

STATE OF NEVADA IDEA, PART C

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*Annual Family Survey
2017*

Introduction

In this age of accountability, programs are required to demonstrate positive impact or results rather than process engagement. This is especially true of programs operated through public funds such as Nevada's statewide system of early intervention services for infants and toddlers with disabilities and their families. Ensuring the program has provided services does not mean the desired outcomes have been achieved. Likewise, satisfaction with services provided does not ensure the outcomes have been met. Determination of whether the desired outcomes have been achieved is based on the impact the provision of services has in improving the function of the child and family.

Nevada's statewide system of early intervention services operates in accordance with requirements established under Part C of the Individuals with Disabilities Education Act (IDEA). The U.S. Office of Special Education Programs (OSEP) administers states' Part C grants and requires each state to collect data on specific outcomes for families receiving early intervention services on an annual basis. This data is to be gathered from families who have participated in early intervention services for at least six (6) months. The results are then analyzed and the results reported in the state's Annual Performance Report (APR). Given the program's emphasis on family-centered services, OSEP specifically requires states to determine whether families report that participating in early intervention services has helped them to:

1. Know their rights under the IDEA
2. Effectively communicating their children's needs
3. Assist their children with development and learning

The IDEA Part C Office, as Lead Agency for the statewide system of early intervention services, collects, analyzes and reports Family Outcomes data through an Annual Survey of families who have been enrolled in early intervention services for at least six (6) months. The results of the survey are used to:

- Determine whether participation in early intervention service has been effective in achieving the specific outcomes identified by OSEP;
- Provide data to fulfill mandated requirements for reporting to OSEP, the Governor, policy makers and the public on performance at the State and provider level relative to the identified outcomes;
- Evaluate the system's effectiveness relative to additional indicators identified by a group of Nevada's early intervention system stakeholders;
- Demonstrate the benefit of the early intervention system to families and society as a whole; and
- Support monitoring and program improvement to ensure positive results for children and families.

Provision of Early Intervention Services

Nevada has designated the Aging and Disability Services Division (ADSD) as the entity responsible for administering the provision of direct services in accordance with the IDEA requirements. For the state fiscal year (SFY) 2017, the ADSD fulfilled this responsibility through a combination of state-operated programs and contracted provider agencies providing a comprehensive program of early intervention services. This included four (4) State operated programs - Nevada Early Intervention Services (NEIS) programs with offices in the southern, northwestern, and northeastern regions of the State. The state-operated programs provide early intervention services but also serve as the Point of Entry (POE) for the service system in their respective regions. In addition, there were nine (9) early intervention programs operated through private community partner agencies in the northwestern and southern regions. Providers within each program are expected to provide multidisciplinary, comprehensive, family-centered early intervention services in natural environments. The statewide distribution of programs is as follows:

Northeast Region:

Nevada Early Intervention Services (NEIS), Northeast

Northwest Region:

Advanced Pediatric Therapies (APT)

Easter Seals Nevada (ESN), North

Nevada Early Intervention Services (NEIS), Northwest – Carson City

Nevada Early Intervention Services (NEIS), Northwest – Reno

The Continuum - Reno

Therapy Management Group - (TMG), North

Southern Region:

- Easter Seals Nevada (ESN), South
- Integrated Support Solutions (ISS), Baby Steps
- Kideology
- Nevada Early Intervention Services (NEIS), South
- The Foundation for Positively Kids
- Therapy Management Group - (TMG), South

The Family Outcomes Survey Instrument

Nevada’s Family Outcomes Survey instrument was designed to meet federal requirements; however, it is also designed to provide opportunity for families to give feedback on the effectiveness of the EI system in responding to the needs of their family. The survey instrument was developed by a task force that included family members and representatives from the Nevada Disability Advocacy and Law Center (NDALC), Nevada Parents Educating Parents (Nevada PEP), The Nevada Center for Excellence in Disabilities (NCED), Nevada’s IDEA Part C Office, NEIS programs, Early Childhood Special Education, faculty from the University of Nevada, Reno (UNR), and Mental Health Services. The original survey was developed in 2006. At the request of the IDEA Part C office and the Nevada Early Intervention Interagency Coordinating Council (ICC), revisions were made in 2008 and again in 2009. A stakeholder workgroup was convened in February 2017 to begin review and revision of the survey instrument. Technical support for revision of the survey instrument has been provided through the National Center for System Improvement (NCSI). The revised survey will be implemented to conduct the State's 2018 Family Outcomes Survey.

Survey Method

The Family Survey instrument utilized for the 2017 Annual Family Outcomes survey has been used for eight consecutive years and consists of 20 close-ended questions that use a five point Likert scale (strongly agree, agree, undecided, disagree, and strongly disagree). It also includes one open-ended question to allow families to provide narrative comments. Families also have the option of not answering questions if they feel they are not applicable. The survey is printed and distributed in both English and Spanish.

To ensure the data is representative of the demographics of the State, the IDEA Part C Office used the Tracking Resources and Children (TRAC) database to obtain the names and addresses of all families who had a child with an IFSP for a minimum of six months and was receiving early intervention services from one of the state or community early intervention programs as of May 1, 2017. A total of 1,934 children met criteria and these families were sent a survey for each child in the home enrolled in early intervention services. A cover letter accompanied each survey, as well as a postage-paid return envelope. The cover letter informed families their survey would be returned to the IDEA Part C Office and all responses would remain confidential. Families were asked to answer the survey questions and return them by June 30, 2017. Local early intervention programs were notified of the date the surveys were sent to families and were asked to encourage families in their program to respond to the survey. The following is a breakdown of the number of surveys by early intervention program/region included in the original mailing:

Table 1 – Breakdown of Original Survey Distribution by Early Intervention Program/Region

Early Intervention Program	Number of Eligible Children	Percent of Statewide Total
<u>Northeast Region</u>		
• NEIS Northeast	60	3%
<u>Northwest Region</u>		
• APT	98	5%
• ESN – North	21	1%
• NEIS Northwest – Carson City	91	5%
• NEIS Northwest - Reno	234	12%
• The Continuum – Reno	45	2%
• Therapy Management Group (TMG) - North	47	2%
<u>Southern Region</u>		
• ESN - South	216	11%
• ISS – Baby Steps	145	7%
• Kideology	60	3%

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• NEIS South	631	33%
• Positively Kids	95	5%
• Therapy Management Group (TMG) - South	191	10%
Total	1,934	

Survey Responses

Based on the initial mailing, it was determined the addresses in the TRAC data system for 44 families were invalid. Therefore, the total distribution of the survey was 1,890. A follow-up reminder was sent to families who had not responded asking them to complete the survey and offered the option to contact the IDEA Part C Office for another copy of the survey, to submit their survey via email or to complete their survey via Survey Monkey. A code was provided to each family if they wanted to use Survey Monkey to ensure one survey was completed per family. The final total or unduplicated survey responses was 309. Two hundred and ninety-two families responded by mail and seventeen responded via Survey Monkey. This is a return rate of 16.35%.

Table 2 – Survey Distribution, Responses and Rate of Return by EIS Program

Early Intervention Program	Number of Eligible Children	# Children with Invalid Addresses	# Surveys Distributed	% of total Surveys Distributed	# Surveys Returned	% of total Surveys Returned	Rate of Return
<u>Northeast Region</u>							
NEIS Northeast	60	1	59	3%	9	3%	15%
<u>Northwest Region</u>							
APT	98	3	95	5%	21	7%	22%
ESN – North	21	4	17	1%	3	1%	18%
NEIS Northwest – Carson City	91	5	86	5%	18	6%	21%
NEIS Northwest - Reno	234	4	230	12%	31	10%	13%
The Continuum – Reno	45	4	41	2%	7	3%	17%
Therapy Management Group (TMG) - North	47	1	46	2%	8	3%	17%
<u>Southern Region</u>							
ESN - South	216	1	215	11%	31	10%	14%
ISS – Baby Steps	145	0	145	8%	26	8%	18%
Kideology	60	3	57	3%	9	3%	16%
NEIS South	631	12	619	33%	94	30%	15%
Positively Kids	95	0	95	5%	14	4%	15%
Therapy Management Group (TMG) - South	191	6	185	10%	38	12%	20%
Totals	1,934	44	1,890		309		16%

Table 3 – Comparison of Regional Distribution and Response

Region	Distribution		Return		Percent of Response by Region	Variance from Statewide Rate of Return
	Numbers by Region	Percent of Statewide Total	numbers by Region	Percent of Statewide Total		
Northeast	59	3.1%	9	2.9%	15.3%	-1.09%
Northwest	515	27.2%	88	28.5%	17.1%	0.74%
Southern	1316	69.6%	212	68.6%	16.1%	-0.24%
	1890	100%	309	100%		
Statewide Rate of Return			16.35%			

The percent of statewide responses received for each region was reasonably consistent with the percent distributed for each region. The greatest difference was in the southern region where the percent of the state total responses was 1.0% less than the percent of the total distributed statewide. The rate of survey return by region was also relatively consistent with the statewide rate of return. The northeast region and the southern region were slightly lower than the statewide response and the Northwest region being slightly higher.

Table 4 below provides a breakdown of the distribution of surveys and responses received by Race/Ethnicity per federal categories. The data compares the percentages of the statewide survey distribution and response for each race/ethnicity as well as the rate of return for each category. The percent of statewide responses were slightly higher than the percentage for distribution in the White and Asian categories. The remaining categories were slightly lower in percent of responses compared to distribution percentages. It has not been determined whether the differences are statistically significant.

Table 4 - Distribution and Rate of Return by Race/Ethnicity

Race/Ethnicity	# Surveys Distributed Statewide	% of Statewide Total	# Responses Statewide	% of Statewide Total	Rate of Return by R/E
White	740	39.2%	156	50.5%	21%
Hispanic/Latino	748	39.6%	88	28.5%	12%
Black or African American	164	8.7%	20	6.5%	12%
Asian	75	4.0%	15	5%	20%
American Indian or Alaska Native	13	0.7%	2	1%	15%
Two or More Races	143	7.6%	25	8%	17%
Native Hawaiian or Other Pacific Islander	7	0.4%	3	1%	43%
Totals	1,890	100%	309	100%	16%

Survey Results

The data summarized in this report from the closed-ended questions reflect the statewide averages for each question. Three (3) survey questions are specifically designed to support requirements for annual reporting to OSEP on family outcomes. The State has established annual performance targets for federal reporting purposes. The following reflects the survey questions utilized for federal reporting and the targets for the reporting period corresponding to this report.

Families generally agreed or strongly agreed with the three federally mandated questions on the survey. For questions related to understanding their rights under IDEA, **97%** (301/309) of the families responding to the 2017 survey agreed with the statement, **Early Intervention helps me know and understand my parent rights**. Performance met the State’s target of 97% for this reporting period and was higher than the 94% of responses to the same question on the 2016 survey.

Regarding the impact of participating in early intervention services on helping them to support their child’s development, **94%** (292/309) of responses were favorable for the statement: **Early intervention helps me effectively communicate my child’s needs**. Performance for this statement did not meet the state target of 96% but stayed consistent with the 2016 survey. A total of 12 families indicated they were undecided regarding this question. Of families responding to the statement: **My Early Intervention providers show me how I can help my child develop and learn**, **97%** (300/309) responded favorably. Performance for this statement exceeded the state target of 94% by 3% and was higher than the 95% reported on the same question in the 2016 survey.

Table 5. Survey Questions and Targets for Federal Reporting

Question #	Question	NV 2016-2017 Target	NV 2016-2017 Performance
2	“My Early Intervention providers show me how I can help my child develop and learn.”	94%	97%
5	“Early Intervention helps me know and understand my parent rights.”	97%	97%
15	“Early Intervention helps me effectively communicate my child’s needs.”	96%	94%

The remaining survey questions asked the family to evaluate other critical areas of early intervention services based on their experience with their service providers. Areas addressed include:

- Respecting their values, culture, daily routines and lifestyle;
- Recognizing and promoting their role as decision maker on behalf of their child;

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- Helping them to understand the early intervention services system and providing information about, and/or assisting them in accessing resources and supports;
- Providing services required by the IFSP; and
- Ensuring early intervention services has a positive impact on their child's development.

Overall, for the 2017 Family Outcome Survey, families indicated they agreed or strongly agreed with questions between 86% and 99% of the time. Out of the 20 questions the percent of families indicated they strongly agree/agree are as follows:

- For two (2) questions, 99% of families indicated they Strongly Agree/Agree
- For three (3) questions, 98% of families indicated they Strongly Agree/Agree
- For six (6) questions, 97% of families indicated they Strongly Agree/Agree
- For four (4) questions, 94% of families indicated they Strongly Agree/Agree
- For two (2) questions, 93% of families indicated they Strongly Agree/Agree
- For two (2) questions, 92% of families indicated they Strongly Agree/Agree
- For one (1) question, 86% of families indicated they Strongly Agree/Agree

Statewide, the response to question 17 (*My Early Intervention providers increase my awareness of community resources.*) was 86%. This question has consistently fallen below 90%. Performance this year of 86% is lower than the 87% reported in the last two reports. Of the 309 families who completed the survey, 9 responded as “undecided” on this question.

Responses to Open-Ended Question

Of the 309 survey responses received, 151 families (50%) included a written response to the open-ended question. The number of respondents providing written comment, both statewide and by program, is as follows:

Table 6. Total Written Responses Received by Program

Program	English	Spanish	Total
Advanced Pediatric Therapies (APT)	9	1	10
The Continuum	4	1	5
Easter Seals of NEVADA (ESN) - North	1	1	2
Easter Seals of NEVADA (ESN) – South	14	0	14
Integrated Support Solutions (ISS) – Baby Steps	12	2	14
Kideology	7	0	7
Nevada Early Intervention Services (NEIS), Northeast	1	0	1
Nevada Early Intervention Services (NEIS), Northwest, Carson City	9	0	9
Nevada Early Intervention Services (NEIS), Northwest, Reno	16	1	17
Nevada Early Intervention Services (NEIS), South	41	2	43
Positively Kids	5	2	7
Therapy Management Group (TMG) - North	3	1	4
Therapy Management Group (TMG) - South	18	0	18
Statewide Totals	140	11	151

As reflected in Table 6, responses to the open-ended comments across programs were predominantly positive. Many families indicated they felt supported by early intervention services and believed participation in early intervention services had a positive impact for their child and family. Parents used descriptors such as “outstanding, amazing, knowledgeable, wonderful, fabulous, excellent, awesome, nice, patient, kind, loving, friendly, caring, phenomenal, pleasant, expert, professional, encouraging, truthful, hardworking, and helpful ” to define the characteristics they saw from their early intervention providers. Many of the responses expressed thanks for the program and all it provided to children and families. Some families included positive comments but also identified areas they felt needed improvement. Some respondents used the open-ended question to identify specific concerns or challenges they experienced in participating in early intervention services including infrequent services, frequent changes in service providers, and inconsistent communication.

Table 7. Analysis of Written Responses

Program	Positive	Challenges	Mixed
Advanced Pediatric Therapies (APT)	9	1	0
The Continuum	4	1	0
Easter Seals of NEVADA (ESN) - North	2	0	0
Easter Seals of NEVADA (ESN) - South	12	1	1
Integrated Support Solutions (ISS) – Baby Steps	12	2	0
Kideology	2	0	5
Nevada Early Intervention Services (NEIS), Northeast	1	0	0
Nevada Early Intervention Services (NEIS), Carson City	7	2	0
Nevada Early Intervention Services (NEIS), Northwest, Reno	16	0	1
Nevada Early Intervention Services (NEIS), South	37	0	6
Positively Kids	6	0	1
Therapy Management Group (TMG) - North	4	0	0
Therapy Management Group (TMG) - South	16	1	1
Totals	128	8	15
	85%	9%	6%

Comments by Program and Region

Many of the responses to the open-ended question identified specific providers who had been instrumental in delivering services that were appreciated by the families. Individual provider and children’s names were redacted from the report to maintain individual family anonymity. The following section reflects the comments as submitted by the respondents with the exception of the removal of individual names.

ADVANCED PEDIATRIC THERAPIES (APT)

- Our [developmental specialist] (DS) is an amazing person and my [child] has really gained a nice bond with her. And he has grown so much since we started this process.
- We love all of the staff at APT. Especially thankful for our DS who is wonderful!
- We love the Nevada Early Intervention services through Advanced Pediatrics. We have worked with some wonderful therapists who have helped our boys greatly.
- Thank you, Nevada Early Intervention and Advanced Pediatrics, for all the services for our boys.
- Our physical therapist is an angel! Truly is amazing. I'm forever grateful to Nevada Early Intervention!
- Our DC is amazing and should be acknowledged for her wonderful care and dedication!
- The team we've worked with thus far in our son's life has been wonderful to work with and instrumental in his successes! I look forward to continuing our relationships with the EIS teams! Thank you for all you do!!
- The group at Advanced Pediatric Therapy have been amazing not only in helping my son but as support for me. I look forward to working with them over the next year and will be sad when my son turns 3 and will no longer have their services.
- On behalf of [my child] and my wife. Thank you very much for the support and outstanding service your team provides when you guys come out. God bless and keep up the good work.
- Great service-great providers!
- The survey is in reference to Advance Pediatric Therapy, Sparks, Nevada. We were extremely disappointed in our services provided at this facility. We feel that our child was put through many unnecessary services in order to bill insurance for profit and ultimately did not address our child's needs. We have decided to pursue other options at this time. I believe we are not the only exception and this process needs to be reviewed. Many of these services can be used for children who truly need the care and there should be some checks and balances to ensure this doesn't happen to others. There is clearly abuse of the system.

No comments were given in Spanish.

THE CONTINUUM

- I am very grateful for all of the services provided and I love all of our therapists...but somewhere along the road, I feel like it became more about paperwork than what actually could be accomplished in our therapy sessions.
- Our [developmental specialists] have been amazing! They have always been easy to talk to and available whenever I had questions or concerns. My daughter loves them both and they have made such a great impact on her.
- It has been great. Everyone is so helpful and patient with my daughter. Great Experience!

Comments translated from Spanish to English

- Thanks for all the services you all provide, they are helping us, excellent service.

EASTER SEALS NEVADA – NORTH (ESN-N)

- Grateful for the services provided.

Comments translated from Spanish to English

- I had never received this type of assistance before and this is my third baby and I feel that I learned a lot.

EASTER SEALS NEVADA – SOUTH (ESN-S)

- We are very happy with the help and support we received from Easter Seals. Our son talks a mile a minute now.
- Everybody has been amazing since day one!
- We have definitely gained from your services. You have outstanding physical therapists and occupational /Speech therapist. The nutritional services are not beneficial. One Nutritionist had a lack of knowledge and the other one delayed the appointment and was difficult to schedule appointments with, we canceled services. Our Development Specialist ensures all paperwork is completed and is very active in insuring we get the services we need. Very active and thorough. If there are issues, she is very willing to assist.
- I thank the case workers for all their help. My grandson wasn't talking and now he never stops
- Easter Seals has opened up the windows to our meth exposed/abused grandkids.
- My child is a different kid coming out of this program. I don't know where our family would be without your help! Thank you so much for everything!
- [My providers] from Easter Seals of Nevada saved me and my grandson. I had no idea what issues I was looking for or how I could help my grandson who I was guardian over. I owe everything to the fine people there. What a blessing. Can I just take a simple moment to say Thank you! We love you all.
- We had an amazing experience with our Easter Seals service providers. They were timely, consistent, and respectful. And it was clear that they all cared about our child and his progress towards his goals. We are very happy to be part of the Nevada EIS Easter Seals family.
- We are so grateful for early intervention services, our provider, and how the support we receive helps and blesses our family. So, So grateful!
- Our therapists are wonderful, very helpful and supportive, especially whenever we have concerns. Our child has benefited and improved a lot from our sessions and what they have taught us. We hope EI services will continue to help families like us and also get what they need to continue providing services. The children need all the help they can get, and their families need as much support as well.
- Everyone has been extremely helpful in guiding us to help my son. We are kept in the loop on how he is doing and guiding us to all resources needed. Thank you!
- I have three kids so this one is for one of my kids.
- My child loves her therapy sessions and therapists, but unfortunately has made little to no progress speech wise since September. I would like if the therapists could help more with sign language

themselves. Overall all of our interactions have been pleasant and we have been provided with good usable resources to try as well. It's just frustrating as a parent to see no progress and not know why but this isn't Easter Seals fault.

- Our {service providers] ae amazing. My son and I love them all.

No comments were given in Spanish.

INTEGRATED SUPPORT SOLUTIONS (ISS) – BABY STEPS

- I am absolutely sure that my daughter has benefitted and made much progress from the support and therapy through EI! We have had consistent and caring therapists since she was 6 mos. Although our DS has changed multiple times, I always felt informed.
- I truly appreciate all the work and effort provided by my daughter's teachers in the program. I honestly don't know what I would do without their guidance.
- We love our new developmental specialist. She is very professional and really shows concern towards our child's development.
- The therapists have been wonderful. [Our providers] have really helped.
- We could not be more appreciative of Baby Steps.
- Disappointed with program. Providers canceled at last minute, arrived late, and left early. I asked about behavior issues from first meeting and still have not received any help months later. Also, have been concerned about autism (reason we started program) and still have no help or support in education diagnosis.
- I'm really grateful for our speech therapist and with our developmental therapists with the help they've given to my daughter. Thank you so much.
- I am a foster parent. My questions outside of therapy haven't been addressed in a timely manner.
- We are truly blessed with this program. Our son's progress in one year has doubled his vocabulary. We can communicate with him and that has changed our lives. Thank you everyone that keeps this program available for everyone!!
- Our [providers] have been extremely helpful and great to work with during their time with my son. My son has grown attached to them and they have aided in him making great improvement in his development!
- We love you guys! Thanks!
- The staff were very friendly and helpful. Everything was explained thoroughly. Any questions or concerns were explained. We have seen so much improvement.

Comments translated from Spanish to English

- Thanks for your services they are very valuable to my family.
- I only speak Spanish and I would like for you to always send me a translator [sic] and thanks a lot for your services. "Thanks"

KIDEOLOGY

- Kideology and its staff have been phenomenal in assisting our daughter reach her full potential. They are a valuable resource for our family in educating us on resources available in our community, accessing them, and helping us to better understand her disability.
- The only part that has helped my child was the physical therapy. The developmental and the speech are not consistent so I don't believe they are helping my daughter.
- I love the speech therapist at Kideology but she cancels quite often. The service coordinator cancels or doesn't show up or calls the morning of to schedule appointments. Lots of cancellations. I love the speech. Wish they could have worked more with speech.
- Early intervention did not really help my child. My child needed more intense therapy and more hours every day. Total of 3 hours per month did nothing for my child. I think I was able to do more at home by myself than with this service.

- Kideology hasn't been very organized and we have had several no-show appointments/reschedules. Service provider has been kind and seems to genuinely care. However, evaluations seem to exaggerate special needs and it seems many milestones would be met in time with or without services.
- I think a child should be able to have more than one need helped at a time. In other words, a parent should be able to suggest a support his/her child needs and that child see two specialists instead of just help through a speech therapist for behavior. I do think early Intervention is a wonderful service to provide for families!
- Our developmental specialist and speech therapist are amazing. On top of their great service/help with my child, they make me feel much better about his progress.

No comments translated from Spanish

NEVADA EARLY INTERVENTION SERVICES NORTHEAST (NEIS NE)

- Our family has really loved the work our [providers] spent teaching our child and us. We can really see the progress made thru their hard work and guidance. They have really helped us understand how to make our child learn thru better tools. All of them have helped us. We really appreciate them and will miss having them work with our child. It has been a great pleasure to have them all be a part of our child's learning life. Very amazing ladies, they love what they do and it shows. Thank you for everything.

No comments translated from Spanish

NEVADA EARLY INTERVENTION SERVICES NORTHWEST (NEIS NW) – CARSON CITY

- I believe that this program has made so much difference in my child's life.
- NEIS is a great program for special needs kids. I appreciate each and every one who has helped with [child's] needs! Thank you.
- Thank you for all the help and resources. My daughter really enjoys music class on Wednesdays once a month!
- Diagnosing slow - mostly for the profound - minimal services
- "What Services?!"
- Our Developmental Specialist has been amazing with my son and with scheduling between my mom and myself.
- Thank you!
- We are very blessed to have our [therapist] in our child's life. She is amazing!
- The support we've received has made a huge difference. My daughter has been through the ringer and as her parents we have too and the help and encouragement from NEIS has helped us not only understand but encourage us to keep going when things seemed the darkest! They are simply amazing.

No comments translated from Spanish

NEVADA EARLY INTERVENTION SERVICES NORTHWEST (NEIS NW) - RENO

- My developmental specialist has been very helpful guiding me and my foster child to improve his skill sets. NEIS is very helpful for kids with developmental needs.
- These services and supports have been invaluable during scary, uncertain and otherwise lonely/isolating times. We have been fortunate to really connect with most of our team throughout the years. Thank you!!
- We have loved each one of our child's therapists. They are phenomenal.
- Thank you so much NEIS for the services you provide especially to my daughter's providers/therapists. You are all AWESOME!!! Thank you.
- Our therapists are the greatest! They go above and beyond.

- Very skilled team. Our child's progress and developmental progress, speech, nutrition has been directly impacted by the services NEIS and our team has provided to our family and our child. Thank you NEIS!
- I am very thankful for Early Intervention. I appreciate all the support I've received from this program.
- Our family has benefitted from NEIS from before my son left the hospital. Our team has become a piece of our family and it scares me to think where we would be now without their help. NEIS not only offers us medical service and support, but emotional support, guidance as well as any other help and suggestions we discover may be needed or helpful. Our team is always available if I have questions or concerns, and their help and knowledge has been more valuable than all of his doctors.
- [Our providers] have helped our family understand autism and how to move forward with our daughter's best interests. We love and respect all aspects they have taught us.
- NEIS has greatly benefited our family and I am very thankful I was able to enroll my daughter in it. We have been in it for about a year and my child shows her progress very well. Thanks!
- Everyone was great and our child is continuing to blossom! Only downfall was turnovers we saw in staff.
- Thanks to this program. It has helped my son walk, eat, and communicate better with myself and others. The ladies that have been helping my son are wonderful.
- Our service coordinator has been exceptionally helpful in educating us of services, our rights, and we have seen great improvement in both our boys.
- Our [developmental specialist] is amazing! She has been a great support for my child's needs and has continued to help my child both developmentally and communicatively in the past few months, more than surpassing our expectations!
- Early Intervention Services has helped our family so much. I can't thank them enough for their services. Thank you.
- Wonderful program. We love the people who work with us!

Comments translated from Spanish to English

- Thanks! I am grateful to all the therapists, coordinator and interpreters who helped with the service for my daughter, thanks, she has made a lot of progress. Thanks.

NEVADA EARLY INTERVENTION SERVICES SOUTH (NEIS SO)

- The Early intervention program is doing a lot better in serving advice, needs and help for my daughter. Thank you!
- I want to know why is the Father of my son on the paperwork when I started all of this myself for my son. The Father does not want to be on any paperwork whatsoever. The Father does not bother to help me during the home sessions at all. The Father sleeps or plays his game never interacts with his son during the home sessions. Not just that, the Father does not go to my son doctors at all. Any of my son's doctors.
- Our DS is wonderful and has truly made a difference in my child and families lives. The speech therapist was an amazing addition to my child's services. I couldn't have asked for a better team!!
- Our DS has become a part of our family. We look forward to seeing her every month. She has been wonderful throughout this time in our lives. The program is all the better because of her.
- I just want to thank Nevada Early Intervention Services for everything that they do for the kids and the families. Big thank you to our case worker, physical therapy, speech therapist, and occupational therapist. You are wonderful.
- Services such as respite and home health help has been difficult to achieve. Limited opportunities for therapy only with additional insurance, however, insurance is unable to find pediatric PTs in their network.
- Thank you.
- Our team is great!
- I think the occupational therapist could have interacted with my son more. I felt that my son could have benefited from more contact with her.
- I cannot express our gratitude with the services we received by NEIS for our son. All of the staff are highly professional. Always on time for in home therapy or appointments at NEIS offices. We have

seen such a remarkable improvement since receiving services that include behavioral, speech and OT. Thank you!

- Not enough services for our needs. Some suggestions were redundant. Often repeated over and over even though results were not showing.
- My daughter's DS is beyond amazing. She goes above and beyond, researching, making calls, and helping my child. I feel the same about her OT and PT. Thank you!
- Always appreciate the help and guidance I've received.
- Everyone has been very supportive especially our main person.
- Our PT is extremely knowledgeable when it comes to giving my daughter PT. Although she may be upset during the session, she always benefits from it in the end. Our [developmental specialist] is very supportive and helpful in all areas regarding my daughter. She is always available to help answer any questions I may have and easy to reschedule if something happens. I will be very sad to no longer have her once my daughter turns 3. Although we haven't been working with our other [therapist] for too long as of now she has helped my daughter play a little bit with toys we would have never thought to make or show her.
- Thanks to Early Intervention my granddaughter has a better chance to living a successful life. I cannot thank our [developmental specialist] from Las Vegas enough. She has been there for my granddaughter since day one. Thank all of you.
- Great services, very helpful. Thank you.
- Our [developmental specialist] has been wonderful, caring and knowledgeable while she has been a part of [our child's] team. I wish I would have known sooner about this program.
- The only negative experience is that at the suggestion of our pediatrician, I as the parent requested thru EIS a speech pathologist but she (the speech pathologist) declined to see my child; even to just do an initial assessment. That's not good service.
- Our [developmental specialist] is very caring and understanding. Very compassionate and ensures that [*could not make out phrase*] and very helpful. ** Note: italicized writing in this comment denotes wording that was not decipherable**
- Our [developmental specialist] is wonderful and the people she has connected us to are great but the services take a lot of time to get and I'm not sure what my child needs as some of the services are duplicates to hospital services.

Comments translated from Spanish to English

- The service that [the providers] is giving us are [sic] very good. They have helped my daughter a lot and we are very satisfied with everything that they are doing for my daughter. Thank you, thank you.
- I only speak Spanish and I would like for you to always send me a translator [sic] and thanks a lot for your services. "Thanks"

POSITIVELY KIDS

- What a huge help this service has been for my foster child! Thanks to all the team for taking care of his needs. He is developing, talking and expressing himself now.
- The therapist we have had so far have been fabulous. They have been a great help in getting my daughter progressing to where she needs to be, but we still have a way to go. It is sad that they changed her to a different area but I think mixing up the Development specialists might be a good thing. We will see.
- Thank you so much to people from Early Intervention Services program!
- We choose Positively Kids to work with. They have been amazing. Our PT, OT, feeding specialist, and our liaison, have been extremely helpful and honest every step of the way. Just want to thank them for caring about our child and family.
- I will miss my Early Intervention Team!

Comments translated from Spanish to English

- Very grateful to [our providers] for the work they have done with my daughter. Thanks to all and especially to you.

- The services I am receiving from the program have been helping my son a lot. I am very satisfied with them and with the care you have provided him. Thank you very much.

THERAPY MANAGEMENT GROUP NORTH (TMG-N)

- Great Service, great team!
- [The program doctor] has been incredible in helping me and my family and our [developmental specialist] has always been extremely helpful when I have questions. Thank you!
- Thank for all the help.

Comments translated from Spanish to English

- Thanks for your services they are very valuable to my family.

THERAPY MANAGEMENT GROUP SOUTH (TMG SO)

- Thank you!
- I wish my child had more hours, my child was only getting 1 hour per week.
- Since beginning work and having services provided at my child's daycare, communication with the provider has decreased dramatically and I am less aware of what my child's needs are at home.
- All the individuals we have worked with have been amazing! My daughter turns 3 the end of June so our time with early intervention is complete. I am forever grateful for their expertise and support.
- My two women are amazing! They have helped [my child] grow so much! Thank you. Truly Blessed! You are AWESOME!
- Our providers were so helpful with all the information and communications with concerns of my child. Very interactive and couldn't have asked anymore! I always appreciate the really warm approach to our family without any bias. So thankful!
- Our [providers] have been wonderful and helped us so much!
- 1. There is too much paperwork, so it is difficult to understand/remember what it all is for and means. 2. Our [developmental specialist] from TMG is amazing. 3. I like that the providers come to my home.
- Early Intervention provided supportive services to meet my child's needs exactly. The progress was outstanding and I am pleased with the services they provided.
- The entire team that my son had were absolutely amazing. They treated my son so nicely and were very helpful to us in helping with his delays. He is now back on track and I know it's because of them! They were always kind, smart, prompt and respectful of both mine and my husband's cultures. You have a wonderful program - thank you very, very much!!
- Thank you so much both early intervention and Therapy Management group. These are amazing, beneficial programs for our little ones.
- This is a wonderful program. It has helped my child and his development which was lagging behind for his age. This program has helped not only my child but also myself and how to help my child develop. Very blessed to have been able to be a part of this program! Thank you.
- The early intervention services my son is receiving are a god-send. After receiving his diagnosis, we felt so lost and scared - thanks to his early intervention team, I feel that we are doing everything possible to help him develop to his full potential; I feel informed and empowered. Thank you!
- I personally thank the Nevada Early Intervention Services for bringing positive changes. Their services are very focused, helpful and give us a friendly environment to learn.
- I am truly thankful for these programs that help my son reach his potential!
- We really enjoyed and learned a lot from our [providers] at TMG!
- IFSP unknown
- Following through takes too long, such as adding services and consulting with another specialist. We are hoping that our daughter received the necessary services we are hoping for and are recommended, but it is taking too long.

No comments translated from Spanish

Appendices

Data Tables