

**GET STAFF ON BOARD**

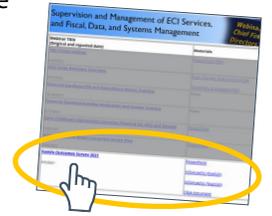
Have your program staff set a goal to get more responses than the year before.

Before surveys are dispersed, talk to staff about the importance of the Family Outcomes Survey and how it:

- 1 Gives families a voice!
- 2 Lets families share their story and experiences with ECI.
- 3 Helps to inform staff on what's working well and what may need improvement in the program.
- 4 Gives the state office input to help shape decisions for programs.

**KNOW WHAT TO SAY TO FAMILIES**

Give the script to staff, especially if you have new employees. Encourage them to view the ECI [Archived Webinars](#) on the Family Outcomes Survey. These webinars further explain the importance of the survey and provide a more in-depth look at the family outcomes survey process.

**MAKE SURVEY TIME GO SMOOTHER**

Consider getting email addresses at intake and enter them in TKIDS early. Do not wait until survey time!!

Ensure your staff have confirmed the family's email address and preferred language.

## Tips to Increase the Response Rate for the Family Outcomes Survey

**KEEP TRACK OF YOUR LISTS**

When you receive your program's Master List of selected families, get organized!

Your program's Master List is sorted by service coordinators, but you can decide who is the best person for delivering the survey. Does the PT, ST, or OT see or interact with the family more often? If so, have them deliver it or talk to the family about it.

Your point of contact should keep track of the Survey List spreadsheet to document the dates that are required at the end of the survey period.

**MAKE IT PERSONAL**

As a program director, personally reach out to families to see if they received their survey and have any questions.

**FOLLOW UP WITH FAMILIES**

Three days after the email from the state office is sent to families, ask your point of contact to check if the family received it. Make it a priority to see if families who agreed to receive their survey through email have gotten it. Remind families to check their spam or junk folders for the email.

If the family says they did not get their survey, consider sending a text with the survey link or the survey QR code, along with their access code, after speaking to them.

It helps to have a visual, so when speaking with the families, tell them about the infographic (available in English and Spanish) and offer to email them the pdf.

**FOLLOW UP WITH STAFF**

Check in with the staff periodically to see if the families had a chance to fill out their survey. Some programs send three or more reminders to their staff to check in with families. Programs normally see an increase in returned surveys from families when this is done.