Here are the top 10 questions and concerns families have raised. Answers are provided by the Department Public Health Early Intervention staff.

**1 I do not want to make anyone mad or lose any services my child is getting.**

**First** of all if you have concerns about any aspect of EI, talk to your Service Coordinator or Program Director. They will work with you to resolve any problems.

**Second,** your child and family’s services are spelled out in your IFSP. Nothing can change without your agreement.

**Third,** your responses on the Family Survey are confidential. You do not have to give your name or any identifying information. Programs receive only information on which families completed the survey. No answers to individual questions are shared.

**2. I do not want private information about my family to be shared broadly.**

What you put on the Family Survey is completely confidential. Your responses go into a large database with no personally identifying information. The information is combined and analyzed to provide statewide information. Your EI program gets a report based on what families say.

**3. I might have gotten a Survey from my EI program, but I am not really sure, and I cannot find it anyway. What should I do?**

Talk to your Service Coordinator or Program Director; each EI program has a list of families who should complete the Survey.

The Family Survey is available online. You will receive a one-time use login code that will allow you to complete the survey. If you child has been enrolled in EI for at least six months you may be eligible to fill out a Survey. Talk to your EI program to find out if you are eligible and let them know if you don’t receive your code.

**4. I got a Survey but did not get around to filling it out. Does one family really make a difference?**

You have asked two important questions.

It is not too late to complete and return your Survey online. Do it today!

And yes, every family is important. We want to know how having your child enrolled in Early Intervention has helped you help your child.

**5. I have heard the words Family Outcomes before. What does that mean?**

Outcomes are the results children and families experience from participating in Early Intervention (EI). In Massachusetts we measure both family and child Outcomes using different tools. Family Outcomes are measured by the NCSEAM Family Survey. So remember to complete your Survey. Your experiences are very important.

**6. I did not have to do this Survey when my older child was in Early Intervention a few year ago and the services my second child is receiving are just the same. Why do families have to do this now?**

For the past 10+ years, the Department of Public Health has been required by the Office of Special Education Programs (OSEP) to ask you about your Early Intervention services. The information you give is reported directly to OSEP and helps identify ways to understand and improve what EI does for children and families.

7. **I am still confused about the Family Survey and why it is important. How can I find out more?**

Talk to your service coordinator and ask for more information and help in understanding the process. You may also contact the Early Intervention Parent Leadership Project at eiplp@mass.gov to be in touch with another parent.

**8. How can I find out what other families had to say about my EI program?**

Each Early Intervention program receives an annual report that gives specific results based on information returned by families. Program results show how your program compares to state averages. You can ask your Program Director to show you this report. Also results of all federally mandated performance indicators are posted on the DPH website.

**9. I answered the Survey questions, but there are other things I would like to say about EI services. How can I let DPH and my program know what’s on my mind?**

You can share additional information, concerns and ideas directly with your Service Coordinator or Program Director. Families can also connect with the EI Parent Leadership Project at eiplp@mass.gov. A staff member, who is the parent of a child who received EI services, will be glad to get your input and can direct you who to let know if you have concerns that need to be addressed.

**10. My neighbors are from Mexico and do not speak much English. I know that they cannot read English. They have a two year boy in EI, but won’t be able to fill out a Family Survey right?**

The Family Survey is available in English, Arabic, Chinese, Haitian-Creole, Spanish, Portuguese, and Vietnamese. Families may choose which language they are more comfortable using.