

## ***Common Family Outcomes Survey Q&A's***

**Q: What if the designated Point of Contact doesn't have extranet access? How will they access materials or upload the master list?**

**A:** If your program's designated Point of Contact does not have access to the ECI extranet, they will need to work with the Program Director to obtain materials (download) and upload the master lists. They do not need to contact the state office for extranet access.

**Q: Will we receive any materials in the mail this year?**

**A:** No, all Family Outcomes Survey activities for fiscal year 2022 are conducted solely electronically. All materials (script, infographic) will be found on the extranet. Electronic copies of the infographic (English or Spanish) can be shared with families through telehealth as needed.

**Q: I have one family who does not have email, does not text, and does not receive telehealth services. Services have been provided by phone and are now being provided in-person. How is this situation handled once I indicate on the initial list that they are unable to be reached by any of these electronic methods?**

**A:** During your in-person visit, please provide the parent with their survey link or a copy of the QR code and their access code. The family can either seek a friend/ family member for help or can reach out to the local Parent to Parent contact.

**Q: I have a family whose primary language is Arabic, what are we supposed to do in these cases?**

**A:** Currently, the survey is only available in English or Spanish. The service provider may work with the family to find local resources to assist with translation services.

**Q: How are the surveys answered by Telehealth?**

**A:** The surveys would not be answered during a Telehealth visit. Rather, the service provider may distribute a survey link to the parent or caregiver during or after conducting a Telehealth visit. The survey should be answered independently by the parent or caregiver.

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**Q: If the email address is incorrect on the initial Master List, do we change the email address on both the Master List and TKIDS?**

**A:** Yes, that would be helpful. Every family has a chance to be randomly selected for the annual Family Outcomes Survey, therefore some families may be selected again next year. Updating their email address on TKIDS will help ensure their information is accurate for next year's survey.

**Q: When we verify our data in the Master List, do we upload our version to our program's Family Outcomes 2022 folder, or the Upload folder?**

**A:** You will need to upload the completed Master List to the "Upload Documents" folder.

**Q: Is it mandatory for the families to answer the survey? What else can we do to "remind" families?**

**A:** No, the survey is not mandatory. The Family Outcomes Survey is completely voluntary for families. You can remind families to participate in the survey by reminding them to submit responses by July 15, 2022 during any telehealth or in-person visit or phone or text conversation. You should also show them the Family Outcomes Survey infographic and explain why their perspective matters to the ECI program. Please also reference the optional script available in your materials on the extranet.

**Q: Do we send both the infographic and the link to the families?**

**A:** No. The infographic is embedded within the survey on the SurveyMonkey platform. When the family accesses their survey link, they will see the infographic on the same page they input their access code.

**Q: Is telling the family about the survey or following up with the family TCM billable?**

**A:** No. The definition of TCM is a service that helps a family gain "access to the rights and procedural safeguards under IDEA Part C, and to needed medical, social, educational, developmental, and other appropriate services." Delivering the survey and discussing it with the family does not meet the criteria. Contact with the family should be documented but it is not billable.

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**Q: Only families who have been enrolled with ECI for 6 months or more will be able to complete the survey?**

**A:** Yes. The sample of families only includes families who have been enrolled in ECI services for six months or more are eligible to be selected to complete the survey.

**Q: Will you be only sending out emails, or will you be doing telehealth surveys?**

**A:** The State Office will only be sending out survey links via email. If the family does not have an email address on file, there will be a "telehealth survey" letter individualized to each family for a service provider to send to the family via telehealth services. If a family is receiving their survey link via telehealth, you can locate their telehealth family survey letter with their link in the "telehealth families" folder on the ECI extranet.

**Q: What address will the email come from?**

**A:** [eci.survey@hhs.texas.gov](mailto:eci.survey@hhs.texas.gov), please remind families to look in their spam or junk mail if they state they have not received their survey.

**Q: If the email doesn't go through, will you let us know to be able to follow up?**

**A:** Yes. Failed email delivery will automatically place the family on the telehealth process. This family will receive an individualized family letter through telehealth services. This letter will be made available in a subfolder titled "Undelivered Emails\_Telehealth Families" under the telehealth folder on the ECI extranet. If the email doesn't go through, please make sure to provide the family the survey link or the QR code.

**Q: Is it okay to edit the file name? When I downloaded the name was too long - I could not open until I shortened the file name.**

**A:** Yes, you can use the abbreviated "FOS" to shorten the file name if needed.