped him to learn, grow, and mature.
It gave my child more confidence to do the things he knew he could do and the things that stretched his abilities.
My child didn't speak much at age two but after the program he has learned to speak and chat with adults.
It gave us the assurance that nothing else was wrong with her. She was delayed in her speech but everything else was average or above average. They helped her pay more attention to us and they helped us a lot too. It's nice to have someone say have patience, it will come.
For my family overall, it has made it easier for me to know what my rights are with my children.
They helped my son be able to speak better in putting sentences and words together.
They came in and took a big burden off me since I didn't have to worry about who's going to take care of my son.
SoonerStart was helpful in offering a complete evaluation that led to discovery of the condition and got them on track to where our child needed to be.
They allowed my child to talk. She was about two and a half years old before she could say common words and now she talks up a storm. She was born with a hole in her heart and we were stressing out and they called when she had her surgery and they were just awesome! I always recommend the program to anyone who I might see has a concern. It's just an awesome program! They made her a whole new program.
They've told me all kinds of things that I wouldn't have known before, things that I really could've messed up.
My child was a little over two and she wasn't using very many words. we were concerned, and they helped discover some hearing problems and helped correct them. They also helped with speech therapy and techniques to get her to use more words and fewer gestures.
He had a mild speech problem, and he wasn't walking as soon as he should have, and now he's just like a normal three-year-old.
They helped in his development and the types of ways to help him that we didn't know about before.
They helped me learn about his hearing impairment and how to deal with it, as well as how to make sure he doesn't fall behind in his speech.
The simplest way for me to say it is, the doctor told me that if she, my adopted child, hasn't been with me and gotten the care through SoonerStart, she wouldn't be walking or talking or even be alive. To me they have been a God send.

Responses
We've been disappointed with the frequency of visits of the therapists. We've been hugely disappointed with the speech therapists. We never know when our child is going to be seen, her results are sometimes three weeks late. The occupational therapists have been wonderful. Overall, the speech therapist has tainted my opinion, it's been really soured.
They didn't help a whole lot. He's still kind of behind, and they didn't show me much that I didn't already know.
They identified the problem and directed us to the right resources and taught us exercises to bring our child back up to speed.
They treated our child well and took him under their wing to help him develop his language skills.
It's given me things to work with at home to improve her speech, different sounds and things like that.
They have helped tremendously with my child. The staff members are very helpful and knowledgeable. The nurses have been helpful too. They helped with what my insurance wouldn't carry and they've recommended doctors and other support groups such as March of Dimes. My child would not be up to par at one year old if it wasn't for them. Melissa Robins is our case worker and I highly recommend her.
He has made my child where I can understand his speaking now. He interacts and talks a lot better. He is coming out of his shell. I love this program.
Helped diagnose and testing in order to begin to understand that problem wasn't as bad as it seemed.
They have helped me of other ways to get her to talk. She has progressed, she's actually still delayed. They've helped make her not shy, she observes. It's been a very good experience.
She was having walking problems and they helped out with that a lot.
It has reinforced what we've learned at the doctor's office, like knowing that they are developmentally okay. And they're showing us things that we should do to help them reach their full potential.
The program has affected my family positively. The extra support they give and are there to answer any questions if I have any questions. They also provide us with lots of resources.
It's helped with the coping process, for me and my husband. But mostly, they've helped him launch into the spot he should be in.
They took a mother who was a wreck and made her much better but my daughter, they could not do anything for. At least what they tried to do didn't work.
He opened up more and started talking a lot. He's interacting with other kids and his teachers.
Basically they have helped with more consistency and have come up with different ideas and suggestions that will get my daughter to communicate more with us and others.
Well he wasn't talking and now he can say anything he wants to. He's not afraid to speak or show his emotions. He likes Barbara Boat. He's improved so much since she's came.
It just helped us understand her needs.
Our caseworker was wonderful with <child's name> and was very open. She answered all of my questions and she gave us exercises that not only improved <child's name> condition but also to strengthen my relationship with him.
It has taught us how to communicate with him through sign language.
They've helped us understand things a lot better and they have helped us do things a lot easier.
He was a premature child, and she helped by making sure he developed normally.
We had a totally great experience, the Okmulgee staff is awesome and very understanding.

Responses
They provided us with a lot of information on the strengths and weaknesses that my daughter has. They also provided us with information and exercises that we can use to deal with her weaknesses and strengths.
Given the circumstances, the visits and the encouragement made us more comfortable. And they have helped us to help our daughter, and they listen really well, too.
They made us feel comfortable and reassured us that nothing was wrong with him.
I think it affected him to the point he wanted to try. He didn't make a lot of improvements at the first for a long time. When he went to daycare, he started talking. I still don't know why he is three years old and only says a handful of words. They even taught him sign language, so when he didn't want to talk, he would sign to us. We wouldn't have known sign without SoonerStart.
We have a premature baby and we don't really know what kind of problems he is going to have. They help you understand. They evaluate him and bring us more to ease. It's a comfort zone. You go to the doctor and they talk to you and you still don't know what the problem is. But with SoonerStart they would really explain it and make sure you understand it..and if they didn't know, they'd get the information for you.
They gave more information to me about how to help my child, and they calmed every fear I had about his development.
It helped him with his delays in motor skills through exercises and stuff.
We were able to understand what his capabilities are and what we need to work on and how we can work on those areas.
I don't know.
The SoonerStart program being home-based helped to begin the process of change for our son. The staff was very welcoming and very helpful. It's a great program that I believe is limited because of the capacity they have to provide services based on need. Had we had more time I believe we would have had more success. When we transitioned to the public school system we were dissatisfied because of the structure of the public schools. There is a flaw in that program. I think the only thing we did wrong was change from an occupational therapist to a speech therapist. All in all great people and program.
It was a good experience. The only trouble was getting her here because she had a lot of things going on at that time. We just didn't know what we needed to be next. Our guys were small and they're not quick. They did a lot of things, they weren't in a big hurry. They gave us ideas on what to do.
I think my child benefited with an increased vocabulary. It helped me better cope with situations because I could understand it a lot better. Overall, it was a good program.
They helped me reach some of the milestones and gave me tips on how to accomplish different things with him.
I'm more confident with dealing with <child's name> delays.
It has helped me with making sure she is the right weight, and they give me ideas to help her get around since she's blind.
They've given us ways to help her develop to a normal level.
It has been in a positive way, they give me advice.
He had problems with saying words and he says more words now. They taught him different things that helped.
They were concerned about her hearing and tested her well.
They are talking now so it's a big plus.

Responses
It helped me understand how to effectively communicate better with my child.
They did a wonderful job. They helped me work with him on talking.
I guess they helped me better understand what <child's name> had and what he needed. They taught me a lot of things. It was a really great program.
She was a preemie and I didn't how to deal with that situation. Now she's doing fantastic.
The work helped him develop more than he would have without it since he was premature.
Physically, he still has the mentality of a five month old but he's eight months old. But he is doing things well now and being more verbal.
Her developmental delay is getting improvement with SoonerStart. She is continuing to make more improvements as she is in the school system.
I think they made me see that she could actually learn things.
They helped her develop to her potential. My daughter doesn't have that much of a delay, she just has problems with speech. Thanks to them getting her into Head Start, she is talking a lot more.
Knowing that there were services available helped me do more research into programs that my child could get into. The speech therapy we received was poor, I didn't know I could request a new one. They need more intervention than one hour a week. Lydia Vaquera was wonderful in getting me set up in the school system, she went above and beyond.
They helped him work with his motor skills and improved them.
It was nice to have a third party give us insight on <child's name> development. They were pleasant and friendly and were just a lot of help with the situation.
It's made her where she is able to walk, talk and we can understand her when she does talk.
The people that came out to evaluate were really good, but the physical therapist was horrible. She didn't do much. She just kind of sat there and I felt like she didn't interact much. I finally decided it was a waste of my time.
They've given us ideas of things to do to help his development physically. We would get stuck and not know what to do, and they gave us an outside perspective.
By going through SoonerStart it made it possible for him to get into the special pre-school program that he needed.
They helped me understand everything she is going to go through. What we should be doing with her at different stages.
She developed mentally. More outgoing. That's all I can think of.
I realize that not every child has a diagnosis, but for us, he has Down Syndrome, which we knew nothing about, but they were extremely helpful and empathetic, while sticking to the facts and doing what they had to do to help our child develop. Without them, I would have been totally lost.
It helped me communicate better with my son.
She got better and I thought they were awesome people.
It didn't really affect it at all. It didn't help <child's name>, but it didn't hurt us either. We just didn't get anywhere with the program.
Well they helped me know how to work with her.
It's given him the ability to communicate with us.
They come to the house where my child is more comfortable in their environment. They taught my husband and I sign language.

Responses
They've eased our concerns and have let us know we do see something that's not normal for a child her age and helped me find who to talk to and find the therapy she needs.
They worked with him on a weekly basis with mostly speech, and they helped us learn to allow him to play by himself to develop.
Refused to answer.
They gave me information and taught me how to handle him and care for him.
They just helped him to speak more than what he was speaking and they taught me ways to help him in that process.
They were the intermediary here because we came from another state. They helped us get him medical services and getting going on insurance issues and stuff.
They helped her overcome her disabilities and even made her above average.
They tried to get my daughter to eat, but they didn't really do anything.
I think they did a great job. They addressed our needs as much as possible. They focused on what they could do and worked on that.
They helped me deal with things when it gets stressful.
They helped me with all kinds of stuff. Work with my daughter. They're helping me stretch her legs out and help her stand.
My daughter wasn't speaking very well, and they helped with speech therapy. And just knowing that it would come along eventually, thanks to their reassurance, helped a lot.
It's helped him get the equipment and toys to go out in the world and live a normal life.
For the first six months, they put me on for a speech therapist. They gave me a very non-experienced speech therapist because I'm non-Caucasian. She watched the clock and when an hour rolled around she had me sign something and left. I got mad. I need more therapy. My child was not moving and doing things better. I asked if there was something else to help his behavior. Her manager assessed my child. They did not give me an option to get the OT. She knows what she's doing, the OT. His improvement is to that OT that I had.
It has improved his speech.
The nurse comes out to monitor their size, which is helpful since they are premature babies. And they helped us with feeding issues and physical therapy.
They gave us support. They were very helpful in helping us handle and learning about her and how she was going to learn, day to day things. I wished we had gotten started sooner.
I had twins so they worked with both of them, they helped them develop very well.
It has improved her behavior and helped me cope with her disability better and her behavior.
They have helped me to learn things to do with my son. They taught me how to help him at home.
I was very happy because they really helped me learn and take care of my little girl, and the staff was really helpful. Eli Franco was the worker that helped us the most and she really educated me on the developmental delays that my child had
Refused to answer.
My son was a micro-mini preemie, he has a feeding tube in his chest so helping him with the rolling over and sitting up has been really helpful and Nicole has given us options for helping him. They've helped me learn how to do those things, as well as baby-sign.
It taught us how to interact with <child's name> speech impediment. It taught us techniques to use and opened us up to other services to help him with.

APPENDIX C: VERBATIUM OPEN-ENDED RESPONSES

Responses
It made us more sensitive to <child's name> needs. Everyone got involved to help him learn. My older kids would help me do whatever I was doing with him.
I guess they've let me know things I need to expect from her and work to her full potential.
My son had a speech delay and he basically didn't talk at all and they came out the times. It didn't matter I wasn't there. I had a babysitter. They helped him talk.
The program improved her motor skills and has helped her be able to get around better. She used to have physical disabilities and couldn't keep up with other kids in the family, but now she can.
They gave us education to know how to recognize our daughter's delay and what to do to correct it.
My child is thriving a lot more. She has developed a lot faster than she would if she hadn't enrolled in SoonerStart.
My child has severe heart defects, so he was far behind. The physical therapist was crucial in helping him gain upper body strength and helping him develop strength in his spine. It was helpful to have someone to ease my concerns.
Mainly, they helped him learn how to communicate by signing and speaking certain words. He is much more playful now than he used to be, he's more social with other children and adults.
They did good. They made progress with him.
They give me knowledge to understand him and how to better assist him and to reach the goals.
We got both medical care and physical care for my daughter through SoonerStart, so she caught up as far as motor skills.
They have done everything they can do for me. I am so satisfied.
Well, I can communicate with my child now.
I don't think it's affected my child at all. I feel it's just the worker I have. She comes in and plays with him on the floor for ten minutes and then talks to me about life. It's a waste of our time.
They worked with us on getting him to do the things that he needs to do.
They helped a great deal, when my daughter first came home they were so helpful with her.
Favorably, nothing negative. I have a better relation with my child, more interactive than before.
It has shown me how to work better with them, and it's really helping me with how they develop with their skills.
Not that much. They helped me a little bit like showing how to talk to him and stuff but not really.
From when he began the SoonerStart program, he couldn't hardly do anything at all and they helped him complete all the goals that he needed to complete.
They've kind of helped. They needed to work with her more than what they did. They needed to do more activities with her.
They've really helped me a lot. She was like my best friend whenever she came. She really, really helps me, like how to understand about raising a child and their needs are very, very important and she just helped me feel better and more confident with raising my child.
They came to my home and helped me to learn how to deal with the disabilities and how to cope with the stress and connecting me with other parents and stuff. Overall it just really helped.
They brought a lot of things to my attention like as far as the medical, some of the things that he needed to take like I believe it's called RSVP shots? They recommended those. They recommended I do therapy with him. That really helped. They let me be as involved as I wanted to be. Overall their attitudes were really good. They helped me set a goal and we reached that goal and so we no longer needed services from them.

QG56

If you could do just ONE thing to improve SoonerStart, what would your most important improvement be?

Responses
I do not know.
I really wasn't too involved in the program.
They have been so helpful to us...so, I cannot think of anything.
I can't really think of anything.
One thing was when we were at the hospital, they told us about SoonerStart but nobody really sat down with me and explained the program thoroughly. It really would have been nice if they had gone into more detail instead of me waiting one month to find out more.
The physical therapist we currently have does not really work with our child or interact with him. I feel that needs to be addressed.
There would be more therapists.
The only problem I had was communication. I couldn't get a hold of my son's caseworker. She was always out of reach.
Our house is chaos. And sometimes the reports get thrown around the house. Therefore an online system that keeps the reports would be helpful.
I don't know. the staff we had was really good.
When they teach kids to throw things, take it outside. So they know the appropriate place to do it; but they are great people. They've helped all of my kids.
I cannot think of any improvements.
Close to age three, dropped very quickly, some of it was the school system.
We were in it for just a brief time. I don't know if I have anything to suggest.
I had absolutely no problems with them.
The program needs to hire more help so they can make more appointments with the family and make the program more accessible to the child and his or her family.
Whenever the children ages/tests out, they should do a more in-depth IEP for the transition out of SoonerStart. The tests should be more specific, not just yes or no on whether a child can do the test.
I really do not have ideas.
Get better teachers. They never applied their knowledge and never learned what was wrong with our child.
I don't know. I think they did a really good job.
I can't think of any improvements.
Nothing.
I wish we could have <child's name> therapist more than once a week. She is just amazing!
I guess making the program more people with the program.... they need to make people more aware of the program. Health care professionals need to make us more aware.
Nothing I can think of.
I wish there were more programs.
I can't think of anything.
Cut down on all the paperwork. You have to sign and read so many things before you exit the meeting.
I really can't think of anything. It's been great!

Responses
The information that they give back to you when they do tests, the results and evaluation don't make much sense to the normal person, need to be in more understandable terms, make more readable; carbon copies are hard to read.
Their suggestions weren't practical. I don't think they had a lot of developmental knowledge like they should have.
Nothing, really. They are amazing!
I would have more qualified staff and therapists. She never saw a child development therapist. I watched very closely and this is my professional field and I felt it was wrong. They need more qualified staff. Then they could give the time needed to each child.
Make people more aware of their services so that the parents of the disabled child don't have to call SoonerStart themselves.
I can't think of anything right now.
Make sure the therapists are really listening to concerns of the parents. Focusing on the issues of the individual child. Not over generalizing the condition.
None.
My contact left and the new person hasn't contacted me, which is a problem.
I think they are really great the way they already are.
They should give people more knowledge about other options. It shouldn't be so hard to get information about how to help your baby. They should have it ready for us, because we don't know where to go.
Give parents the option to have their children seen in the office instead of in the home. Children were unable to bond with the therapist because the mother was present or they were distracted by the surroundings. My children do better in an office setting.
More frequent visits.
No suggestions.
I don't ever have any communication with my SoonerStart representative. They switched people and I don't know who the new person is. I never had much communication with this person. I think they should call you and see how things are going.
I don't think I have any.
I can't really think of anything that I would change.
I think they did really good, I wish I could think of something.
The age limit on how long they can stay in.
No suggestions. We had a great experience.
Have a speech therapist work directly with the child instead of just working with the parents on what to do.
Maybe add more people.
More families should know about this during the pregnancy. Get the word out early on, especially in the doctors' offices. If the OB's could tell the families ahead of time, they could be ready.
For more people to have access to it.
To speak with more families with children with disabilities.
I felt like I could have used more suggestions for what things needed to be improved with my child. I felt like I was coming up with the goals and I didn't know what things I should be concerned about.
Nothing, they are doing really great.
Maybe increase the frequency of visits by the therapists.

Responses
Increase the number of visits with staff members.
To provide services past three years old, until at least five years old.
Since we had twins, we felt that they either should both receive services or neither one receive services.
More people need to know about it. They should advertise that kind of thing more.
I don't know.
I've been very lucky with them; they helped me out a lot.
Help the employees to keep their appointments.
I don't really know. I don't deal a lot with disabilities and they have just been wonderful. Any suggestions, they have been so helpful.
For the worker's to not be judgmental. The foster child I have has speech problems and the therapist basically blamed me for his problem even though he was in my custody for only a month. She said I didn't speak right.
I can't think of any.
Lengthen program to include four year olds.
I would want for them to work more on his speech. He doesn't talk and he's almost 3. He tested fine, but his speech is very poor. He is behind half a year.
Overall, I think in our county, we need more people. Our therapists are wonderful but they are so overbooked. They need to employ more people. They're excellent but we need more of them.
I think they should always bring an activity to do. That the whole hour is used and not with the same stuff we have at the house.
They've answered all of my questions, everything is easy to understand, and they work hard for your family.
Better communication between the coordinator and the parents.
Hire more therapists to work with the families.
I am uncertain at this time because they have been so helpful. I would however like them to meet with my husband more often than they do. That would be the only thing I can think of at the moment.
None.
More flexible scheduling, not having to take off work all the time for visits.
Just to continue to hire more workers. The ones we have are fantastic. We just need more.
I think what they're doing is good for now. He's only eight months old. They're keeping him on a steady, easy level right now. Maybe, later in life they can start doing something else if they want.
Visits more often.
I would have liked to be more involved in his studying. The speech therapist that came should have given me some kind of homework. I wanted to help when they weren't there.
Offer better handouts, more information and better communication because of difficulty in dealing with mother and child at the same time.
Giving parents the choice of venue. Making it an option to have visits in a setting outside of the home. <child's name> viewed the therapists as invading his home.
I don't know. They have already done so much for us.
I guess... what to look for in her physical growth. She was premature and is five months now. I really didn't know what to look for. Since she was premature I could not treat her as a four month child. Her learning abilities were slower as compared to a regular child.
Extend the age limit and create specialized pre-schools.

Responses
I think some of the tests are outdated. My daughter qualified, but the tests that decide if they will stay in it seemed outdated to the developmental charts that pediatricians are giving out now days.
I can't think of anything. I've been very satisfied with SoonerStart.
I would get him in Head Start and be around other kids.
No.
It's hard to work with four year olds, but I would like to see them be more proficient with saying their abc's and numbers. I would like more focus on that. I feel like I need to work with him so he can do that before he goes into Kindergarten.
Extend it to the age of five.
The response time is very long when I leave a message with the office.
Nothing.
I really don't know.
If they could have helped us more in the transition to the public school system.
For staff members to have more interactions with the child but as well with the parent.
The communication between the staff and the parent. For example, when I had questions during the transition stage I never got an answer that I could understand.
Nothing.
I can't think of anything. They keep me very well informed and they are all friendly to us.
I don't think there is anything.
We found out about SoonerStart from our physician. People just need to know about the program. I doubt that half of Oklahomans know about the program.
The visits should be more frequent and more hands-on with the child. My expectations weren't really met. I almost don't think he even needed the service.
I don't know. We really had a great experience. Maybe to make the program well known to people, because there are a lot of people who could have used the program, but it's now too late because their children are too old.
It is a good program, my child has improved.
Better communication. There is a bunch of different people you have to go through instead of just one person.
No.
Make it easier for other parents to get in touch with each other to discuss what different types of autism there are, and what they could do to help each other.
Nothing.
I don't know. I don't know that you could really improve it. Maybe more workers so they could each have three or four kids to work with.
Adding more people in the Pontotoc County area so they can visit more than once a week.
I didn't have no problems with them.
I don't know.
We've had no problems. Can't think of anything.
No comment.
For them to do more work individually instead of giving work for the families to do.
They could get more employees in there so they don't have to spread their therapists so thin.
That I don't even know. They are pretty good at what they are doing. I don't have a problem.

Responses
To have after-care visits because they get attached to the one that teaches them, and they don't get to see them after that.
I've got a great worker, I can't think of anything.
I was pretty satisfied with everything. They did what they were supposed to do.
No improvement needed. They have been great.
I don't know what I would do.
I wish we could keep the same therapist instead of switching.
Talk to more parents
I don't have any complaints; they've been good.
If they could work with my child a little longer.
I really loved our case worker... I would just say make more hours available after five.
I would kind of say that extending the program would be good, in the more extreme cases. It seems like they have a high turnover rate, too. They should also try to get the word out to more people; we just heard about it from our physician, and I hate to think what would have happened if we didn't have a good doctor.
I would not change anything, I am very happy. For example: the interaction with the child and coming to the house, my child likes the services a lot.
More visits more often.
I would like them to see my child more regularly.
The hearing test, they thought my child had a hearing problem... I really think their technology is very old and if they had new technology they would have been able to realize that.
I don't know if there is any need for improvement.
Nothing.
There is a lot of paperwork and phone calls and lots of organizational time before anything was done with my son. It's a lot on top of doctor visits, etc.. Little action time.
I don't know
Nothing.
That they need to get more money, so the program can have more material that is needed.
We had a contract therapist, and it would have been helpful if we had recorded what time she arrived and what time she left. She got paid for an hour of work when she got there late and left early. The client should record the arrival time and the departure time.
Good service, I would not change anything
I think the program is fine. I have always had good response with them.
I'm 100% satisfied.
Nothing.
I don't know.
Their caseloads are too full. I know the state has limited funding, but they have so much on their hands. And doctors should have information about SoonerStart readily available to the parents.

Responses
When the family calls and says we need a re-evaluation because things have changed, to listen to the parents. We had to send him to another physical therapist for another six months after that which we had to pay for. SoonerStart wouldn't see us after they dismissed us the first time. I would also change the speech therapist... I think because he was cute and an easy fix, she kept coming out. I felt like she was not utilizing her time well. He didn't desperately need it. He was caught up to past his chronological age and she kept coming out.
During home visits, encourage the parent to step out if that would get more work done. This would get the focus on the child more.
No suggestions.
I do not know.
Nothing.
Probably maybe more about parenting without the children present. Parenting classes, I guess.
Nothing I can think of.
To improve it, probably accessibility of more disciplines. like PT, OT, and speech. There is not enough to go around, it seems like.
Nothing in mind.
I would make the program extend to four year olds. The different delays that children face can extend through three years old.
I can't think of anything. I was very satisfied.
Nothing.
To be able to get a hold of my case worker directly.
For them to go til the age of four instead of three. It's hard for me to take my three year old to the public school.
It was difficult to arrange a meeting, living in Perkins. I felt bad having someone come this far to see him, especially considering he didn't have any noticeable delays.
Understand that parents don't like hearing negative news about their child's development and staff was a bit gruff when testing was being done to diagnose condition.
Put more staff on the program.
There were a lot of duplicate mailings. That seems like a waste of money for them. That's the only thing I can think of.
They should add a play therapist, or maybe extend the age limit.
I can't think of anything.
They are kind of understaffed; there aren't enough therapists on call.
Nothing.
I don't think I have any.
I wouldn't know what to say; I like everything they've done for me.
I couldn't think of anything.
Recommend helping more people, more word out there to let the families know that services exist.
I think they have outdated equipment and outdated tests. I think some of those tests were run 30 years ago. She didn't know what it was, just because we don't have that anymore.
It would be nice if they had more funding so that they could help more families.
I'm satisfied with everything.
Nothing really, I mean, everything is working out fine the way it is.

Responses
Too many coordinator changes, I'm pretty sure the staff stayed with SoonerStart but too many changes for my child and family. Speech therapist was on a contract basis and attendance wasn't consistent.
It's such an awesome program... maybe guidelines that, I know there have to be guidelines, but maybe not as strict because it took us a while to actually get into the program. It took us a while to actually get into the program.
I can't think of anything off-hand.
I would have it be advertised more. We only found out about it by accident when my child was two, so we didn't get to use it for too long.
It would be helpful to issue rosters of important names of people we might need to contact.
I don't really know. I like SoonerStart so much, it's hard to say. They should have pamphlets and fliers in doctors office's and/or advertise. I never heard of SoonerStart until a friend told me.
They should have some way of following through after the child turns three. There's a big gap between the time they stop SoonerStart and the time they begin kindergarten.
I can't think of anything off the top of my head.
Better speech therapy services. They need closer supervision perhaps, there needs to be more prompt reports and better communication with the parents. I think the communication gap really needs to be worked on so everyone knows what everyone is doing when, where, and why. The physical and occupation therapists are wonderful but I would recommend more over the speech therapists.
They should interact a little more with the child instead of just evaluating him. I didn't feel like they showed me how to help him.
More time spent with child by staff representatives.
No problems with it.
If the actual therapist worked more with the kids instead of giving the parents so much homework, it might work better.
Probably just a support group for parents and more funding for other parents to become aware. A lot of the parents I've talked to had never heard of it so I would just say general public knowledge. Also, more knowledge within SoonerStart program from the hospital standpoint. Maybe to give you more information medically speaking.
Everything is really good right now. Maybe, educate the teacher on food allergies. My son is allergic to wheat and milk, and they don't know which foods have these things in it.
I can't think of anything.
She's getting ready to turn three. I know that because I'm not low income, not high either, we don't qualify for the in-school program and I wish we could because I know that she would do so well with it. Being able to interact with other children would be good. I understand they have to have income limitations but it's sad that the middle income people can't get it. I know space is limited, it's a catch 22.
Get more funding so they can accept more people.
Nothing, they have been amazing. Absolutely amazing.
I can't think of anything.
There was one therapist that wasn't very hands-on; she mostly talked to me about what to do with him instead of doing it herself and showing me.
With my daughter, she has an eating problem, I would like to see a more hands-on approach. I would like to see them bring their example of what they want to do and bring the different foods and try out the approach and see how they did it. Let them see the response that I would get and see how difficult it is.

Responses
Absolutely nothing. I mean that.
I think the most important thing they have done is given us ideas that we haven't thought of. They have gotten more hands on with my daughter to get her to communicate. I haven't been in this program too long, so I don't think an improvement needs to be made.
I don't know, they've just done so much for them. There is nothing to improve it. I'm sure other people feel different, but I don't.
Increase the age that they can stay in.
I don't know.
Increase the age limit.
They need to check up on how the ones they send to work with the kids, to see if they are actually doing anything. The one she has now doesn't do a lot of anything with her. When she comes to the house she doesn't do anything but sit with her.
I wish the program extended past three years.
Keep the kids in the program until they get into pre-school.
I thought it was pretty much flawless. Maybe the information on getting SoonerStart could have been easier to get. Some people might be missing out because of lack of information in how to join.
The only thing I can think of is that it would be nice to call ahead to remind us about the appointments we have set ahead of time.
Nothing.
I wish they didn't just shut them off at three years old. If a child is showing improvements and he turns three, that's fine, they can kick him out. But <child's name> has a long way to go and he is about to turn three and he's not ready. Now he's going to have to go to daycare and I can't really do that. I wish they did it on an as-needed basis instead of age. They should let the child continue therapy until he doesn't need it or until they go to preschool.
I don't have any. I don't know how all SoonerStart's offices work, but as far as Norman, it was great. Ellen Edge was the greatest, she always helped so much
Maybe more group functions because it would have been nice to see other families and interact with them. I went to one activity and it was nice to meet everybody and get other ideas.
No; fine.
More staff.
No.
Move the age limit forward to age four instead of three. Otherwise the program worked well. Good people, support, and communication. I believe the paperwork is a little too much.
My biggest frustration was the timing and reliability. We missed each other a lot and I don't know why. I thought what they did was really good. They pointed them in the right direction of how to get them on track.
Increasing their limit of an hour a week. It would benefit the children. My child gets services at his grandma's who speaks Spanish. They need more bilingual speech pathologists.
No.
Employees should have access to e-mail and a web site. Mail is too slow to get information.
Nothing at all.
I really can't think of anything. They've been good, and I wouldn't change the program for the world.
No.

Responses
I don't think I have one.
Nothing.
If the speech pathologist came out more than once a week, that would be wonderful. At the school, they get two to three days a week and that helps them a lot more than just one day a week.
Nothing.
No.
I can't really think of anything. I think it was great.
I would like as much time as possible.
Make the workers more knowledgeable of the professional ways to deal with kids' developmental problems.
I really don't have any. They've been such a great help.
The actual therapy session isn't as effective as it could have been. The therapist that came to our house didn't really do a whole lot with her. We'd sit down, play a game, but there wasn't a whole lot of speech therapy done on her. I didn't feel like it was doing enough.
No I love everything.
I can't think of anything.
More intervention and therapy hours per week, at least two to three hours per week for each intervention.
Nothing.
I don't really know. It was a really good experience for all of us.
I don't know.
I probably should have called and changed the physical therapist.
Consistency. My son has had several different people work with him, physical, speech, etc, and he didn't get to work with the same person for very long.
I wish they wouldn't change their internal meetings times so much, because it messed up my son's schedule.
Offer services on the weekend.
Gee, I actually don't know of any. It was fine.
We would have enjoyed a physical therapist as well. We had to pay for it ourself to do independent PT and it cost a fortune. We couldn't have it because he was too advanced and other kids needed it worse.
I think it would be better that if when the worker came and spent their hour here, they spent their hour with the kids and not asking and talking to me about them. Instead of telling me what to do they should have been showing me.
Let the word out that they are out there.
I don't know.
I don't know.
I would say extending the age limit.
Organization... they probably lose a lot of paperwork.
Increase the availability of hours. It's only 8-5 and a lot of people work from 8-5. They should make an evening or weekend program. That's the only problem we've had.
I would make it not set by county, but across the state. We couldn't receive many services because we were in a different county.
Nothing.

Responses
I don't know
They need more staff. They don't have enough.
Nothing.
No.
More consistency and following through.
I don't know. They did everything they could have.
I can't think of anything.
I really don't know.
Nothing.
Adaptive equipment; he needs total support and they've helped us get a wheel chair.
I suggest, that since the method is approving and studying research, Oklahoma should adopt that method... Applied Behavior Analysis.
No.
They should call before each visit, like the day before, just to remind me.
I wish our doctor would have referred us to early intervention a little earlier. Maybe a little bit more awareness to the doctors as to what the program is and what it offers.
I think they should voice their opinion more and give their direction and advice about the services I needed.
To have it advertised more so other people would know about it... more about it.
Nothing, they're great.
None.
Nothing.
They do a really good job. If there were just more of them to help other people.
Make the age limit higher from age three to age five.
I really don't know.
Let more people know about it. I had no idea there was such a program until my baby was born.
I really can't think of anything I would want to improve.
I don't know.
Nothing.
Nothing.
The speech therapist wasn't good about keeping scheduled appointments or following up with her appointments.
I think we should see the therapist once a week instead of every other week. There is a noticeable improvement every time she leaves, and I would like to see her more.
Nothing. They did good.
Probably more staff. I feel my son would benefit if they could see the staff more often.
Advertise more, so more people know about it.
No... Everything is fine.
I don't think there is any way. He was always there. If he couldn't make it he'd call and reschedule. It's just a really good program.
Make sure the workers are really using your program and not just driving around visiting.
Nothing.

Responses
Nothing.
If there's any type of help I would take it. If they could give classes more often it would be better for them. It's only one time per month, but if they could be given more often it would be a lot better.
Probably because I have three boys and whenever they come visit me, sometimes I get busy with them and they start to talk to me, and I want to talk to my kids too, and they try to find a way to make them stop talking to me and I don't really like that.
They needed to do more stuff with him. Basically all they were doing was just playing with him with the toys.
I don't know that I would have any improvements on it.
I need a new staff member. I couldn't get along with my staff member.
I don't really know. They're doing a great job.
Make DHS to where they would contact you better because you have to go through them to apply to SoonerStart. I have sent them either two or three more applications and have not heard a response.
The one thing I wasn't maybe a little sure about was some maybe a little bit more of the parent's input on maybe one or two activities that I wasn't sure I agreed with, the lady she still told me we should do it

QG69

Do you have any other comments about the SoonerStart program that you would like to make?

No Comments n = 127

Comments n = 173

Responses
Many families need child medical care because they cannot afford it.
No.
I think they are fantastic. Debbie and Kathy are really good and patient.
I think it is a great program. Their staff is very comforting and welcoming and very easy to work with.
No, other than our caseworker, Sandra, was absolutely wonderful. She would supply everything I needed and really was amazing. I have no complaints.
Specifically, something we needed that is not available to us is speech therapy. He benefits when it is available, now it is not. Our vision specialist Loretta Holland is amazing and she taught me many things.
It is a fabulous program. Especially for people that need it.
No.
I really appreciate what the therapist has done for us.
No.
No, other than it's excellent.
It was just a very positive helpful experience. I am always advertising for SoonerStart. The therapists were very good and knowledgeable about their clients.
Great program, it did help us.
No, I don't believe so.
It rocks!!
No.
I was very grateful that they were there to help us, because I didn't know where to go.
No; I just appreciated the help and it made me feel more confident.
No..
No.
Program is great, great to have available to people.
No.
I am so happy with them!
We have been very happy with our coordinator Kris. She's always on time and seems very interested in the girls and makes great recommendations.
No.
It is a good program and I would like to learn more.
No.
I don't think so.
It's been terrific!
They have been great; I really enjoyed it.
No.

Responses
I've never had any troubles with them. We are very, very thankful.
No.
No.
Both Tulsa county and Mays county did a great job.
Not really I think it is a great program. It was definitely a big help.
I liked the people who came out.
I think it's a great program and I'm glad that somebody told us about it, because I didn't know what to do.
I have four kids I have adopted and each one of the kids that have gone through the program have experienced a great therapist. I really appreciate the love and the care they give towards the children. They really get attached to them. I really love the care and the enjoyment you get out of the program.
I had one case worker who went out of her way to help us, but it wasn't enough to make up for the others. I think their program is probably really good, but it wasn't what we needed.
I felt like neither of my sons got as much out of SoonerStart than they did out of private therapy or from the public school system.
Not really.
We are very pleased with the staff and those who have been coming to our home.
No.
Just that I appreciate what they're doing and I find them very helpful.
No.
It's a good program for anyone who thinks their child needs improvement. It helped my little boy a lot.
No, thank you.
Excellent program. We were very successful and we received so much information. I would highly recommend them.
It is wonderful, very professional, very happy with them.
No.
It's something everyone can use, even if your children aren't delayed. It gives a good place in your mind to know where your baby is developmentally.
No, thank you.
Overall I am very satisfied with the program.
Overall, I think it's been a good, positive experience for us.
No.
Overall I believe the program was very beneficial.
No.
I was very satisfied with their work and I thank them very much for what they've done for our family.
Our worker died in the middle of the services and we were not notified in any way. We would have liked to show some respect because they had been working so closely with our family.
No, just that they are wonderful.
No.
I really, really appreciate their help.
No, thank you.
I could speak volumes about them. They are a great program! They have really been very beneficial to us!

Responses
No.
None.
Kudos to Ardmore-area Sooner Start for continuing help.
I think everything is going okay.
I really would love it if every parent could know what SoonerStart is and how it works. It is a tremendous help with even children with small delays. They are amazing with children who have major delays
We have just had a very positive experience.
I didn't know sign language, and she helped me learn so I could help my son at home.
No, thank you.
No.
I am just very pleased with the program. They have been very helpful and guiding with this rare disorder. When dealing with a sick child it feels good to have someone to walk through with it with you.
I'm very, very satisfied. Wonderful, everyone was helpful, I have recommended it to many people.
No.
No.
They're doing great at their job. They are very sweet people. They even help me with paperwork that doesn't have to do with them. Mandy Hixon is great. They make my life very easy with doctors and paperwork.
It is great.
I would not hesitate to call them again. They were more than willing to help us in every situation that came up. They even called us at Christmas to see if the kids needed any toys.
I'm very happy with the success of the program in helping my son learn to communicate.
It was helpful in educating the parents, but not as helpful in providing services to the child.
The only thing is I have another little girl I got two months ago and SoonerStart is starting to work with her also and they're doing a good job with that.
I think it's a great program.
No, thank you.
Our daughter isn't really delayed besides having communication and anxiety problems in social settings. It would have gone untreated if it wasn't for SoonerStart. Early intervention was a huge success for my daughter. It has been a full blown miracle watching her development in this program. We didn't transfer to other services because I have concerns with the public school education programs. There isn't a real good avenue after age 3 unless you go private.
That they're great.
No.
They are doing a great job.
I think it's a really good program. It's been good for us and for the kids. We're losing our four year old program and I don't like that. <child's name> is ready to go into an elementary program but I don't feel like he's ready to go on the playground with the big kids. With the four year program, they have their own playground and classrooms and cafeteria and it was just perfect and it really disgusts me that we're losing it.
Nope, that was my main one; making it past three.
No, thank you.

Responses
No.
No.
No.
No comment.
No.
No.
It's a great program. A lot of children are getting a lot of help because of them. I want to thank them every day.
They are wonderful.
No.
They were helpful, and they gave me good ideas. I just wanted to see more hands-on work with him.
I just think it is a wonderful program. There a lot of people who need to know about it. I just hope they can continue to help children in the way they helped me.
No.
No, I think it's excellent.
No.
The people who came to see me, Susan Hemphill, was an absolute sweetheart, and they pick really good people to come out and visit, and I appreciate everything SoonerStart has done for us, and I tell other people about SoonerStart.
Jennifer Pennington and Lori Jackson have just been wonderful.
I just think it was a great program and I was really impressed with it. We didn't know anything, we wouldn't have known anything without them. They caught him up to his right level as far as his age. We were just really impressed.
No.
Naw, I think they are an excellent program and anyone with a child with disabilities to get with them, because they are willing to help in any kind of way.
No.
No.
No comment.
No.
They have been great.
They really helped us out and we really appreciate it.
I'd just like to say that the Durant office is very supportive. they should all be as good as that one.
I think it's a great program; like I said, they've helped us in so many ways. They showed us where he should be in his speech and crawling and things like that.
Rodney our case worker was great! Very personable, a great worker!
It is the most influential program that I have even been involved with.
Get more race diversity in their staff.
I think it's pretty good. It's helped my daughter a lot.
The staff members are very good to me and my family when they go to my house
They really made him talk better.
No.

Responses
No, they were just really great.
If Marnee is still with them, she is just wonderful. She was really good with <child's name>; we even let her visit <child's name> daycare on a few occasions. She kept us really informed about <child's name> progress.
I'm very pleased with it, the staff members are always calling and I like that they care.
No.
The people are very friendly and very easy to work with.
No, I like it and I enjoy working with the staff over there.
They are just a bunch of wonderful and lovely people. I believe they sincerely care about these children and the families of these children. They don't just focus on the children but also the families.
No.
No, we really liked Debbie Moon. She had a very nurturing, supportive, upstanding personality.
It is a good program and it has helped my child.
It was a very good program that I would recommend to anyone.
No.
The therapist was mostly good, but she didn't stay for the full hour most of the time. They should hire more specialized therapists instead of occupational therapists with broad fields. These people can seem really overworked.
I would like to thank everyone that has helped my child
No.
Nope, I'm happy with them.
No.
No.
They're amazing. Normal people don't care this much. We just moved here from Texas, and I feel like they're our only friends in Oklahoma.
I don't think so.
No.
They do an excellent job.
No comment.
It's a great idea.
Just that <child's name>speech therapist. Suzanne Cheshire. He just adores her, she made an incredible impression on my son.
No.
No, we have had a pretty good experience with them so far. It's been positive.
I'm very satisfied with SoonerStart and appreciate the help they have provided.
We liked it a lot. We enjoyed the caseworkers a lot; they included us a lot, they were really patient, and they helped our son a lot.
I think it was a wonderful program for those that need it.
No.
No.
I think that if you really want help they make sure they get you help. If you don't want help, you're not going to get the help you need. They're just amazing.
Leslie, our therapist, was amazing. Everyone was; they were just great.

Responses
Our Physical Therapist, Sherry Decker, was like family and we appreciate her help very much. I'm extremely pleased.
No.
They were all very gracious and kind. We felt very blessed.
No.
I thought Jennifer Mooray was the best thing to help me with my son. She was so good. There was so much I had to learn and she helped me so much. Words can't express what they did for us.
These past two months have been amazing for my husband and me. We've seen our son grow and develop so much.
No.
No.
I've been very happy with them.
I really enjoyed having the therapist, but one therapist was just not a very good mesh with our family and I wish we had more of a choice which to choose.
I'm very happy with the services, even though there are difficulties because of language, I'm very happy and appreciative of the program.
I think it's wonderful!
They've helped two of my children, and we just love them.
I'm really satisfied with the program.
No, I think I'm good.
Overall I am pleased with program and glad my child is back on the level she needs to be.
No.
You can't start doubting yourself as a parent because once you doubt one thing, you'll doubt them all. So many of us would do that, if it weren't for SoonerStart.
All of the people that we dealt with were very, very nice and understanding and good at meeting with us after work and working around our schedule.
They're doing pretty good; I really appreciated them.
No.
They have been a godsend.
No, I'm just really grateful having worked with Charity and Peggy. They've been great for my child.
No, I think it could be a better program with a little more supervision.
They were friendly and showed up on time and everything, but I just don't think it was what we needed.
We are very satisfied with the service provided to all the children.
Nice people and we appreciate the help they provide us.
Nothing except that they are just a great program.
They are doing an outstanding job.
I just really like it a lot.
I'm very happy with SoonerStart staff, they're great people.
No, just that I have wonderful people that I've interacted with. The coordinator, Head Start people, caregiver. All of them were extremely knowledgeable and helped.
No, thank you.
It's been great from the start. I really appreciate the care that they've given to my children.

Responses
No, they have been very helpful.
We've been highly satisfied with the program.
Mine probably had to do with the individual. I think it can offer great help to families. My issues are probably more personal, being with the individual.
I think it's very helpful. They should keep up the good work.
No, I am pretty happy with them.
That's it. The staff is excellent.
No, thank you.
I really think our caseworker was wonderful and really do miss working with her. I am proud my son is improved and that we don't need the program, but I do miss her assistance with him.
No, thank you.
No.
I'm very, very satisfied with them.
No, thank you.
Just that we were absolutely tickled and pleased with the service. It couldn't have gone more smoothly. It was basically flawless. Their paperwork was always correct and they involved the family in every step of the way.
It is an excellent program, and I am very grateful for the service.
No.
No.
Just Ellen and Anne Covington were great. Everyone I dealt with in Norman were wonderful. My son would look forward to seeing her.
It was wonderful! I don't know how we could have survived without them.
No.
No.
No, thank you.
No, I think it's a great program and I feel very fortunate that we got involved. We didn't receive any information from anyone and if it wasn't for a friend we wouldn't have gotten to participate in it. We had a great experience and our occupational therapist was a wonderful person who did wonderful things with our son. Getting information out about this program is crucial.
I thought it was a great program. I think it's good when your doctor tells you what they should be doing and when and they just aren't. It's nice to have someone just tell you that it's okay that they aren't. It's nice to have someone with an understanding view point.
None.
No.
No.
No.
Emily Spencer, our OT, is really great.
I love it, its great.
No, I don't.
No.
I think it's wonderful, it was a big help.
No.

Responses
No.
No.
No, that's it. It's a great program. I would tell everyone to use it.
They were very nice, everyone that we talked to. They just weren't all that knowledgeable about developmental problems.
No.
No.
No.
No.
No.
No.
It's been over a year since we were in the program so I tried to remember. It's not like it was yesterday.
No.
That's it.
No.
I am thankful for the program.
No.
No, I liked the lady that came out.
They do a great job of assessing a child's needs and capabilities and helping.
This survey would have been a lot more effective if it happened within six months of leaving SoonerStart.
They were awesome!
I really liked that they came to my house for the therapy. That was very convenient.
The ladies that I worked with were comfortable, they were through the Broken Arrow office.
Not right now.
No.
No.
No.
No.
Thank you so much for everything.
No.
No.
All the people at the Oklahoma City office were wonderful.
No.
No.
No.
No.
No.
No.
No. We're very pleased with them. They are wonderful.
I think that's about it.
No.

Responses
The supervisor that came out with our nurse, the nurse was being very supportive and asking questions about my ability to nurse, etc., and the supervisor reprimanded the nurse for being a lactation consultant. She said this was not what the nurse was out there for, which I really disagreed with, since nourishment is a very important part of my baby's health.
Just that they were a tremendous help to us and we are very thankful for the services.
No.
No.
They're helping my whole family to bring my son to a better developmental level.
No.
No.
No. We just loved Nicole.
We were very happy with the SoonerStart Program.
They were helpful, coming in and showing me how to help <child's first name> develop and showing us activities that we could do as a family.
No.
No.
No.
The nurse and therapist who took care of our daughter are exceptional.
No.
Overall, we were very satisfied with the program. We just had very different experiences with the physical therapist and the speech therapist.
Janet taught me a lot and I am very thankful and grateful to her.
No.
Nope. I'm just very pleased with them.
The staff we worked with was excellent.
No.
It's very worthwhile.
The psychological evaluation was really good. The physical therapist made braces for his shoes to straighten his legs up, she was really good.
No.
They were awesome!!
If you could extend the program past three years, that would be great.
No.
No.
No, they were just really good with my kid.
No.
No.
None, other than they've all been very respectful and very kind and when they come here they make me feel real comfortable with them.
I think you got everything but I would still recommend it to those that had the need for it.

April 23, 2006

Dear Former or Current SoonerStart Family,

The Oklahoma Commission on Children and Youth wants to know what works and what does not work in the SoonerStart program. The best way to find out how the program is doing is to ask the people who have received SoonerStart services. What we learn will be used to improve communication between SoonerStart staff and families, early intervention resource coordination, and other SoonerStart services provided to Oklahoma families. Your help is very important in order to evaluate these services. You were selected to receive this letter by a computer that picked out SoonerStart case numbers randomly, or by chance. A number of families will be called to participate in a telephone survey.

Oklahoma State University's Bureau for Social Research has been asked to make the telephone calls and ask the survey questions. If you are called, all of your answers will be **kept private**, or confidential. In fact, your name will NEVER be written on the same page as your answers, to protect your privacy. Furthermore, no one who has provided or will provide services to your child and family will know how you answer the questions. Any services your family receives will not be affected.

- Sometime between May 1 and May 12, 2006 you may be called and asked to answer some questions. It will take about 12-13 minutes.

During these dates we will be calling from 5 pm-9 pm Monday through Thursday and from 1 pm-5 pm on Friday.

- If you do not have a telephone at home or you just want to call us instead, please call the Bureau for Social Research **toll free** at **1-877-731-4510** to complete the interview during these times.

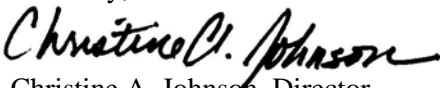
If you have any questions about these calls or the survey, you may call:

Dr. Christine A. Johnson (Bureau for Social Research, Stillwater): 405-744-6701

Treasa Lansdowne (Oklahoma Commission on Children and Youth, Oklahoma City):
405-606-4918

Thank you for helping.

Sincerely,



Christine A. Johnson, Director
Bureau for Social Research