



Birth to 3

Sheboygan County Health and Human Services Department contracts with the Rehabilitation Center of Sheboygan for Birth through Three (B-3) Services, in addition to referrals made to Progressive Beginnings, LLC. Sheboygan County is always striving to provide quality B-3 services for those who receive them. The following is the results of the 2009 survey. A total of 39 questionnaires were returned.

FAMILY SATISFACTION SURVEY

1. Overall, I/we felt satisfied with the B-3 services that our child received in Sheboygan County:

Responses	Number of Responses	Percent of Responses
Agree	39	100%
Somewhat Agree	0	0
Disagree	0	0
Not Applicable	0	0
No Answer Provided	0	0
Item not included in survey	0	0

2. We are no longer receiving B-3 services because:

	Number of Responses	Percent
Our child transitioned to the school district:	19	49%
We relocated to another county:	2	5%
Our child no longer has a delay:	14	36%
We refused services:	0	0%
Child turned 3 years old:	4	10%
Other:	0	0%

We refused services because:

3. Our family's provider was:

	Number of Responses	Percent
Rehabilitation Center of Sheboygan (RCS)/Rehab Resources	31	84%
Progressive Beginnings	6	16%

4. My Service Coordinator was: _____

5. One thing I liked about the B-3 Program was:

Progressive Beginnings:

- I had services in my home.
- That my daughter liked it.
- The incredibly kind and child-friendly staff.
- I really felt informed every step of the way. Jason did an excellent job with William and we all learned and benefited so much from this program.
- The workers were great.

RCS:

- Friendliness and the ability to relate to my child as an individual.
- That everything possible was done in our home. That made it so convenient.
- Flexible and friendly.
- I had a lot of control and the final say in services provided.
- Therapist came to home.
- They were always there to meet our needs and try to work with our schedules.
- Coming into our home. Sheila was awesome. We will miss her.
- How fast everything went once Dr. Britton and I decided this was the way to go.
- Kindness.
- It was very helpful having the therapist working with our daughter at our home.
- Beth came to our house and she was very good with my daughter.
- Everything.
- Home visits.
- Very caring.
- How Ethan got to be involved in different activities along with his speech therapy.
- They are very caring and give the parents a lot of information on helping you children.
- Basic techniques used to work with our child.
- The convenience of them coming to our home once a week. I am a daycare provider so transporting children would be difficult for me to do.
- They were caring and concerned about my son's delays and had no problem increasing the sessions to three times a week.
- Kari was very personable and patient. She explained what she was doing, why, and if she felt progress was being made.
- Everyone was so patient. My son improved so quickly.
- Our speech therapist, Gina, she was wonderful.

- The quality services provided in our home where our daughter is most comfortable. Thank you.
- Everyone was so “in tune” to my son’s needs and were very helpful and supportive to not only him, but our family as well.
- Of course the home visits, but everyone was very nice to work with.
- Very friendly and helpful. Gave tips for help at home.
- They came to my house/daycare to work with my son.
- Excellent therapist. Willing to work with any situation.
- They made Jacob feel good about himself. He is shy and looked forward to Kari coming every week.
- We learned a lot of ways to help our child at home.
- Very organized. Wonderful speech therapist.

6. If I could change one thing about the B-3 Program, it would be:

Progressive Beginnings:

- To stay longer.
- Extend it beyond age three. We loved the staff so much we wished we could continue seeing them.
- Nothing. They did an awesome job.

RCS

- All counties had the same rules, etc.
- Nothing.
- B-4 would be nice.
- None. Our experience with the program was a positive one.
- Nothing.
- That they could advertise their program more openly. I wish I would have known sooner.
- Little longer sessions once in a while.
- Maybe work/push child harder if appropriate.
- Possibly longer sessions? 30 minutes went so fast and seemed he just started getting into the play time when they had to leave.
- I wish I knew more about it beforehand.
- The cost share was too expensive for us.
- Nothing. It was great.
- Go longer than three.
- More hours working with the child or more days out of the week.
- Seems to be lots of different phone numbers.
- Nothing.
- I don’t like that our insurance pays in full, yet we are still charged the monthly fee like those who do not have insurance.
- Nothing.

7. The B-3 staff was helpful in handling your insurance questions regarding therapy:

Progressive Beginnings:

5 Yes; 1 left blank

RCS:

3 N/A

21 Yes

4 Left blank

1 Excellent

1 Insurance wasn't able to be used

1 OK

1 Wasn't an issue

1 It was really messed up due to coding

8. Our family had our first IFSP within 45 days of the referral to the B-3 program:

	Number of Responses	Percent
Yes	32	82%
No	0	0%
Don't Know	7	18%

9. Our family had our first therapy session within 30 days of the first IFSP meeting:

	Number of Responses	Percent
Yes	35	92%
No	0	0%
Don't Know	3	8%

10. Our family understood that Sheboygan County Health and Human Services was the administering agency?

	Number of Responses	Percent
Yes	34	87%
No	5	13%

11. My child's therapy occurred in their natural environment (the place where they spend most of their day):

	Number of Responses	Percent
Yes	26	100%
No	0	0%

12. My child's therapist arrives in a timely manner:

	Number of Responses	Percent
Agree	38	97%
Somewhat Agree	1	3%
Disagree	0	0%

13. My child's therapist has welcomed me to participate in my child's therapy program:

	Number of Responses	Percent
Agree	36	92%
Somewhat Agree	3	8%
Disagree	0	0%

14. I feel that I can openly communicate with my child's therapist with any questions, concerns, or comments that are related to my child's wellbeing:

	Number of Responses	Percent
Agree	39	100%
Somewhat Agree	0	0%
Disagree	0	0%

15. Staff listened and was responsive to my concerns, questions and ideas:

	Number of Responses	Percent
Agree	39	100%
Somewhat Agree	0	0%
Disagree	0	0%

16. During meetings with staff, we felt we were an active member of the team:

	Number of Responses	Percent
Agree	38	97%
Somewhat Agree	1	3%
Disagree	0	0%

17. To what extent has the Birth to 3 Program helped your family know and understand your rights?

	Number of Responses	Percent
A. Birth to 3 has not helped us know about our family's rights.	0	0%
B. Birth to 3 has done a few things to help us know about our rights.	1	4%
C. Birth to 3 has provided good help so that we know our family's rights.	4	15%
D. Birth to 3 has done an excellent job of helping us know about our family's rights.	21	81%

18. To what extent has the Birth to 3 Program helped your family effectively communicate your child's needs:

	Number of Responses	Percent
A. Birth to 3 has not helped us effectively communicate our child's needs.	0	0%
B. Birth to 3 has done a few things to help us effectively communicate our child's needs.	0	0%
C. Birth to 3 has done a good job of helping us effectively communicate our child's needs.	4	15%
D. Birth to 3 has done an excellent job of helping us effectively communicate our child's needs.	22	85%

19. To what extent has the Birth to 3 Program helped your family be able to help your child develop and learn:

	Number of Responses	Percent
A. Birth to 3 has not helped us help our child develop and learn.	0	0%
B. Birth to 3 has done a few things so that we can help our child develop and learn.	0	0%
C. Birth to 3 has done a good job of helping us help our child develop and learn.	1	4%
D. Birth to 3 has done an excellent job of helping us help our child develop and learn.	22	85%

20. Staff gave me information that was clear and useful:

	Number of Responses	Percent
Agree	37	95%
Somewhat Agree	0	0%
Disagree	0	0%
Not Applicable	2	5%

21. Staff respected our family routines and activities:

	Number of Responses	Percent
Agree	37	100%
Somewhat Agree	0	0%
Disagree	0	0%
Not Applicable	0	0%

22. We are more aware of how everyday activities are part of our child's learning and development:

	Number of Responses	Percent
Agree	37	95%
Somewhat Agree	2	5%
Disagree	0	0%
Not Applicable	0	0%

23. We feel more confident about how our family is helping our child:

	Number of Responses	Percent
Agree	35	90%
Somewhat Agree	3	8%
Disagree	0	0%
No Response	1	2%

24. We are more aware of how to help our child's development:

	Number of Responses	Percent
Agree	38	98%
Somewhat Agree	1	2%
Disagree	0	0%
Not Applicable	0	0%

25. We are aware of how to seek out programs to help our child:

	Number of Responses	Percent
Agree	36	92%
Somewhat Agree	2	5%
Disagree	1	3%
Not Applicable	0	0%

26. We understood the process for transition to the school system or private program (IEP and evaluations):

	Number of Responses	Percent
Agree	30	77%
Somewhat Agree	5	13%
Disagree	0	0%
Not Applicable	4	10%

27. We have learned to advocate for our child:

	Number of Responses	Percent
Agree	35	90%
Somewhat Agree	2	5%
Disagree	0	0%
No Response	2	5%

28. I would like to be contacted to discuss the survey: (Just list the number of people that requested to be contacted)

Progressive Beginnings: 1

RCS: 1

Additional Comments:

Progressive Beginnings:

- I am very pleased with B-3 services and how well my son talks now. Thank you and God bless.
- Excellent program, great staff, very helpful, incredibly effective. Our daughter progressed by leaps and bounds in vocabulary and PT. They're the best. Amie was great at keeping me posted with updates and checking in, too. I can't say enough positive things about the staff and program.
- I would like it if someone contacted us about this survey. Our family had such a positive experience from this program. Jason did a wonderful job with William and because of him William is talking more than ever. We cannot thank Amy and Jason enough for everything that they have done for William. He still asks about Jason and was sad when he couldn't come play anymore. Thank you for everything.

RCS

- Stacy and all of Avery's therapists were amazing. I wish the staff at our new county was this organized and proactive. Thanks.
- We will miss everyone.

- We are truly blessed to have B-3 in our community. The staff has truly touched our lives.
- I am very grateful to be living in a great community where this service is provided. Rehab Resources and RCS are wonderful providers in helping our son start talking and finding his voice. All the staff has been very helpful. We felt very much part of Isaac's therapy. I am forever grateful to RCS and Rehab Resources. The staff at these facilities truly care about the well being and growth of Sheboygan County children with delays. I strongly recommend this provider to anyone. Great people to work with and they helped us reach our son's speech goals. One more thing – I just want to thank everyone involved in this process. It has been a pleasant experience for us. I know that things can be stressful working for the county, but please know that I am grateful to people like you for doing your job. From beginning to end, every step was clearly explained to us. The transition to the school district was simple, because Gina Shea explained everything to us. Thanks again to everyone. Special thanks to Sheila Sprang and Gina Shea. Working with both of them have been great.
- Great program. Sheila was fabulous.
- We loved Keri as our therapist. Ashton felt comfortable with her right away. She was very patient with all my questions and concerns. I honestly couldn't have asked for a better experience with this program. I felt it really gave me the tools I needed to help Ashton. I feel it was helpful to be involved in this program. I was also thankful it was a free program for us because otherwise we may not have been able to afford this program in our financial situation. I was also thankful to be at home and have therapy there.
- I think it is a great program. I hope services stay the same for weekly visits and not get changed to only a monthly visit due to government funding. Because even just one time a week was not enough for our son who has severe speech and language delays.
- We were very pleased with our son's progress and truly enjoyed meeting and working with Kari. Please tell her Cooper says hello.
- It was a calm, helpful experience. Gina was wonderful. Thank you.
- Thank you so much for helping our family over the last two and a half years. You were always there for us and we will always remember this time with extreme gratitude.
- Gina and Laura were excellent therapists. Both were very professional and caring.
- Kari was great.
- We were very pleased with the B-3 services. Gina was awesome.