

System Integration Survey

This is an anonymous survey. It's being developed as a shareable tool, so the reason for taking it isn't the responses as much as your feedback on the survey itself! Feel free to skip the intro and just scroll down and start answering. It's self explanatory!

One of the reasons for developing an early childhood system of care in a community is to make it more likely that different services will be integrated and coordinated with one another. What would "integrated and coordinated" look like in practice? Working with other communities across the Country and the Center for the Study of Social Policy, we have identified a set of standards that describe the kind of practice we aspire to.

Two of those standards are that we will routinely (1) help families get to the right place where their needs can be met and (2) work together when multiple service providers are involved with the same family.

We are hoping to test a new tool to assess how we are doing on each of those standards – and, more importantly, to identify how we can do better. The assessment tool is this survey. Feel free to answer with your perception of the level of integration - if you are not a direct service provider.

Below, the survey will ask you to respond to a set of questions about each of two scenarios. In answering the questions, please think about the full range of systems that you interact with in working with young children and their families, including: Pediatrics, Early care and education, Home visiting, Early intervention, Child welfare, Mental health, Income support, Food and nutrition and Family support / parenting education.

This is an anonymous survey, though if you would like to learn more about the results, you can put your contact info in the final question. Many thanks for considering a response.

Referring a family in need:

A family has come to your organization for help, and you have assessed their needs and found that some of those needs cannot be met by your organization. (Or, for example, a family you have been serving now needs a more or less intensive level of service than you are able to provide, or a family whose child is ageing out of a service you provide needs continued help from an organization that works with older children).

1. You will know which other organizations in the community provide the kind of service the family needs.

Mark only one oval.

- 1 = very unlikely / less than a 25% chance of happening
- 2 = likely not / a 25-50% chance of happening
- 3 = likely so / a 50-75% chance of happening
- 4 = very likely / a greater than 75% chance of happening
- 0 or NA = you do not know

2. You will help the family decide where to go to get the help they need.

Mark only one oval.

- 1 = very unlikely / less than a 25% chance of happening
- 2 = likely not / a 25-50% chance of happening
- 3 = likely so / a 50-75% chance of happening
- 4 = very likely / a greater than 75% chance of happening
- 0 or NA = you do not know

3. You will give the family the name of a specific person(s) to contact at the place where they can get the service they need.

Mark only one oval.

- 1 = very unlikely / less than a 25% chance of happening
- 2 = likely not / a 25-50% chance of happening
- 3 = likely so / a 50-75% chance of happening
- 4 = very likely / a greater than 75% chance of happening
- 0 or NA = you do not know

4. You will contact the organizations to which you are making the referral to let them know that you have recommended that the family come to them.

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

5. You will conduct a “warm hand-off,” either by getting on the phone with the family and the new provider at the same time, or by accompanying the family to the provider for their first contact.

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

6. If there is a problem with the referral, you will know whom to contact at the new provider to try to solve the problem.

Mark only one oval.

- 1 = very unlikely / less than a 25% chance of happening
- 2 = likely not / a 25-50% chance of happening
- 3 = likely so / a 50-75% chance of happening
- 4 = very likely / a greater than 75% chance of happening
- 0 or NA = you do not know

Integration of services:

You are providing services to a family that is also receiving services from one or more other organizations. Please focus on situations in which coordination with the other service provider would be useful; you can ignore, for example, routine services like pediatrics, unless there is a special need that would make it important for your services to be coordinated with pediatric care. Please rate the following statements using the same scale as before.

7. You will know that the family is receiving multiple services.

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

8. You will know about the nature of the other provider's work with the family, and they will know about the nature of your work with the family.

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

9. When you develop or review and revise a service plan, you will have up-to-date information from the other provider.

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

10. **When you develop or review and revise a service plan, the family will help to determine which services it receives from which organization.**

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

11. **The two plans will be coordinated with one another (for example, so that the family doesn't experience scheduling conflicts between your services; or so that participating in one service fulfills a reasonable requirement for the other).**

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

12. **You will have informal contacts with the other provider when such contacts would be helpful.**

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

13. **You believe that the other provider will work with the family in a way that helps make your work more effective.**

Mark only one oval.

- 1 = very unlikely to happen / less than a 25% chance of happening
- 2 = likely not to happen / a 25-50% chance of happening
- 3 = likely to happen / a 50-75% chance of happening
- 4 = very likely to happen / a greater than 75% chance of happening
- 0 or NA = you do not know

How are the components of our system?

In answering these questions thus far, you have been thinking about your experience with many different systems. Now please think about those systems individually, and give your ratings as follows.

My experience in referring people to and coordinating services with this system has been:

- 1 – largely unsatisfactory (I usually encounter problems)
- 2 – somewhat unsatisfactory (I encounter problems fairly often)
- 3 – somewhat satisfactory (I usually don't encounter problems)
- 4 – largely satisfactory (I rarely encounter problems)

14. Overall, my experience coordinating with the medical home/health system has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

15. Overall, my experience coordinating with the child care "world" has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

16. Overall, my experience coordinating with other home providers has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

17. Overall, my experience coordinating with the DCF Family Services Division has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

18. Overall, my experience coordinating with mental health services has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

19. Overall, my experience coordinating with food and nutrition support has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

20. Overall, my experience coordinating with school districts has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

21. Overall, my experience coordinating with housing support services has been:

Mark only one oval.

- largely unsatisfactory (I usually encounter problems)
- somewhat unsatisfactory (I encounter problems fairly often)
- somewhat satisfactory (I usually don't encounter problems)
- largely satisfactory (I rarely encounter problems)

Would you give some suggestions here:

For these final two questions (thank you!), please think about both of the scenarios, and more broadly about how well you think different services for young children and their families are coordinated. Feel free to describe experiences you may have had that we haven't captured in the survey, above.

22. What is the best example you know of of a successful or improved coordination between different systems in our community?

23. If you could pick one area for us to focus on (for example, integration between the Family Center and Pediatric Practices) as we try to improve coordination between different systems, what would it be and why?

24. If you have additional thoughts - especially about this survey itself, please provide them here... include your email address if you're interested in the results of this survey.

