Home Visiting Client Satisfaction Survey 2017

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

- 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 Unit to conduct a client satisfaction survey annually.
- Survey results are used by the DHSS Home Visiting Unit to work with the contractors to develop and implement a process for addressing and resolving programmatic and implementation issues.
Survey

- The home visiting client satisfaction review is based on participant responses to the annual Missouri Home Visiting Client Satisfaction Survey conducted from 1st October – 31st December 2017.

- Subjects who received the survey were home visiting clients from Missouri DHSS Home Visiting programs (n = 608). 77% of surveys were completed and submitted for analysis (n=468).
Age of Respondents

- 15-17: 5.5%
- 18-19: 9.4%
- 20-24: 39.2%
- 25-29: 24.1%
- 30-34: 13.1%
- 35-39: 5.5%
- 40+: 3.3%
Race and Ethnicity of Respondents

- White: 51.2%
- Black or African American: 42.2%
- Multiple Races: 3.3%
- Other: 1.3%
- Asian: 1.1%
- American Indian or Alaska Native: 0.9%
- Hispanic or Latino: 5.1%
- Non Hispanic or Latino: 94.9%
Ages of Children of Respondents

- Pregnant: 17.3%
- 0 to 12 Months: 39.3%
- 1 to 3 Years: 48.3%
- 4 to 5 Years: 7.1%
Respondents by Model

<table>
<thead>
<tr>
<th>Model</th>
<th>Number</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>NFP</td>
<td>227</td>
<td>48.5%</td>
</tr>
<tr>
<td>EHS-HBO</td>
<td>98</td>
<td>20.9%</td>
</tr>
<tr>
<td>PAT</td>
<td>79</td>
<td>16.9%</td>
</tr>
<tr>
<td>HFMoHV</td>
<td>64</td>
<td>13.7%</td>
</tr>
<tr>
<td>Total</td>
<td>468</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
Positive Home Visitor Characteristics

- Good listener: 95.1%
- Understanding: 94.0%
- Available: 87.8%
- Encourages me: 87.4%
- Caring: 86.1%
- Truthful: 85.3%
- On time: 83.1%
- Organized: 82.9%
- Educated: 82.1%
Negative Home Visitor Characteristics

- Not on time: 0.4%
- Doesn't listen: 0.2%
- Dishonest: 0.2%
- Rude: 0.2%
- Unorganized: 0.0%
- Unavailable: 0.0%
Quality of Services

How would you rate the quality of services received from the program?
<table>
<thead>
<tr>
<th>Model</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>NFP</td>
<td>90.1</td>
<td>9.5</td>
<td>0.5</td>
<td>0.0</td>
</tr>
<tr>
<td>HFMoHV</td>
<td>98.4</td>
<td>1.6</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>EHS</td>
<td>90.6</td>
<td>9.4</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>PAT</td>
<td>93.6</td>
<td>6.4</td>
<td>0.0</td>
<td>0.0</td>
</tr>
</tbody>
</table>

How would you rate the quality of services received from the program?
Recommendation of Services

Would you recommend the services of this home visitation program to others?
Recommendation of Services by Model

Yes, definitely: 90.6, 92.2, 93.8, 90.9
Yes, probably: 9.4, 7.8, 6.2, 7.8
No, probably not: 1.3

Legend:
- NFP
- HFMoHV
- EHS
- PAT
Program Enrollment Duration by Model

- NFP
  - 0-6 months: 21.8%
  - 7-12 months: 15.9%
  - More than 1 year: 35.9%
  - More than 2 years: 26.4%

- HFMoHV
  - 0-6 months: 14.3%
  - 7-12 months: 28.6%
  - More than 1 year: 30.4%
  - More than 2 years: 26.8%

- EHS-HBO
  - 0-6 months: 30.3%
  - 7-12 months: 21.4%
  - More than 1 year: 32.6%
  - More than 2 years: 15.7%

- PAT
  - 0-6 months: 55.3%
  - 7-12 months: 17.1%
  - More than 1 year: 19.7%
  - More than 2 years: 7.9%
Topics About Child Covered by Home Visitor

<table>
<thead>
<tr>
<th>Topic</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development</td>
<td>94.9%</td>
<td>2.4%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Health</td>
<td>90.6%</td>
<td>6.8%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Safe sleep and safety</td>
<td>82.7%</td>
<td>13.9%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Immunizations</td>
<td>73.9%</td>
<td>21.2%</td>
<td>2.6%</td>
</tr>
</tbody>
</table>
Topics about Primary Caregiver Covered by Home Visitor

- **Health**: 77.6% (Often), 19.2% (Sometimes), 1.5% (Never)
- **Parenting**: 88.0% (Often), 8.8% (Sometimes), 1.1% (Never)
- **Education completion or advancement**: 64.7% (Often), 28.6% (Sometimes), 4.7% (Never)
- **Employment assistance**: 59.4% (Often), 29.7% (Sometimes), 7.7% (Never)
All Topics Covered by Home Visitor

- **Child's Development**
  - Never: 0.2%
  - Sometimes: 2.4%
  - Often: 97.4%

- **Child's Health**
  - Never: 0.2%
  - Sometimes: 7.0%
  - Often: 92.8%

- **Parenting**
  - Never: 1.1%
  - Sometimes: 9.0%
  - Often: 90.0%

- **Child Safety**
  - Never: 0.7%
  - Sometimes: 14.3%
  - Often: 85.1%

- **Mom's Health**
  - Never: 1.5%
  - Sometimes: 19.6%
  - Often: 78.9%

- **Immunizations**
  - Never: 2.6%
  - Sometimes: 21.7%
  - Often: 75.7%

- **Education**
  - Never: 4.8%
  - Sometimes: 29.2%
  - Often: 66.0%

- **Employment**
  - Never: 8.0%
  - Sometimes: 30.7%
  - Often: 61.4%
Reported Positive Change in Mother’s Well-being

Happiness

- Does not apply: 12.5%
- No change: 5.2%
- Small change: 9.0%
- Medium change: 23.6%
- Large change: 49.8%

Ability to cope with problems and stress

- Does not apply: 14.8%
- No change: 4.8%
- Small change: 13.4%
- Medium change: 30.5%
- Large change: 42.4%

Ability to solve problems

- Does not apply: 13.7%
- No change: 6.1%
- Small change: 14.8%
- Medium change: 29.7%
- Large change: 35.8%

Ability to control my temper

- Does not apply: 18.4%
- No change: 9.9%
- Small change: 12.5%
- Medium change: 30.5%
- Large change: 28.7%
Reported Positive Change in Relationship Skills

- Large change: 29.3%
- Medium change: 18.1%
- No change: 14.8%
- Small change: 12.3%
- Does not apply: 25.6%
Reported Positive Change in Living Situation

- Large change: 31.2%
- Medium change: 15.5%
- Small change: 10.5%
- No change: 16.1%
- Does not apply: 26.8%
Reported Positive Change in Parenting Skills

- Understanding child’s/children’s development
  - Large change: 64.4%
  - Medium change: 29.7%
  - Small change: 14.7%
  - No change: 8.2%
  - Does not apply: 5.6%  

- Understanding warning signs of potential child abuse/neglect
  - Large change: 40.5%
  - Medium change: 16.7%
  - Small change: 14.7%
  - No change: 8.9%
  - Does not apply: 6.9%  

- Patience with child’s/children’s behavior
  - Large change: 41.7%
  - Medium change: 25.0%
  - Small change: 16.7%
  - No change: 8.9%
  - Does not apply: 7.6%  

- Understanding of child(ren) need(s) from me
  - Large change: 60.0%
  - Medium change: 16.5%
  - Small change: 18.2%
  - No change: 13.0%
  - Does not apply: 5.9%  

- Ability to care for child(ren)
  - Large change: 54.1%
  - Medium change: 14.2%
  - Small change: 18.2%
  - No change: 7.4%
  - Does not apply: 6.1%
Reported Positive Change in Healthcare Skills

- Large change: 54.1%
- Medium change: 12.1%
- Small change: 8.0%
- No change: 7.4%
- Does not apply: 18.4%
Overall Reported Largest Change by Subject Group

<table>
<thead>
<tr>
<th>Subject</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand child development</td>
<td>64.4%</td>
</tr>
<tr>
<td>Understand child’s needs</td>
<td>60.0%</td>
</tr>
<tr>
<td>Addressing healthcare needs</td>
<td>54.1%</td>
</tr>
<tr>
<td>Ability to care for child</td>
<td>54.1%</td>
</tr>
<tr>
<td>Happiness</td>
<td>49.8%</td>
</tr>
<tr>
<td>Ability to cope with stress</td>
<td>42.4%</td>
</tr>
<tr>
<td>Patience with child’s behavior</td>
<td>41.7%</td>
</tr>
<tr>
<td>Understand signs of potential child abuse</td>
<td>40.5%</td>
</tr>
<tr>
<td>Problem solving skills</td>
<td>35.8%</td>
</tr>
<tr>
<td>Living situation</td>
<td>31.2%</td>
</tr>
<tr>
<td>Relationship with partner or spouse</td>
<td>29.3%</td>
</tr>
<tr>
<td>Ability to control temper</td>
<td>28.7%</td>
</tr>
</tbody>
</table>
Comments from the Home Visiting Client Satisfaction Survey (2017-2018)

- “[My home visitor] cares for my family like we are blood relatives. She’s the only support I have.”
- “Just wish the program could last until my son grows up to his college years, instead of stopping.”
- “I think the program is great. It helps me and my children grow.”
- “Them helping with jobs so that parents can be more successful…”
- “Reach out to others in need. A lot of people don’t know about the program and how amazing it is.”
Home Visiting Client Satisfaction Survey
2016

Home Visitor to complete:
Program Site/Agency: ____________________________

Check the box if the primary caregiver is pregnant and list the number of child(ren) as applicable:

- Pregnant
- 0-12 months
- 1-3 years
- 4-5 years

Estimated time in home visiting program:
- 0-6 months □
- 7-12 months □
- More than 1 year □
- More than 2 years □

Home Visiting Client to complete:

Name of Program: ____________________________ Date: __________
Name of Home Visitor (Optional): ____________________________
Your Name (Optional): ____________________________

Thank you for taking the time to complete this survey. The information will help us improve the program to serve you better.

Please circle one in each category:

My Ethnicity
- Hispanic or Latino
- Not Hispanic or Latino

My Race
- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White
- Multiple Races
- Other

My Age
- Under 15 years
- 15-17 years
- 18-19 years
- 20-24 years
- 25-29 years
- 30-34 years
- 35-39 years
- 40-44 years
- 45 years and over

My Home Visitor:
Please circle which characteristics best describe your home visitor.

- Understanding
- Encourages me
- Available
- Good listener
- Educated
- Unavailable
- Doesn’t listen
- On time
- Truthful
- Doesn’t listen
- Not on time
- Dishonest
- Organized
- Not on time
- Unorganized
- Caring
- Rude
Home Visiting Client Satisfaction Survey 2016

**My home visitor (please circle):**

<table>
<thead>
<tr>
<th>Question</th>
<th>Never</th>
<th>Sometimes</th>
<th>Often</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talked with me about my child/children’s development?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talked with me about parenting my child/children?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talked with me about my child/children’s health?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Talked with me about my health?</td>
<td></td>
<td></td>
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<tr>
<td>Talked with me about safe sleep and child safety?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Talked with me about completing or advancing my education?</td>
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<tr>
<td>Talked with me about finding or keeping a job or whether my current job meets my needs?</td>
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<tr>
<td>Talked with me about my child/children’s immunizations?</td>
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</tbody>
</table>

How would you rate the quality of services received from the program (please circle):

<table>
<thead>
<tr>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>Good</td>
<td>Fair</td>
<td>Poor</td>
</tr>
</tbody>
</table>

Was there any information or service you needed and were unable to obtain from the home visitor?

☐ Yes  ☐ No

If yes, please explain.

__________________________________________________________________________

What one thing would you like to see changed about the program and why?

__________________________________________________________________________

Would you recommend the services of this home visitation program to others (please circle)?

<table>
<thead>
<tr>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, definitely</td>
<td>Yes, probably</td>
<td>No, probably not</td>
<td>No, definitely not</td>
</tr>
</tbody>
</table>
Home Visiting Client Satisfaction Survey 2016

In the following areas, to what degree have you had POSITIVE change because of your participation in the home visiting program?
Place an "X" in the box that best applies for each statement.

<table>
<thead>
<tr>
<th></th>
<th>No change</th>
<th>Small change</th>
<th>Medium change</th>
<th>Large change</th>
<th>Does not apply (Was not an area needing change)</th>
</tr>
</thead>
<tbody>
<tr>
<td>My ability to solve problems</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My ability to cope with problems/stress</td>
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<td></td>
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<tr>
<td>My happiness</td>
<td></td>
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<td></td>
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<tr>
<td>My relationship with partner/spouse/other parent of my child(ren)</td>
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<tr>
<td>My ability to care for my child(ren)</td>
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<td>My living situation</td>
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<td>My ability to control my temper</td>
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<tr>
<td>My understanding about warning signs of potential child abuse/neglect (anger, depression, self-esteem)</td>
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<tr>
<td>My patience with my child(ren)’s behavior</td>
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<tr>
<td>My understanding of my child(ren)’s development</td>
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<tr>
<td>My understanding of what my child(ren) need(s) from me as the parent</td>
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<tr>
<td>My ability to take care of the health care needs of my family</td>
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</tbody>
</table>

Additional Comments:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________