

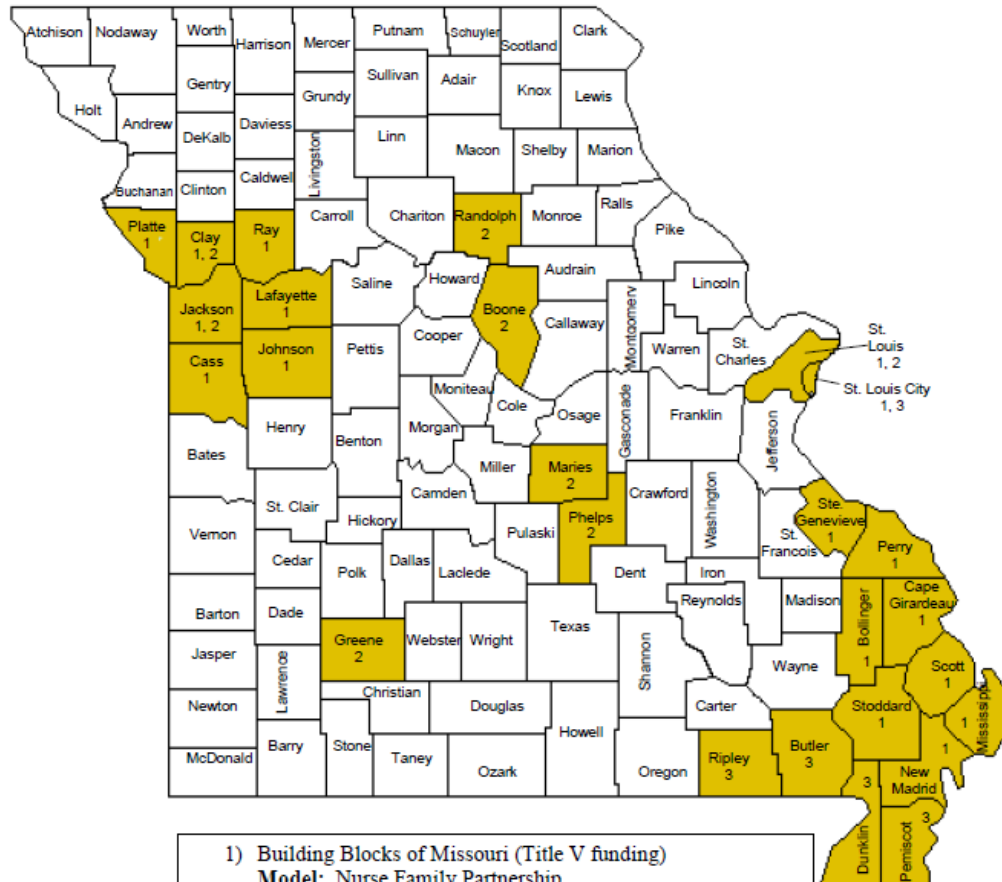
Customer Satisfaction Survey 2016

Missouri Department of Health and Senior
Services (DHSS) Home Visiting Programs

Home Visiting Programs in Missouri

- Building Blocks of Missouri (BB)
 - Nurse Family Partnership (NFP)
- Healthy Families Missouri Home Visiting (HFMoHV)
- Maternal, Infant, and Early Childhood Home Visiting (MIECHV)
 - Nurse Family Partnership (NFP)
 - Parents as Teachers (PAT)
 - Early Head Start – Home Based Option (EHS-HBO)

**MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES
HOME VISITING PROGRAMS**



- 1) **Building Blocks of Missouri (Title V funding)**
Model: Nurse Family Partnership
- 2) **Healthy Families Missouri Home Visiting (Title V funding)**
Model: Healthy Families America
- 3) **Maternal, Infant and Early Childhood Home Visiting (MIECHV funding)**
Model: Nurse Family Partnership, Early Head Start-Home Based Options, Parents as Teachers

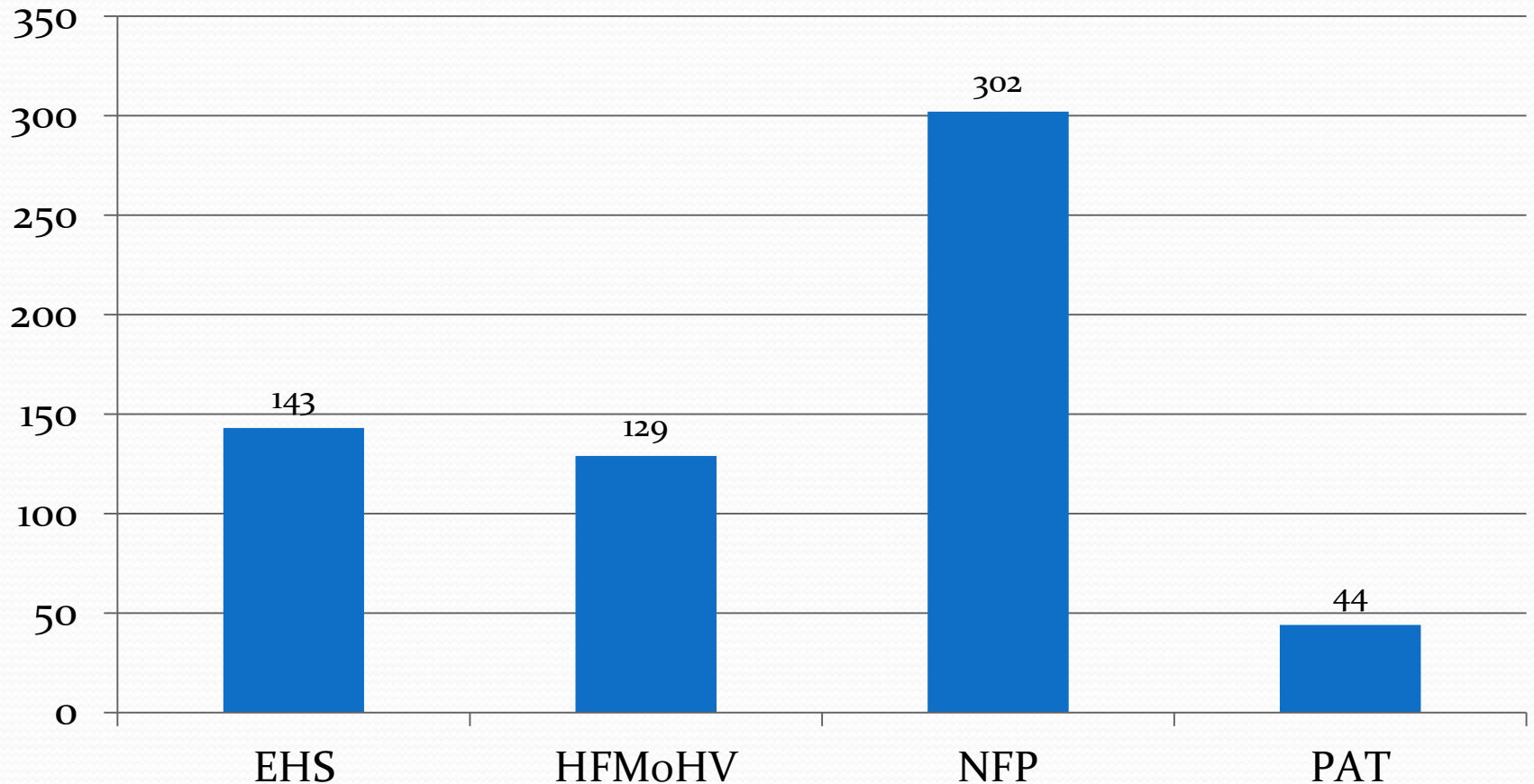
Purpose

- DHSS requires each home visiting site that contracts with the DHSS Home Visiting Program to conduct a customer satisfaction survey annually
- Survey results are used by the DHSS Home Visiting Programs to work with the contractors to develop and implement a process for addressing and resolving programmatic and implementation issues

Survey

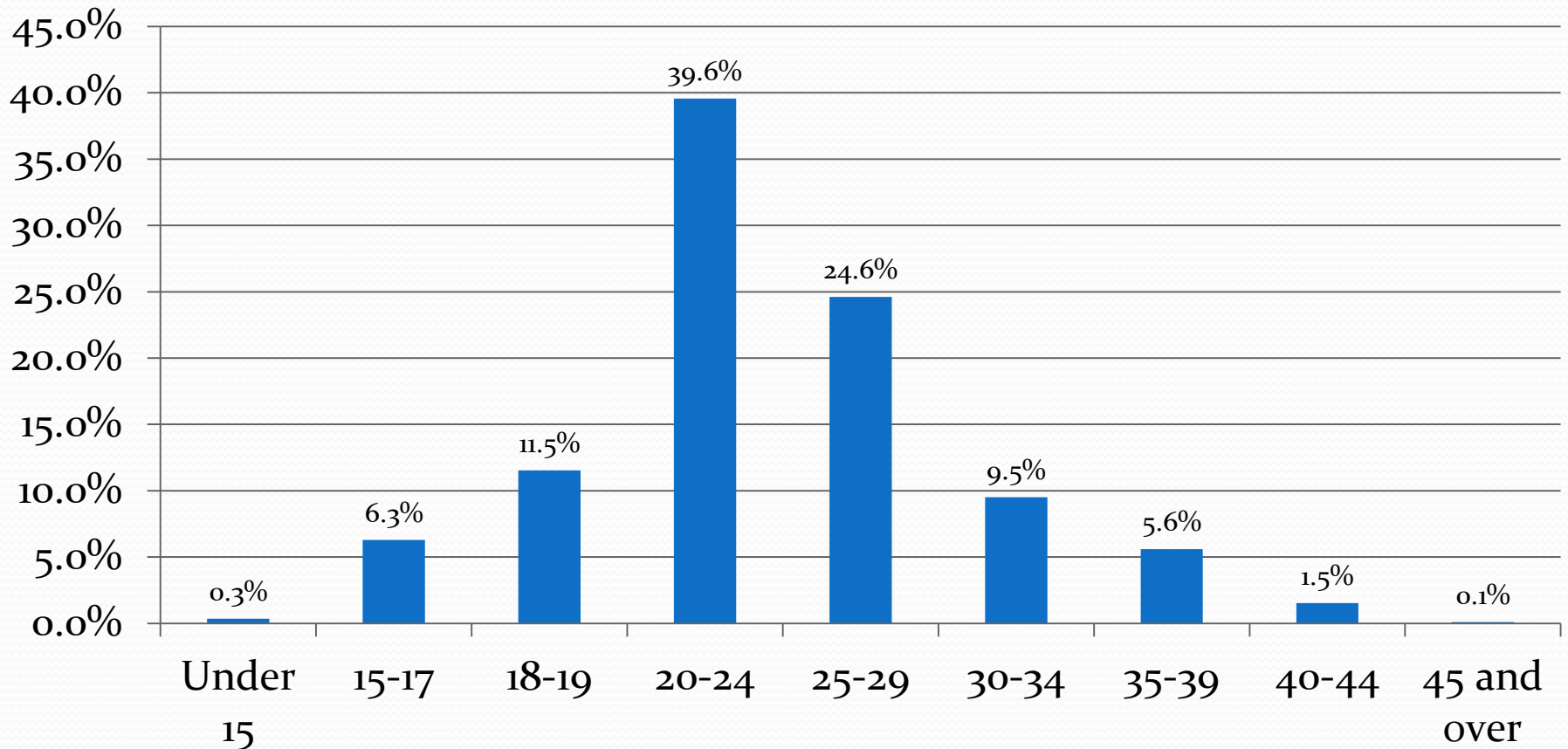
- The current home visiting customer satisfaction review is based on participant responses to the annual home visiting customer satisfaction survey conducted from October 1, 2016 through December 31, 2016

Responses Received by Model



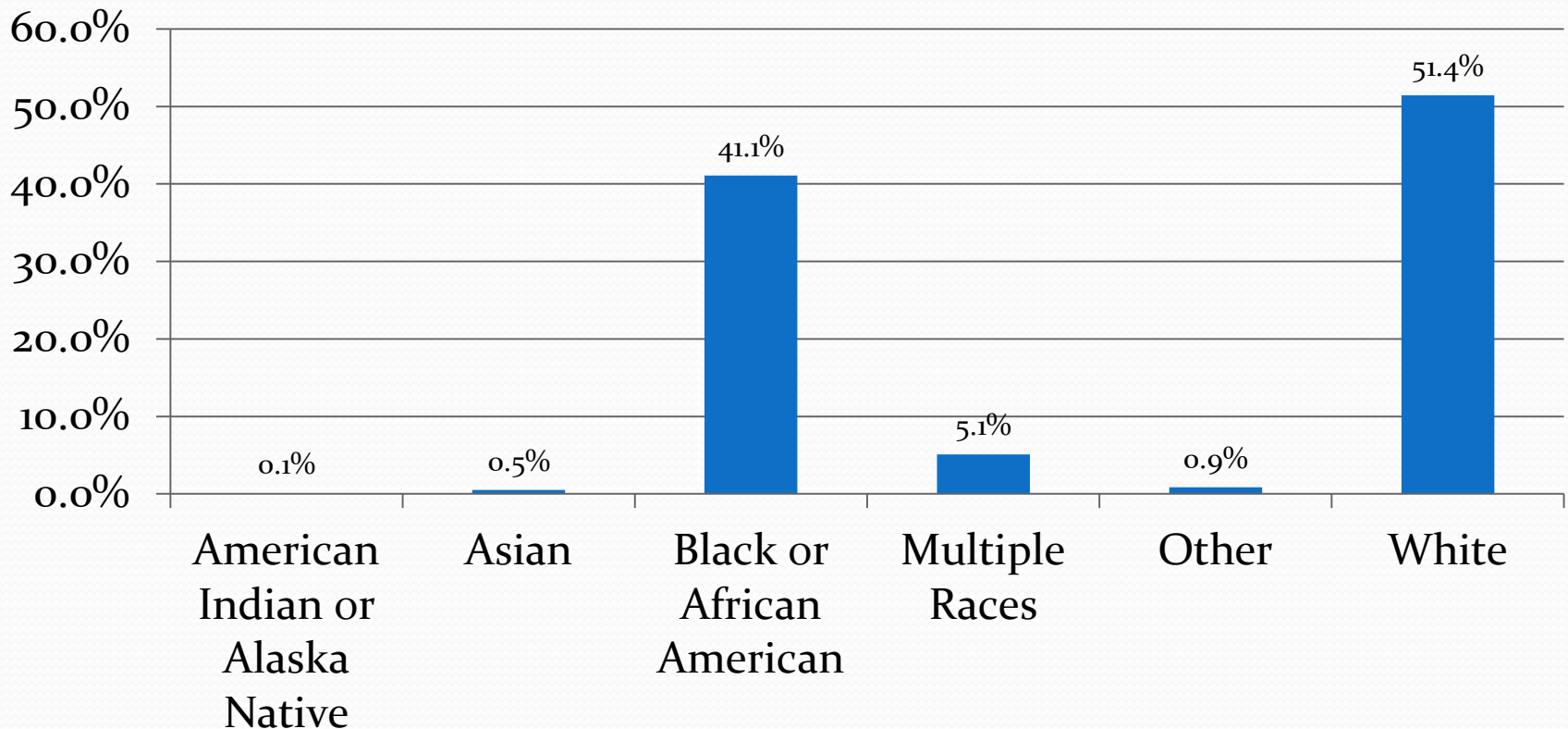
Demographics of Respondents

Age



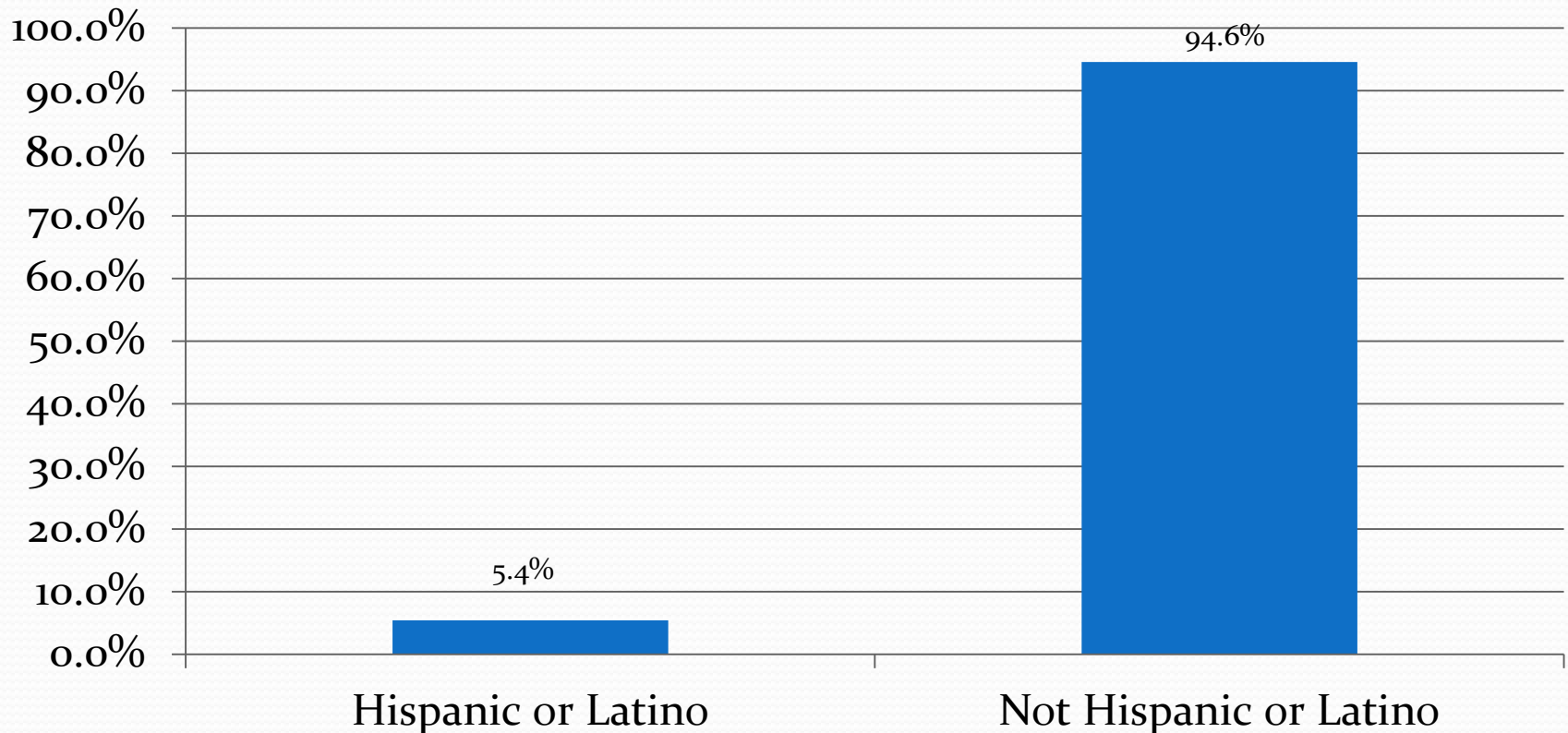
Demographics of Respondents

Race



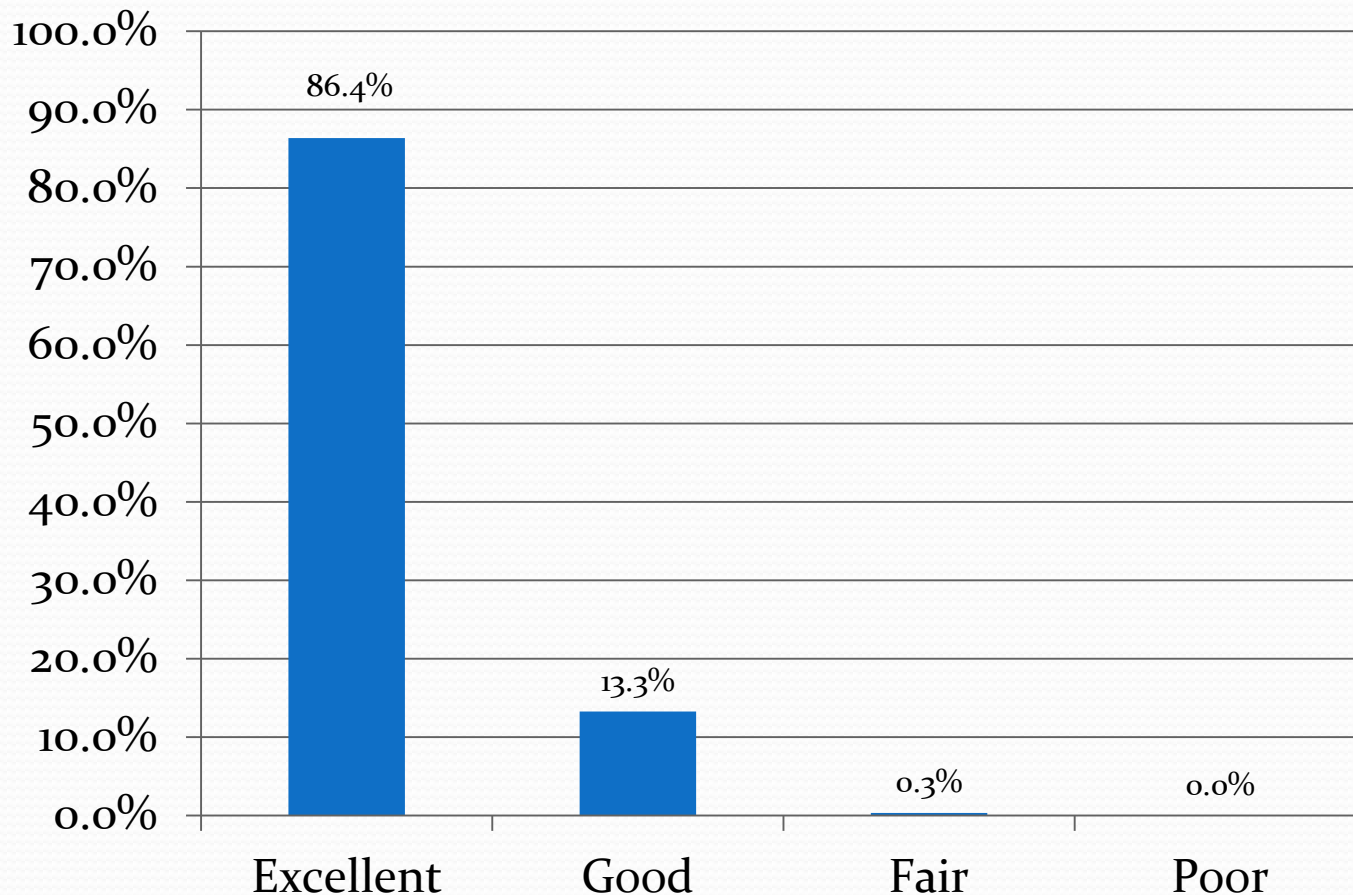
Demographics of Respondents

Ethnicity



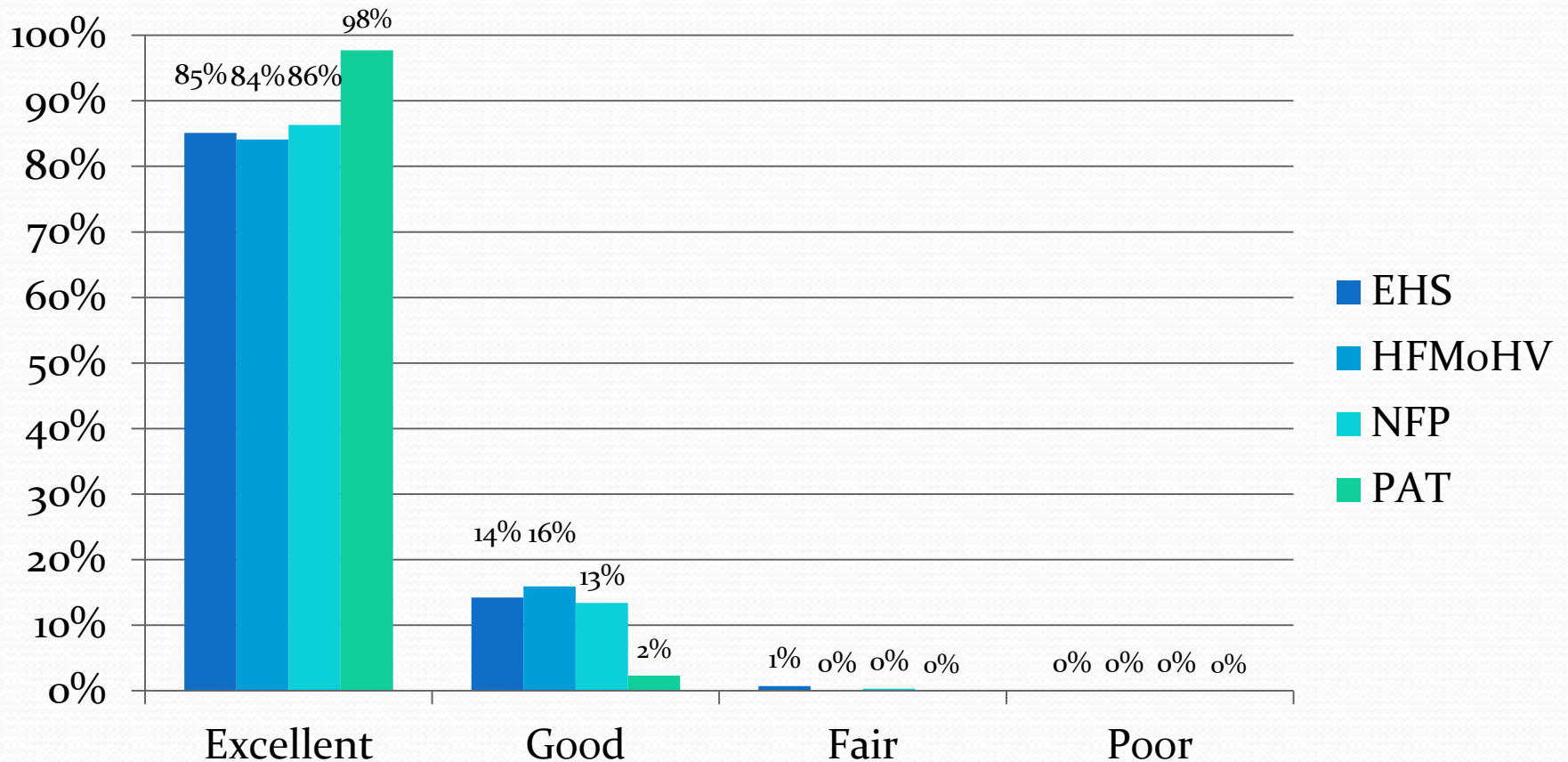
Quality

- Of the 618 returned surveys, 610 responded to this question
- Only 2 respondents rated the quality as Fair, and none rated as Poor



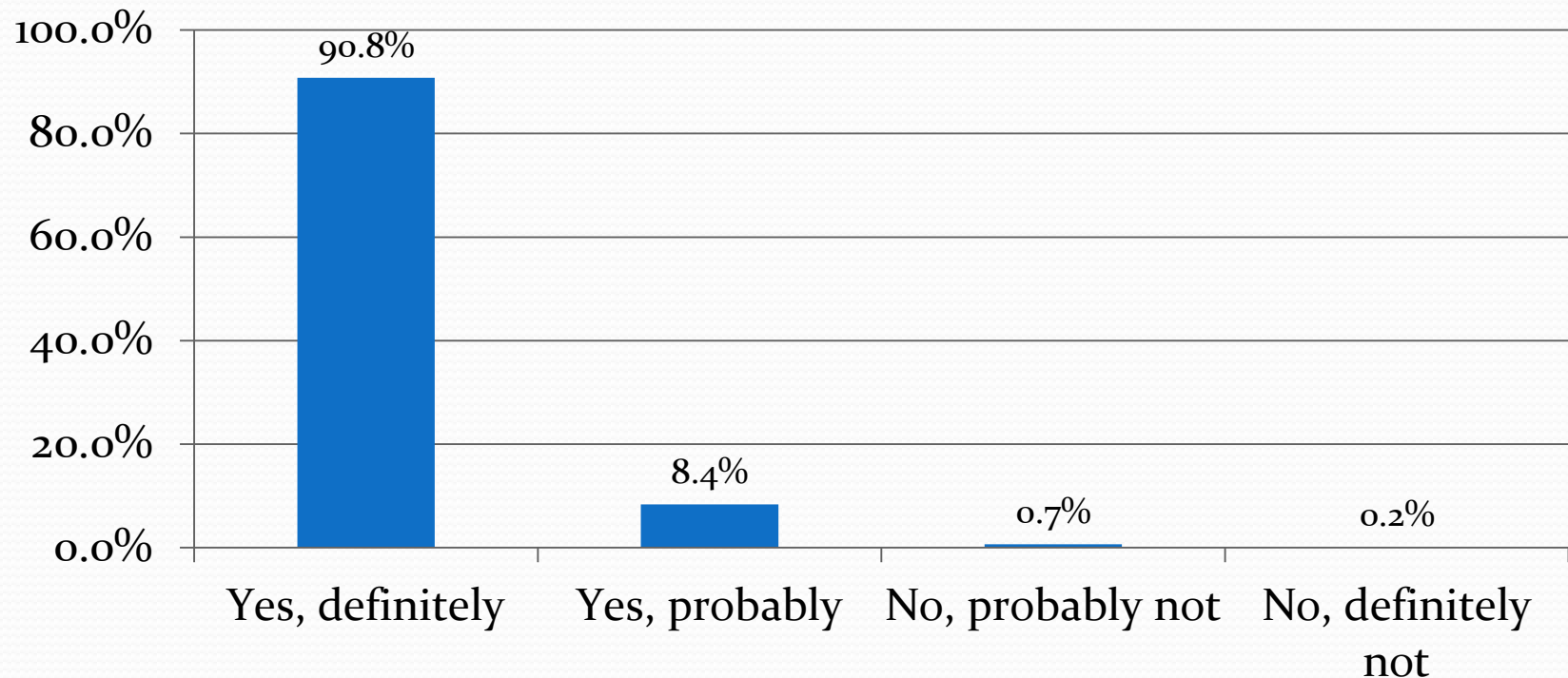
Quality by Model

- Quality was rated highly across all models



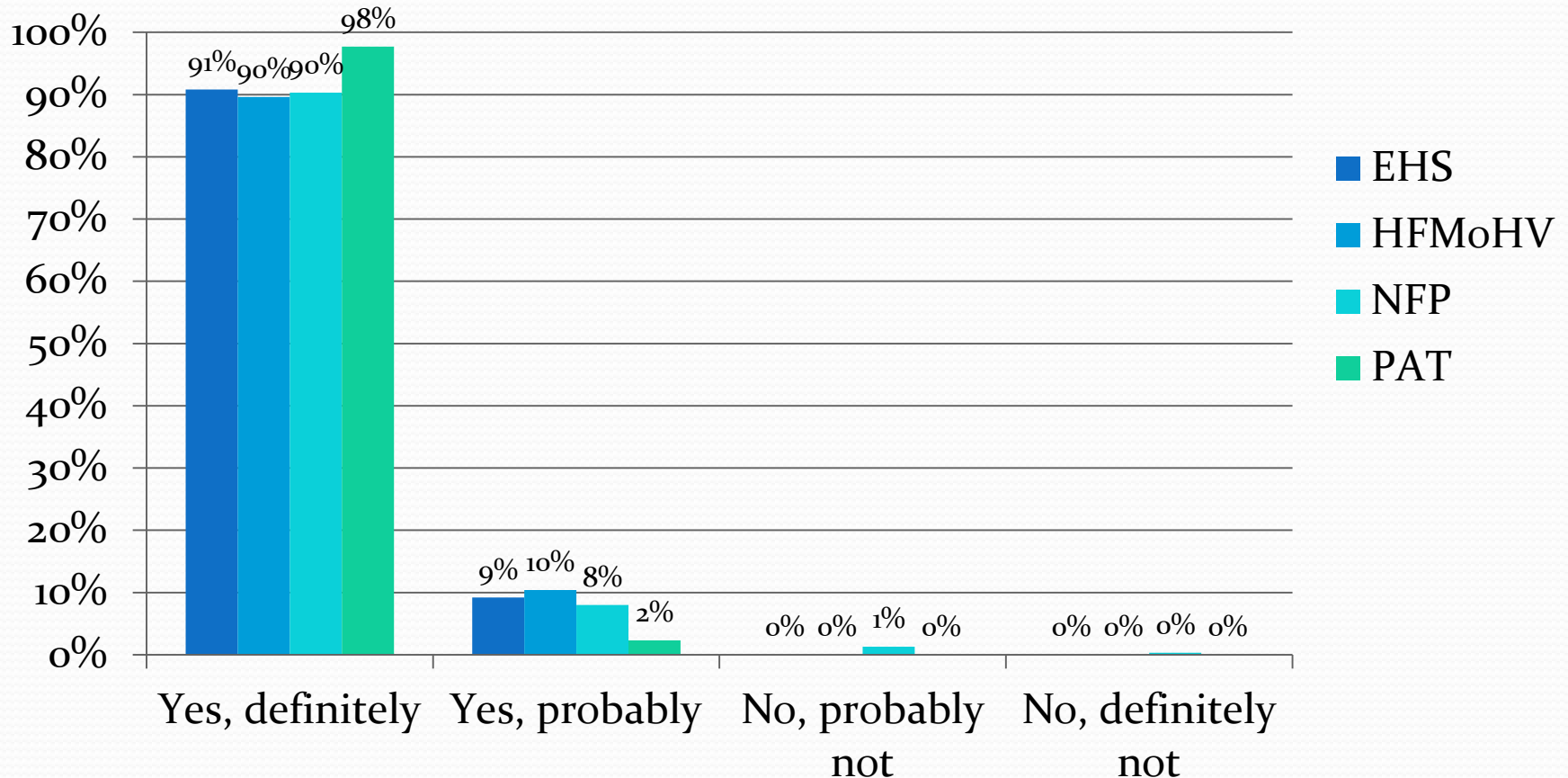
Recommendation

- Of the 618 returned surveys, 608 (98.4%) responded to this question
- Only 5 respondents said they would not recommend the program



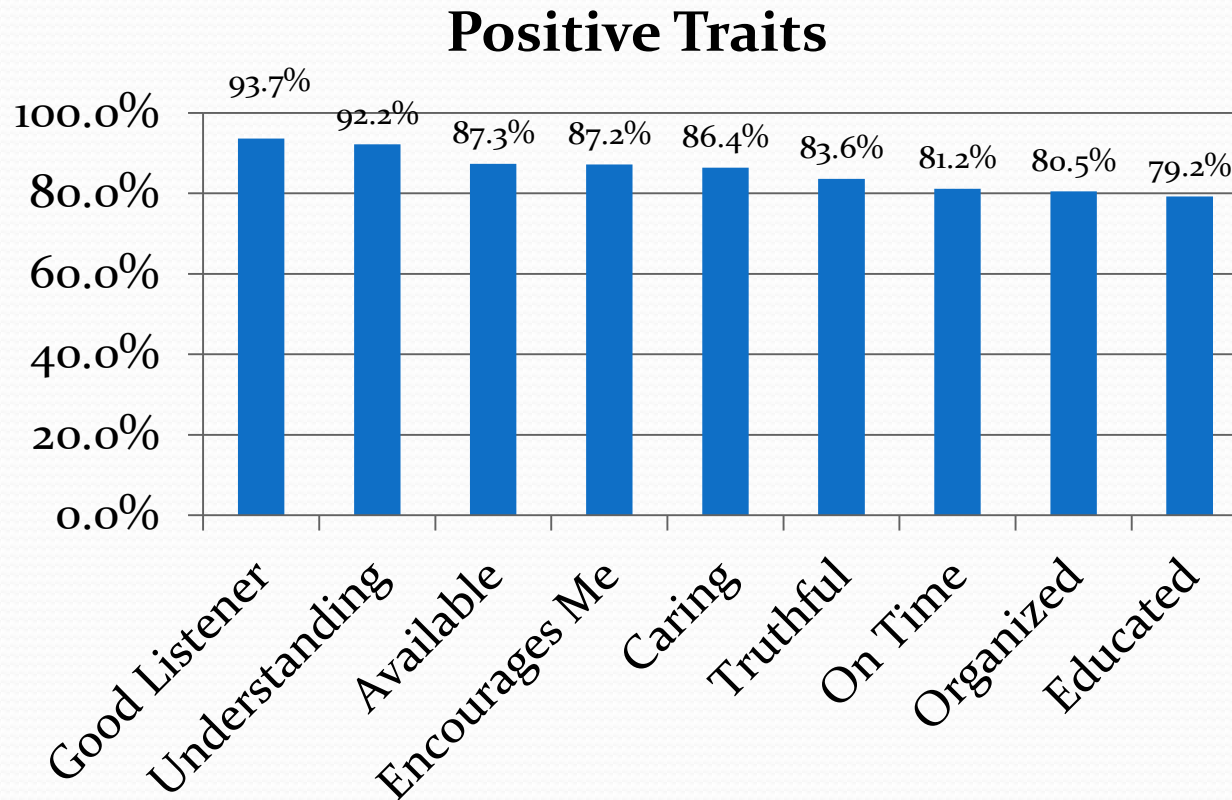
Recommendation by Model

- Most respondents in each program indicated that they would definitely recommend the services



Home Visitor Characteristics

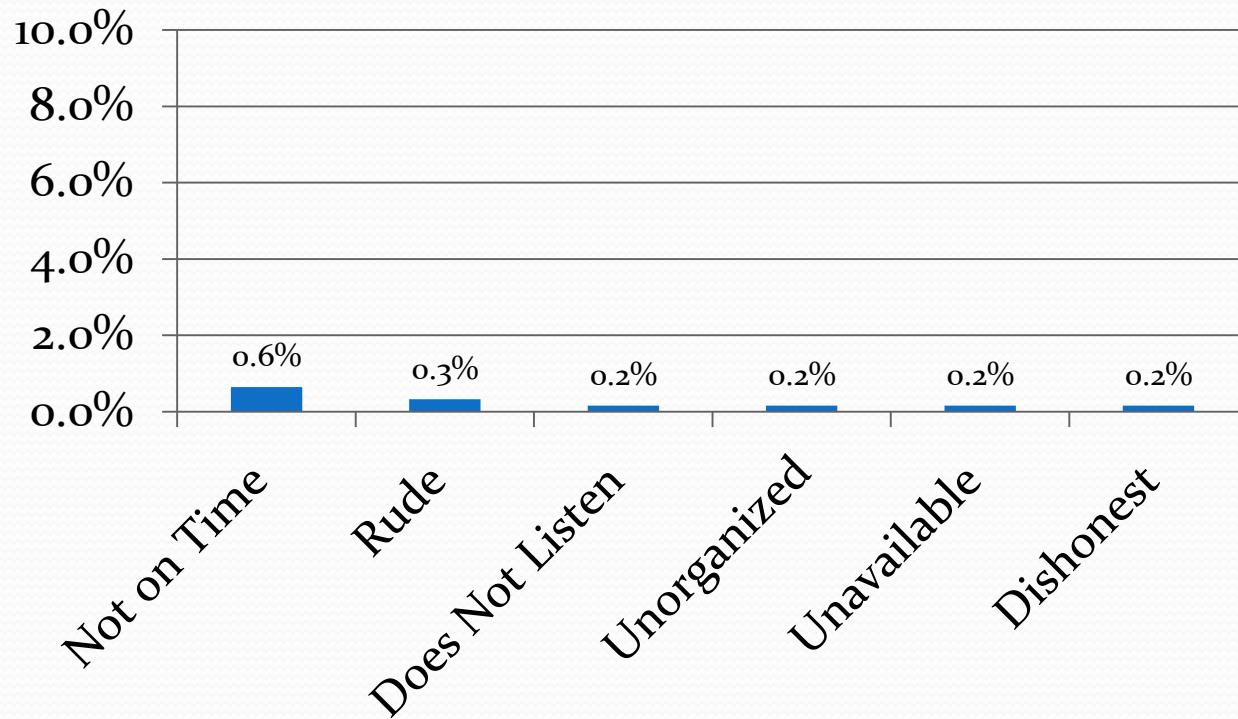
- Of the 618 returned surveys, 616 (99.7%) responded to this question



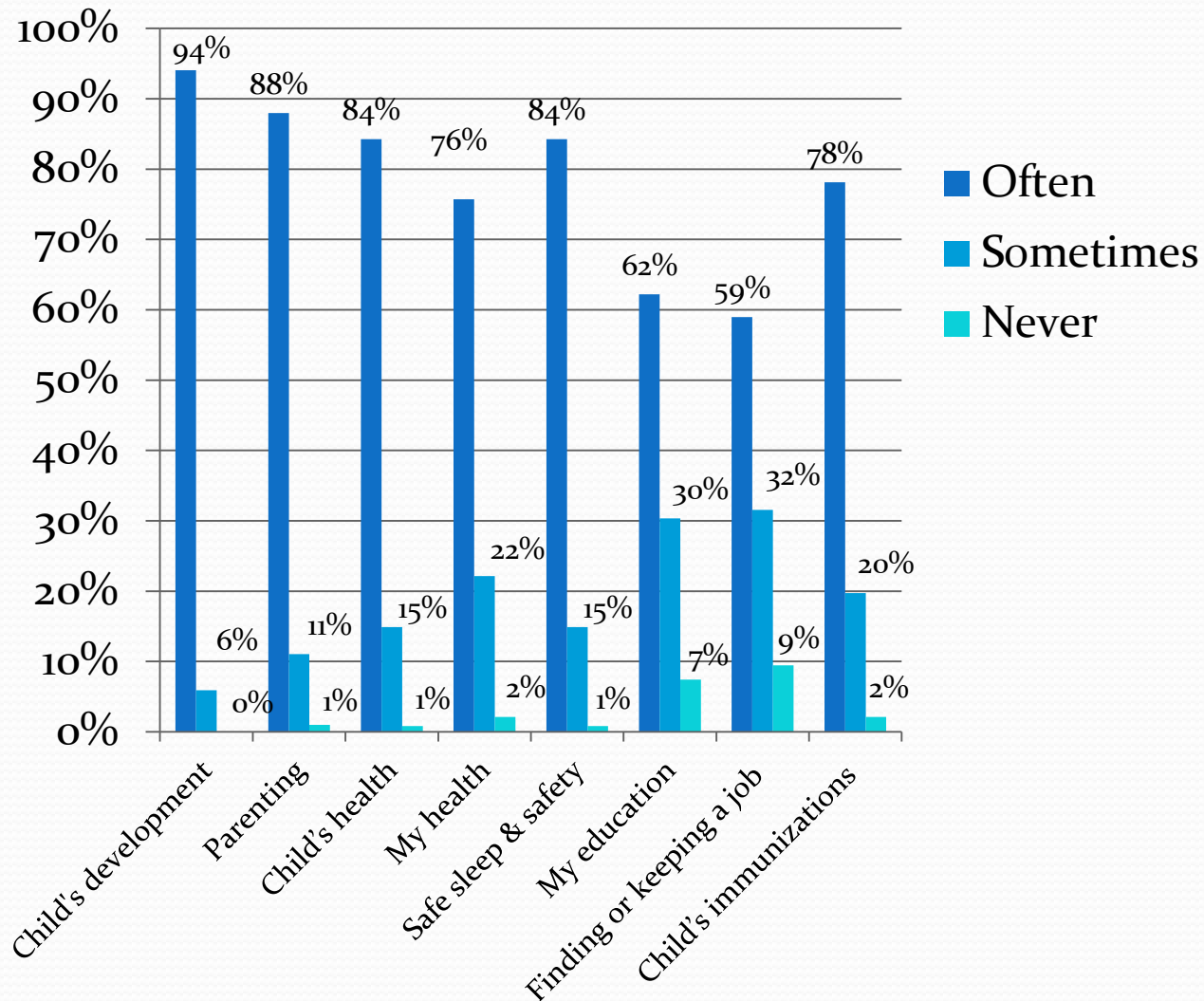
Home Visitor Characteristics

- Of the 618 returned surveys, 616 (99.7%) responded to this question

Negative Traits

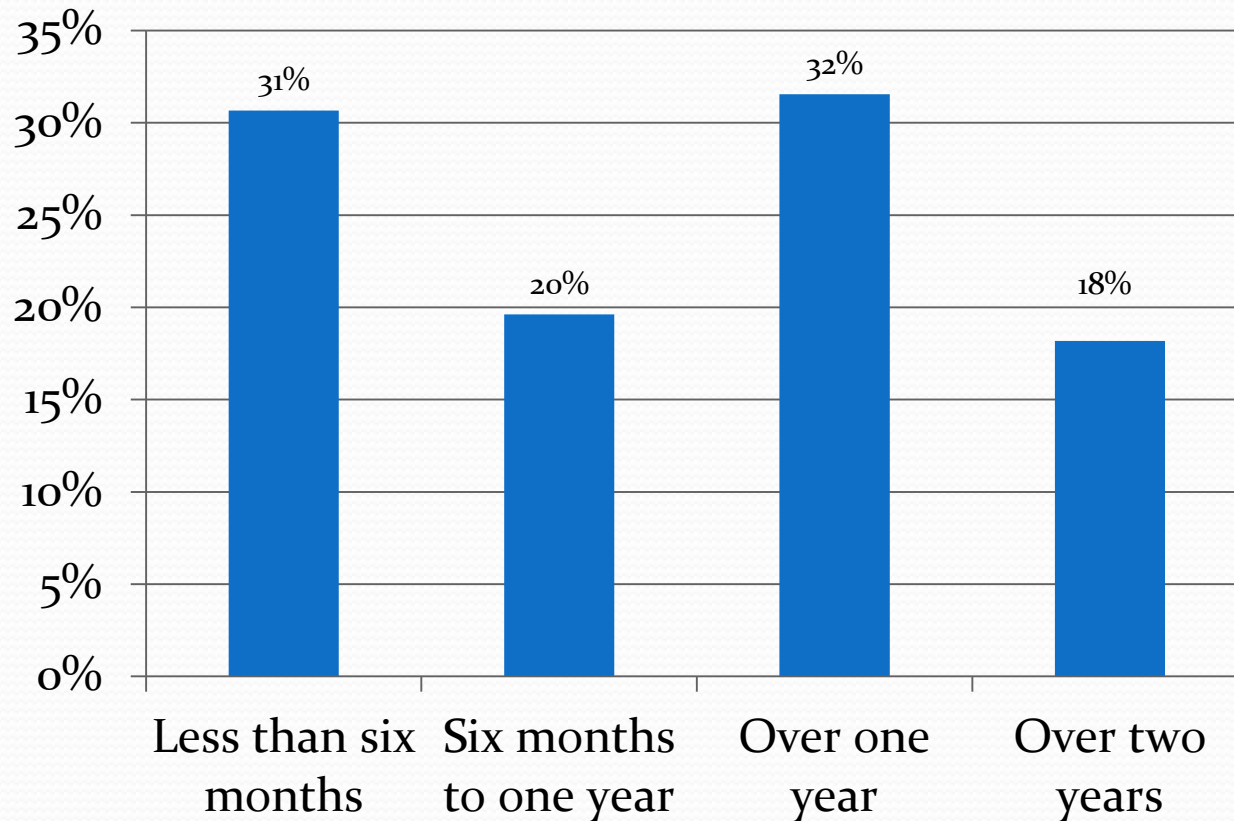


Topics Covered by Home Visitor

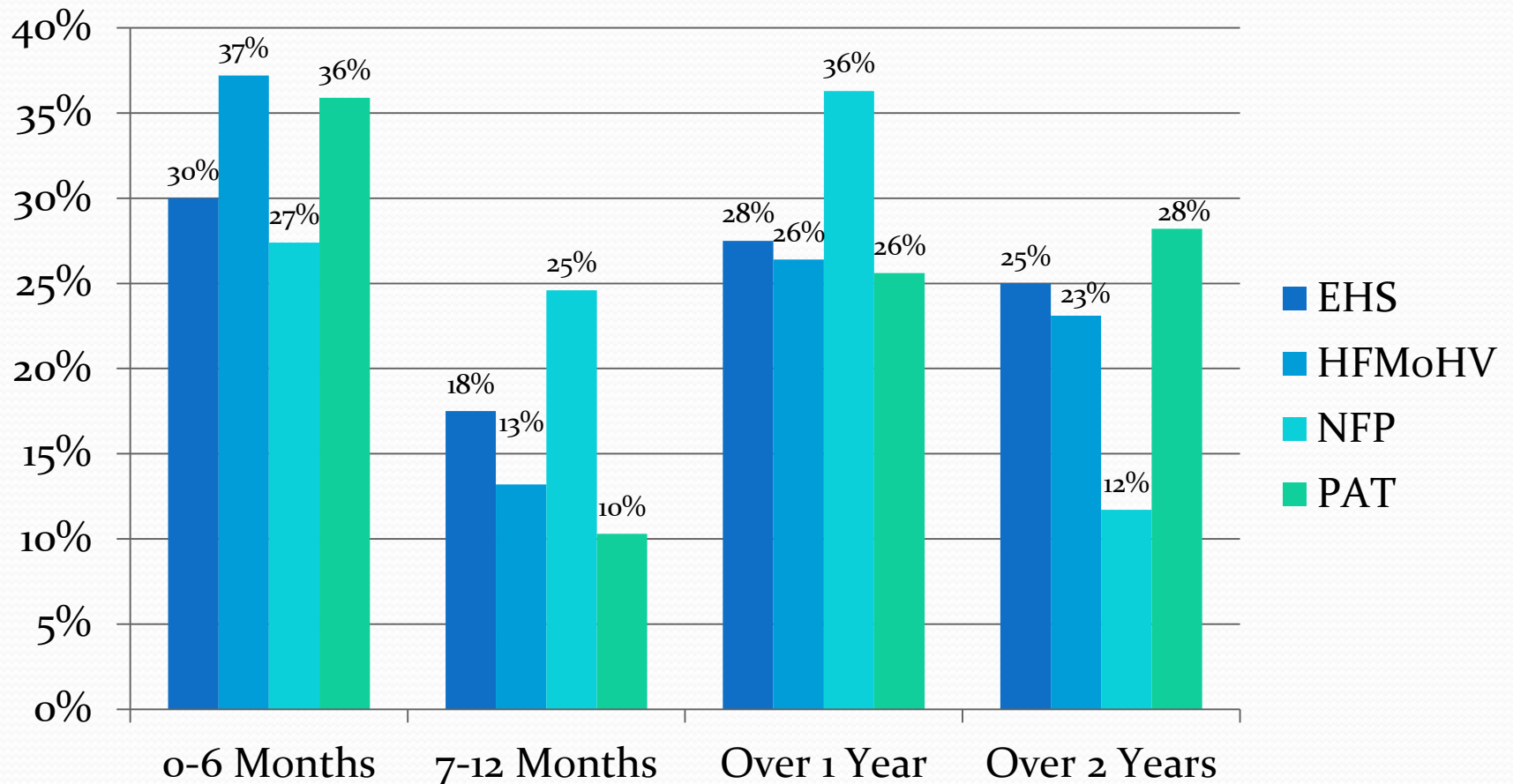


Time Enrolled

- Of the 618 returned surveys, 561 had an answer to this question



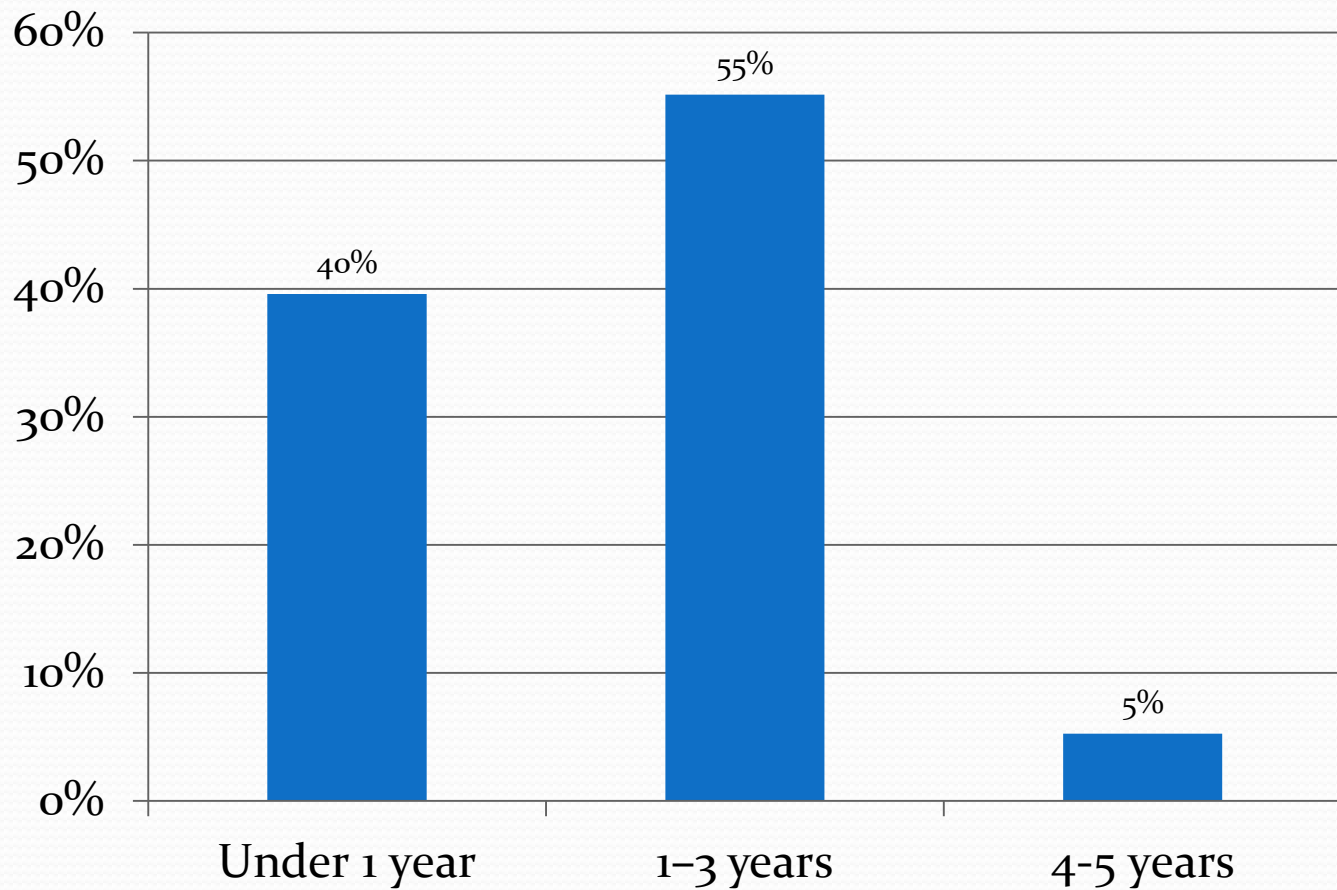
Time Enrolled by Model



Age of Children Being Served

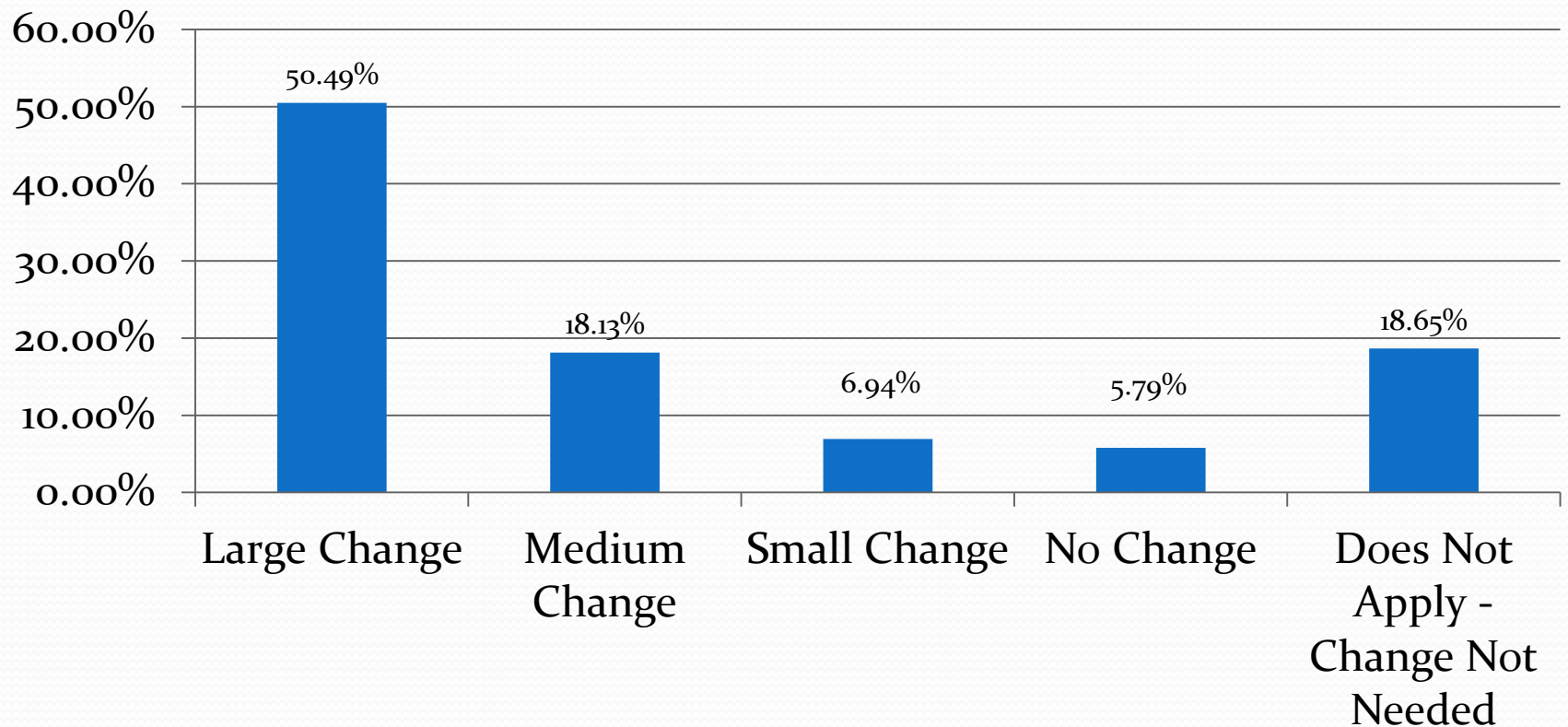
- The age of children at the time of the survey was recorded for 571 children
- 91 of the respondents were pregnant with no older children enrolled and are not included in the chart on the following slide

Age of Children Being Served



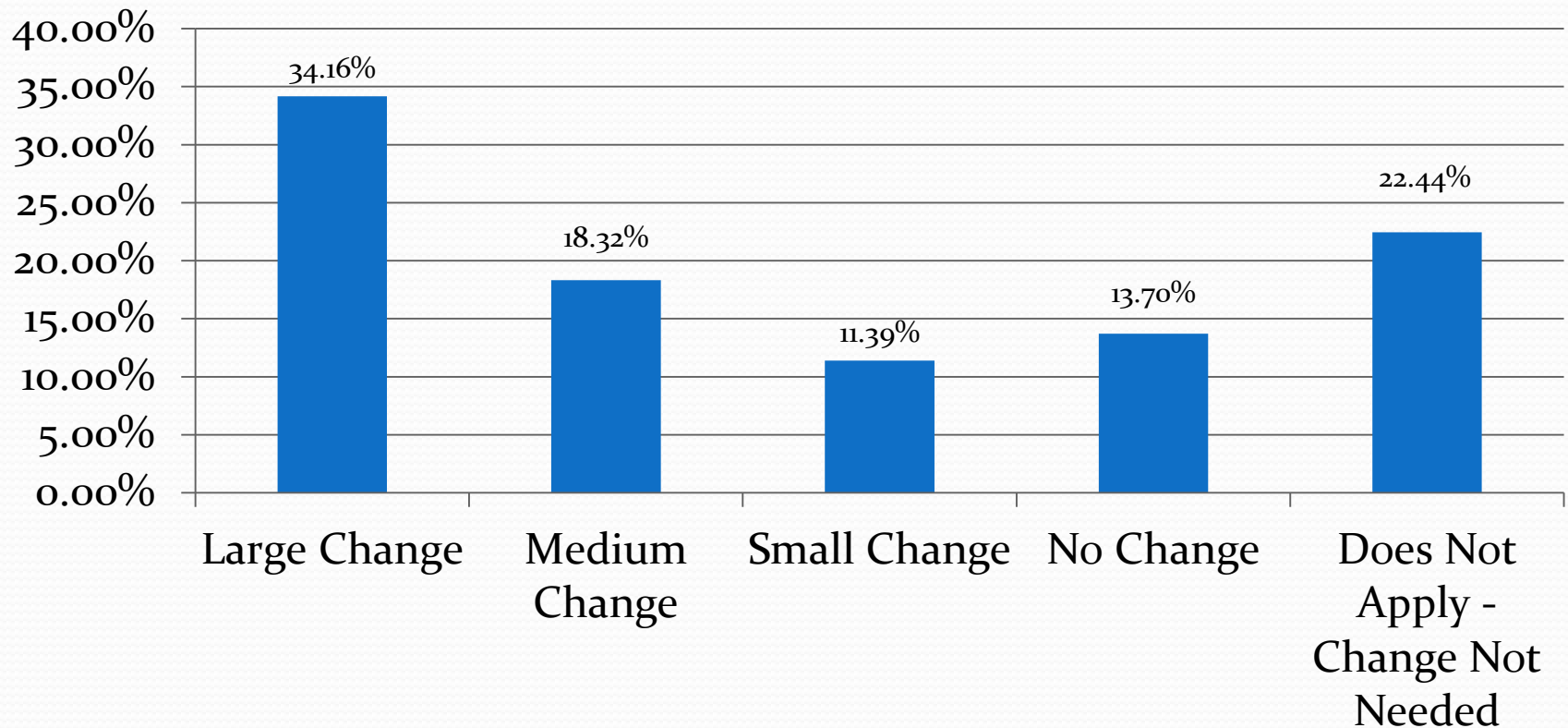
Reported Positive Change in Ability and Skill Subject Groups

Parenting



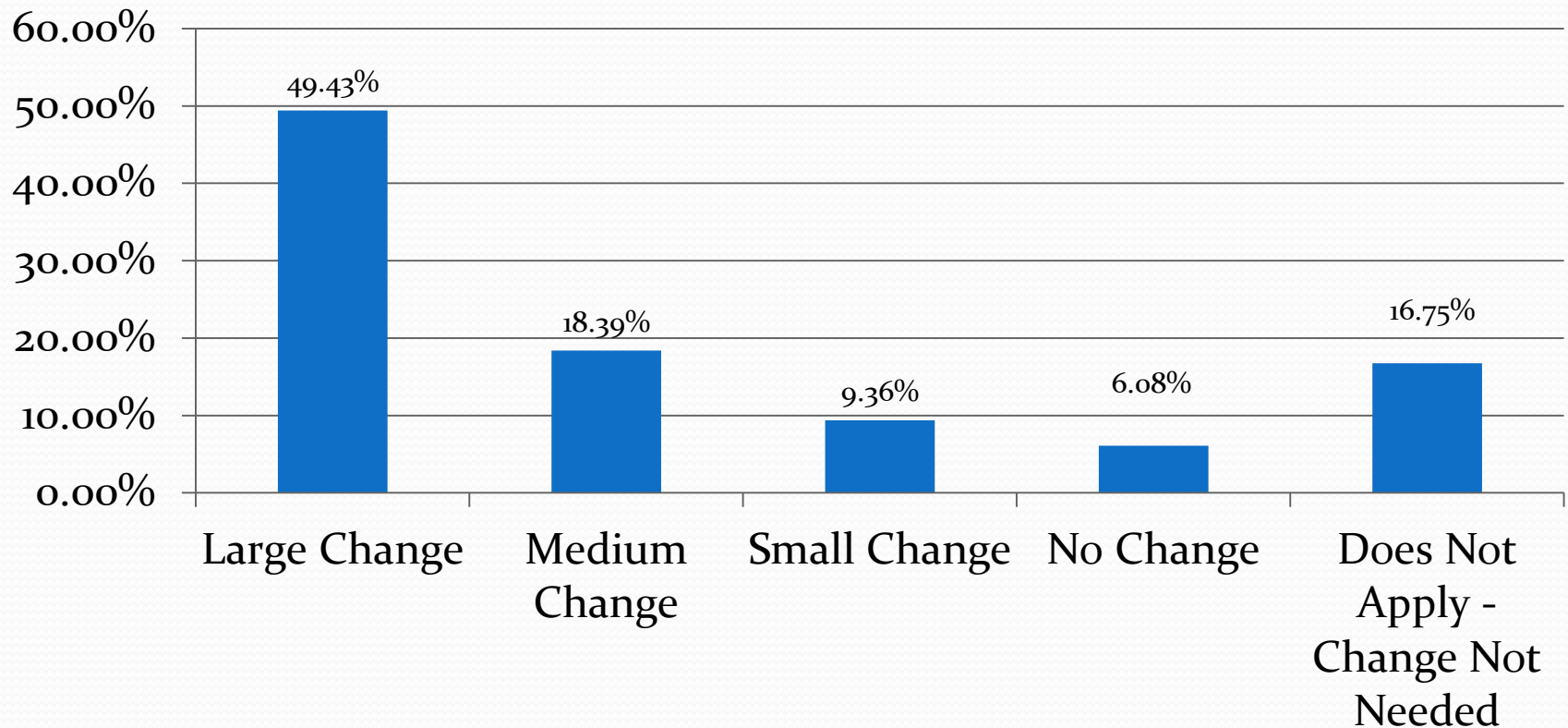
Reported Positive Change in Ability and Skill Subject Groups

Relationships



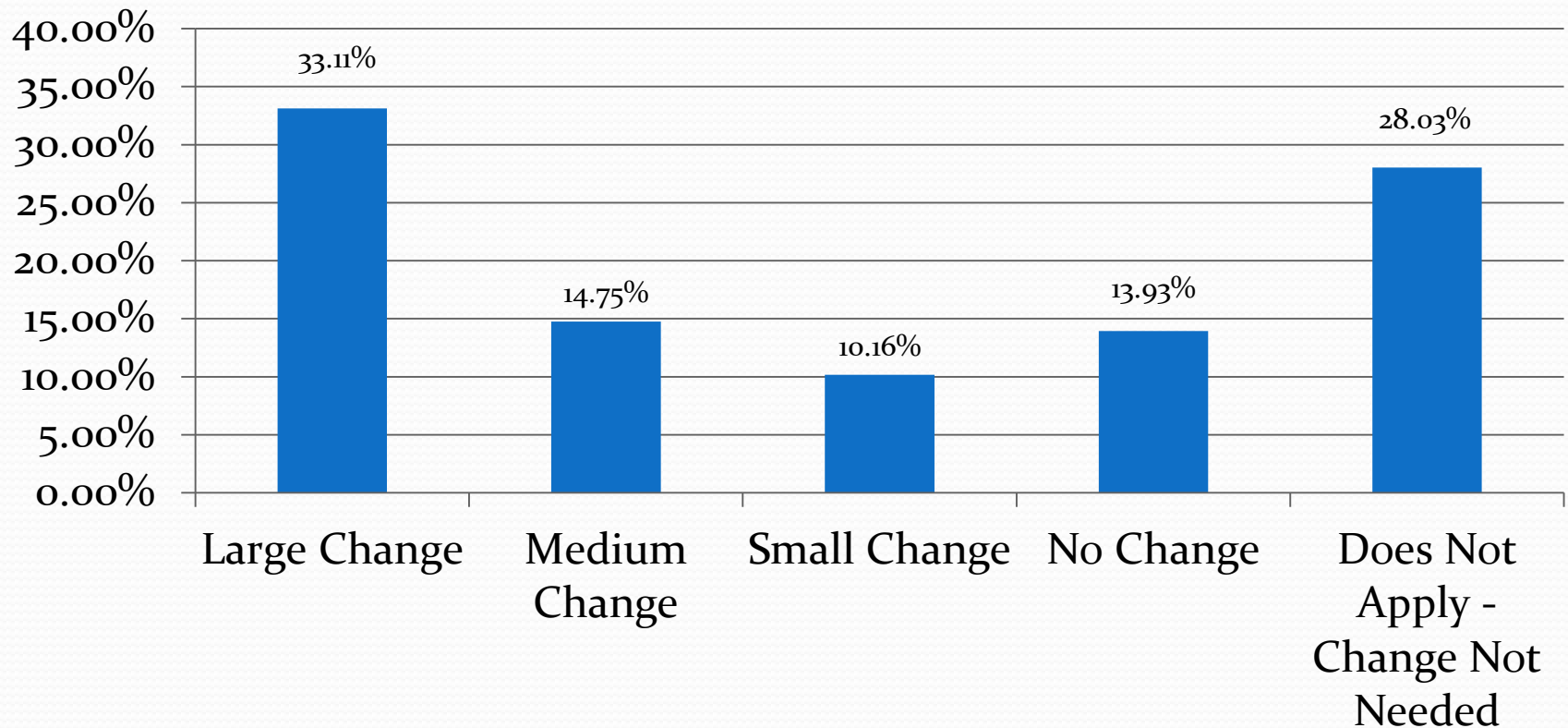
Reported Positive Change in Ability and Skill Subject Groups

Healthcare



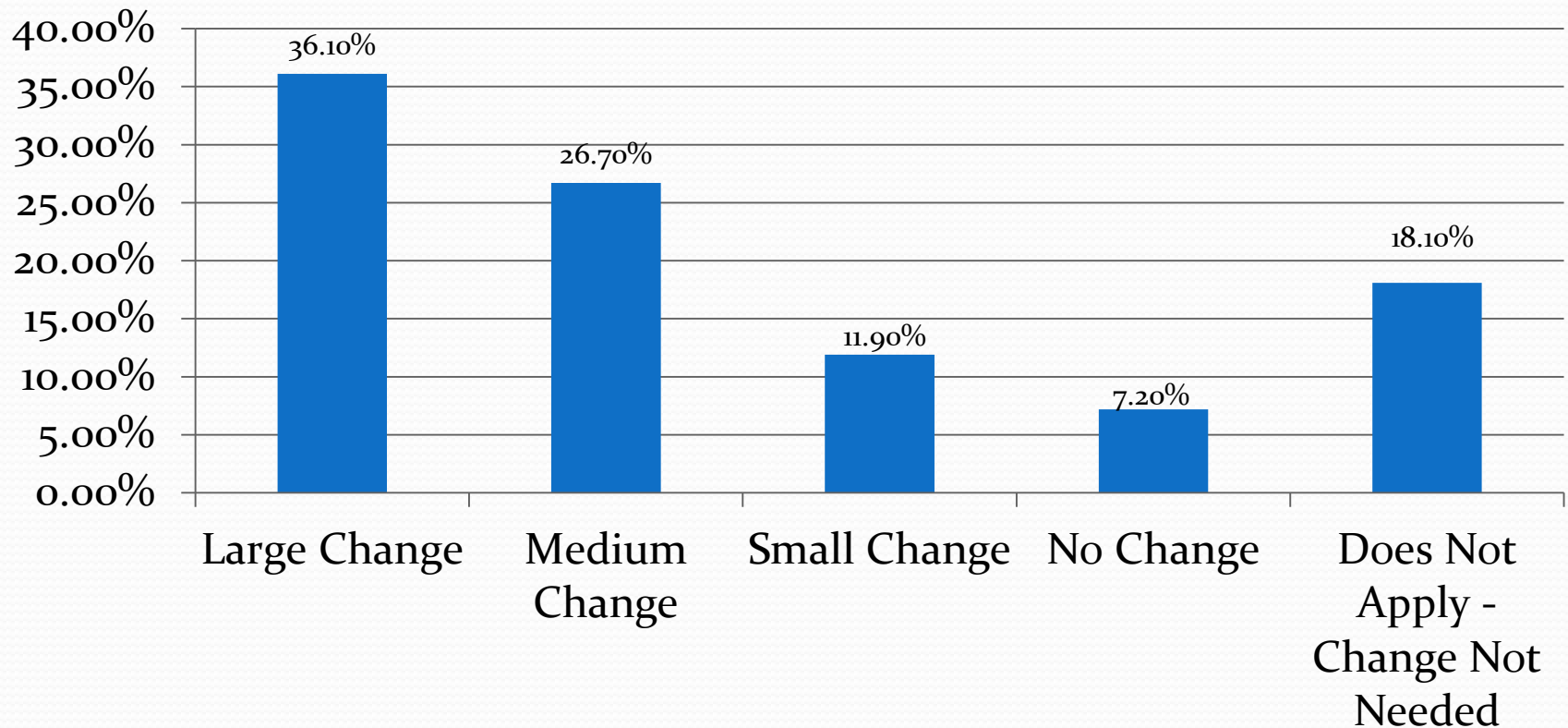
Reported Positive Change in Ability and Skill Subject Groups

Living Situation



Reported Positive Change in Ability and Skill Subject Groups

Mother's Wellbeing



Summary of the Survey

- 99.7% of the respondents rated their perceived quality of services received from home visitation staff as “Good or “Excellent” and 99.1% of the respondents indicated they would definitely or probably recommend the home visiting service to others
- Almost all respondents reported that their home visitor often discussed topics such as child development, health, and safe sleep.
- Each of the nine positive characteristics (good listener, understanding, encourages me, truthful, on time, organized, available, educated and caring) was circled by at least 79% of the respondents. None of the negative characteristics (unorganized, does not listen, unavailable, dishonest, and rude) were selected more than 0.6% of the time.
- Many participants felt they had a significant level of positive change in each of the five areas of ability and skill: parenting, relationships, healthcare, living situation, and mother’s well-being.